

# GUIDELINES FOR REOPENING THE MUSIC SECTOR IN BRITISH COLUMBIA

## OVERVIEW

The purpose of this document is to provide a high-level overview for the safe reopening of music businesses within British Columbia. While these guidelines represent best practices, each business will have unique aspects of its operations that need to be modified when creating their own specific COVID-19 reopening protocols in consultation with local Public Health authorities.

Employers are required by section 21 (2) (c) of the Workers Compensation Act to establish occupational health and safety policies and programs in accordance with the Occupational Health and Safety Regulation that outlines the policies, guidelines, and procedures they will put in place to reduce the risk of COVID-19 transmission. WorkSafeBC has provided a helpful [six-step process](#) to develop your own plan, and should be considered along with the information set out in the following guidelines. Key things to remember and prioritize as you are developing your own safety plan:

- Physical distancing as a first measure
- Barriers where physical distancing cannot be maintained
- PPE as a measure of last resort and in combination with other measures
- Continued monitoring and improvement on the controls put in place

These guidelines have been created with input from industry members in British Columbia including but not limited to those in the live and recording industries.

This guidance is subject to change and will be updated as needed. Current information related to COVID-19 can be found here: <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support>

## GENERAL GUIDELINES

The following precautions are the best practices currently available for stopping the spread of COVID-19.

- Stay at home when you are sick, except to receive medical care.
- Cover a cough or sneeze with a tissue and safely discard the tissue, if no tissue is available, cough or sneeze into your sleeve. Always wash your hands immediately following a cough or sneeze.
- Wash your hands regularly using soap and water for at least 20 seconds. If soap and water is not available use Hand Sanitizer containing at minimum 60% ethanol or 70% isopropyl alcohol. Hand washing must occur following the use of the restroom and prior to eating or touching of the face.
- Avoid touching your eyes, nose and mouth especially with unwashed hands. Clean frequently touched surfaces and objects daily or after use by others.
- Avoid handshakes, high fives and other physical forms of greeting.
- Hands should be washed or sanitized immediately upon entry to each space.
- Place hand sanitizing stations (containing at minimum 60% ethanol or 70% isopropyl alcohol) throughout venue / space / site, focusing on high-traffic areas and high-touch points, including entrances and exits.
- Increase availability of waste receptacles near door touch points.
- Staff training and presentations are required well in advance of reopening and should include:
  - COVID-19 awareness training, symptoms, transmission, best defenses.
  - Effective personal hygiene information and effective hand washing training.
  - Effective Personal Protective Equipment (PPE) training on mask, face shield and glove use and disposal.
  - New measures, policies and protocols as it pertains to the venues COVID-19 reopening plan.
  - Enhanced cleaning and sterilization methods.
  - Protocols for confirmed COVID-19 infection for artists, staff, and patrons.
  - Procedures to escalate COVID-19 health and safety concerns.

- Consider COVID-19 posters for the general public and team members encouraging good handwashing. Post in appropriate locations, where they will be most noticed, including washrooms. Download a free handwashing poster from the [BCCDC](#).
- Check manufacturer specifications on cleaning and disinfection agents to ensure that they are effective for COVID-19 and administered correctly.
- Identify and sanitize high-touch points, including but not limited to doorknobs, light switches, sink faucets, toilet handles, containers for disposal of women's sanitary products, dispensers, counters, baby changing station, kitchen, lounges, vending machines, instruments, cables, gear knobs, consoles, computer interfaces (including mouse/trackball and keyboard), shared (removable) hard drives, headphones / headphone mixers, microphones, pop screens, chair arms, pens, pencils, note pads, bike rack, barricades, handrails, elevator buttons, Point of Sale (POS) terminals or keypads, tables, chairs, trash receptacles, and so on.
- Consider removing or modifying frequent touch points.
- Increase the circulation of outdoor air as much as possible by opening windows and doors.
- Design space to ensure physical distancing protocols are in place.
- Maintain at least 2 meters of distance between the nearest person.
- If it is not possible to maintain 2 meters of distance between people, then a mask or face covering should be worn.
- Ensure physical distancing is encouraged and maintained during events and programs.
- Download a free physical distancing poster from the [BCCDC](#).
- Post capacities on back of house spaces based on physical distancing requirements as well as washrooms. Download a free occupancy limit poster from [WorkSafeBC](#).
- Control access to entry points for workers, customers, and deliveries. Consider having limited points of entry. If you have more than one door, considering designating doors for entry and exit.
- Use appropriate personal protective equipment (such as non-medical masks and face shields) for front line staff and volunteers.
- Gatherings indoor or outdoor must not exceed 50 attendees.
- Vehicles parked together must not exceed 50 vehicles.
- Manage the flow of people by implementing one-way walkways or marking off designated walking areas.
- Post COVID-19 protocols using signage for both workers and customers throughout workspace.
- A workplace with 20 or more workers is required to have a joint health and safety committee.
- Consider creating cohorts of workers who work together and who do not interact with other cohorts. This will assist in reducing transmission throughout the workplace in the event that a staff member becomes ill.
- Where possible, encourage working from home part-time to reduce contact intensity and number of contacts in the workplace. Where this is not possible or in addition to working from home policies, ensure employees have less contacts by using staggering shifts or work hours, creating smaller teams working together virtually; and forgoing in-person meetings as much as possible.
- Consider making a COVID specialist role as part of your team.
- Establish Team Member Illness Policy, Physical Distancing Policy and a Hand Washing, Hygiene and Personal Protective Equipment Policy.
- For office guidelines, refer to WorkSafeBC [office protocols](#) pertaining to office spaces.
- Ensure continued accessibility in and out of each space as well as accessible seating. Current health screening measures may require new accommodations for persons with disabilities. For example, deaf attendees who read lips may require screening from a worker wearing a clear face covering or one with a see-through window over their mouth. Individuals whose disability makes them unable to wait in a long line may need a more expedited access procedure.
- Establish procedures to promptly inform of possible COVID-19 exposure in cooperation with Public Health.
- Appoint a staff representative to report any confirmed cases at an event. Contact and receive guidance from a healthcare professional by calling the 8-1-1 phone line operated by HealthLink BC.
- Develop contact tracing protocols in the event of a confirmed case of COVID-19 by recording the name, phone number or email, date and time of entry. Retain this information for 30 days.
- Owners or operators of studios, rehearsal spaces, venues and festivals should develop fast action procedures if and when a client, patron, staff member or performer shows symptoms of COVID-19.
- Establish procedures to quickly cease operations and effectively disinfect the entire venue in the event of a confirmed case of COVID-19.
- Appoint a staff representative who will monitor local public health orders/announcements as well as the Ministry of Health (BC), BC Centre for Disease Control and the World Health Organization. This

representative should make adjustments to the venues reopen plan as new information becomes available.

## **RECORDING STUDIOS**

### **Communication**

- Identify who is responsible for overall safety and the development, implementation, monitoring and improvement of protocols.
- Prior to session commencement, studio staff will brief clients of all Covid-19 protocols in place.
- Implement staff sick day policies for the coming 12 months that actively support individual staff being off sick more often or working safely at home during these illnesses.
- Provide signage:
  - Reminding all who enter the studio to wash hands immediately upon arrival, and when returning from any departure of the premises.
  - Reminding clients not to touch any studio equipment.
  - Reminding clients to check with staff before handling instruments they did not bring to the studio.
  - Reminding staff and clients to maintain social distance of 2 meters / 6 feet.
- Clearly state studio policy and studio's right to enforce social distancing and limit to number of session attendees accordingly.
- Provide a mandatory check-in document at the beginning of each session asking if players have been outside of Canada in the past 14 days or if they are feeling any COVID-19 symptoms. Ask for their name, phone number, and mailing address for contact tracing in case of an outbreak.

### **Cleaning & Hygiene**

- Ask all persons to wash their hands upon arrival and before starting the session including ins and outs for food or smoke breaks. Signage should be posted in each washroom with helpful reminders regarding standard hand washing procedures. Provide single use towels in washrooms.
- Hand sanitizer should be placed in convenient and visible locations throughout the facility.
- Sanitize high-touch items/areas between each individual use including shared equipment.
- Provide adequate time to clean and sanitize equipment and high-touch surfaces (i.e. mic stands, doorknobs).
- When possible, use equipment that is easier to clean and sanitize (e.g. a metal pop filter on a microphone rather than a mesh filter).
- Sanitize any new item (gear) introduced to the facility within the past 4 days.
- Communicate that any instruments brought to the session be handled by that individual only, otherwise that instrument must be sanitized between each individual use.
- Assign a dedicated computer operator who will have sole access to a keyboard and trackball/mouse, unless multiples can be set up for a secondary user. Sanitize keyboard and mouse before and after use by any one individual. In studio's where a mixing console is used, the same policy should be in place.
- Encourage clients to bring their own pre-prepared and packaged food and beverage with them, as well as their own cutlery. When eating food ordered from a restaurant, client should use take-out containers. Standard coffee and tea service in studios are discouraged.
- Provide clean drinking glasses for water; however, ask clients to dispense water themselves after first washing their hands prior to handling the tap or water cooler faucet.
- Encourage clients to bring their own non-medical masks. Purchase extra masks should a client forget, misplace or spoil their own mask.
- Encourage clients to bring their own sanitized headphones whenever possible to each session.
- Ask clients to handle their own hard drives. If not possible, hard drives should be sanitized prior to change in handler.

### **Physical Distancing**

- All sessions must adhere to social distancing of no less than 2 meters (6 feet) between individuals who are not from the same household. This includes staff and clients.
- Modify session processes if necessary, to ensure proper social distancing.

- Masks are to be worn when interaction absolutely needs to take place inside of physical barrier limit (e.g., adjusting microphones set close to a performer).
- Establish a maximum capacity limit for the studio based on space available and physical distancing.
- Whenever possible, vocal performances should be conducted in an isolated room or a physical barrier installed to provide separation between the singer and crew.
- Where static positions of studio personnel exist, studios are encouraged to mark the social distancing radius of this position on the floor. Examples of these positions would be where seated musicians are placed in the recording room, or where an engineer/producer sits at the console or the computer.
- Where possible, provide alternate listening locations for clients to minimize the number of people inside the control room during playback of recorded performances - even if social distancing is attainable within the control room.
- Encourage clients and staff to use masks while sharing the same room with others over extended periods of time - even when social distancing is possible to sustain. Highly recommended in smaller spaces where airflow is limited or in spaces where airflow is recycled.
- Consider the use of appointments and stagger appointment times to limit customer interaction, conducting thorough cleaning and sanitization between each one.
- Suggest to clients that they arrive later than their scheduled session time to allow session setup to be performed by engineer(s) without the unnecessary attendance of more people.
- Limit session attendance to those who are actually performing and only allow a number that ensures social distance capability, unless group members are from the same household.
- Prohibit guests - including managers and agents, even when social distancing could still be achieved. Only active participants in the recording sessions should be present.
- If scheduling allows, consider providing clients with the option to spread the total sum of their session hours over a greater number of days in an effort to have less traffic (people in attendance) at each session.
- When possible, bandmates and other session players should consider staying home if their recorded parts are complete for the day in order to have fewer people in the facility.

## **REHEARSAL SPACES**

### **Communication**

- Identify who is responsible for overall safety and the development, implementation, monitoring and improvement of protocols.
- Provide an online booking form to reserve rooms and equipment.
- Booking should be made for appropriately sized rooms to ensure 2 metres of physical distance between individuals, unless they are members of the same cohort or household.
- Set an autoresponder after each booking confirming time, date, and COVID-19 rules and regulations, including payment protocol (i.e. one payee per transaction).
- Signage throughout all individual rehearsal rooms and common areas to include:
  - Maximum occupancy for each room
  - 6-foot distancing
  - Frequent handwashing
  - Common Areas
  - Symptom advisory
- Prohibit guests – only those rehearsing should enter.
- Prohibit loitering – renters should arrive and depart at the allotted booking time.
- Establish contact tracing protocols such as:
  - Lockout members provide a list of who will be using the space.
  - Lockout agreements at the outset of the tenancy, upgraded as people come and go.
- Hourly members will have completed the online form beforehand with multiple contact information points (name, phone number, email address).
- Wherever possible, instruction and practice sessions for the performing arts should be conducted remotely, via video conference or other means.
- Cleaning logs to be completed by all staff and saved on file.
- Create clear workplace policies that ensure people with cold or flu symptoms do not come to work.
- Implement sick day policies that allow people to be off or work safely from home when they are ill or have symptoms of a cold or flu.

- Provide work from home options, when possible, to reduce contact intensity. When it's not an option, consider measures such as staggered shifts and virtual meetings as much as possible.
- Send written document of updated policies on a regular basis to monthly lockout space renters.
- Assign an hourly "compliance manager" throughout their shift to ensure compliance with studio policy as it pertains to their COVID-19 reopening plan.

### **Cleaning & Hygiene**

- Clean "high-touch" areas in workplaces and retail outlets frequently and provide hand sanitizer at entrances.
- Consider reconfiguring rehearsal spaces to allow for air ventilation.
- Ask renters to bring their own cables, microphones or microphone coverings.
- Reduce available renting hours (i.e., no back-to-back) bookings to allow staff to disinfect rooms in-between each use. Rental gear should stay in each room and be disinfected in the same room used.
- Provide PPE for staff (non-medical masks) at all times.
- Consider restricting food and beverage in rehearsal rooms.

### **Physical Distancing**

- Encourage the use of disposable masks if physical distancing is not possible within rehearsal room (unless they are members of the same cohort or household) and at all times outside of the rehearsal room.
- Consider alternate entrances and exits to support physical distancing.
- Post signs on washroom doors with capacity limit listed and clear markers on the ground where to line up for the washroom.
- Place floor markers for a visual reminder to clients of the 2 metres distancing protocols.

## **VENUES**

### **Communication**

- Identify who is responsible for overall safety and the development, implementation, monitoring and improvement of protocols.
- Communicate to all patrons in advance of each event the measures and restrictions that will be in place at the venue to prevent the risk of transmission.
- Post instructions at the front doors and within the venue communicating:
  - Don't come inside if you are feeling sick.
  - Have your ID ready when you line up.
  - Use hand sanitizer at the coat check / check-in area. Check in through the front entrance before being seated.
  - Stay within markers leading up to the bars and restrooms.
  - Keep a 6 ft distance between the person or group.
  - Maximum groups of 6.
  - Masks are encouraged when physical distancing isn't possible.
  - When possible, provide necessary information in languages that are preferred by attendees.
- Ensure that no more than fifty attendees are present in total on the premises or as per current Public Health Guidelines.
- Establish one designated "Compliance Manager" to oversee each event to ensure compliance with venue policy as it pertains to their COVID-19 reopening plan. The manager would make decisions on whether a staff member, artist or patron should enter the venue if there is a health concern.
- Encourage event producer and performers to offer patrons a safer alternative to cheering and dancing, such as clapping, snapping and other noisemakers.
- Performance contracts should consider refund, exchange, and event cancellation or postponement policies in the event that performers become ill or proper precautions cannot be observed.
- Consider enforcing a small and/or clear bag policy. If not possible and contraband is suspected, security staff must wash or sanitize their hands after each contact with attendees' personal bags.

- Develop parking, load-in/load-out protocols.

## **Cleaning & Hygiene**

- A COVID-19 symptom and risk health screening should be completed and passed to gain entry.
- Develop procedures to refuse entry to anyone who does not meet entry requirements.
- Consider dedicated cleaning staff and dedicated restroom cleaning staff during events.
- Turn down house music between sets to reduce shouting between all patrons and staff. Limit staff to only those that are essential for each event.
- Use appropriate PPE such as non-medical masks and face shields for front line staff.
- Ensure additional PPE is available for free and/or for sale on-site and in multiple sizes.
- Encourage vocalists to bring their own microphones and eliminate the need to share other items on stage such as musical instruments.
- Use isopropyl alcohol on paper towel to clean vocal mics between each performance.
- Use a cleaner (such as Saniblend) and paper towel to clean the common surfaces (vocal mic stands, amps, and drum shells) between each performance. Budget approximately 5 minutes extra between performances to do so.
- Have all techs on stage wear face masks during changeovers and any time they're on stage with performers. Wash or sanitize hands after touching shared gear.
- Consider mandating prepackaged, single use compostable products for food and beverage items at concessions, food vendors and for artist riders
- Consider a merchandise pre-purchase option through website or ticketing system for cashless pickup at event.
- Clean ATMs and handheld machines after each use.
- Thoroughly clean all areas following each event, including seating, lobby and back of house areas. For multiple events hosted in one day on the same premises, ensure one hour between events where there are no patrons to complete cleaning and sanitizing procedures.
- Consider expanded hours of operation for cleaning staff when required.
- Use online ticketing and cashless payment options wherever possible.
- Facilitate artist, supplier, etc, payments in advance and electronically whenever possible to avoid cash handling.
- If there's an in-house kitchen, refer to WorkSafeBC's Protocols for [Restaurants, cafés, pubs, and nightclubs protocols](#).

## **Physical Distancing**

- Establish a controlled entry for staff, artists, and the public to ensure compliance with COVID-19 requirements and to assist with contact tracing if necessary. This could include:
  - Extending the time between door opening and performance start to allow for staggered entry.
  - Consider different points of entry and exit from high-traffic areas include the entrance and exit to limit queuing. If a queue forms, each patron will be kept 6 feet apart.
  - Consider a coordinated exit by seating/area for each event.
  - Consider reducing the length of events and eliminating intermissions to limit washroom use and public circulation.
  - Identifying areas where crowding, queuing and bottlenecks are common, and using volunteers, staff, or barriers to redirect people who may gather in these areas.
  - Consult with local public safety authorities to determine where to safely queue attendees while preserving emergency access.
- A non-medical mask should be worn to gain entry and at all times throughout venue when physical distancing is not possible.
- Manage groups who should enter one at a time following ID scan and ticket verification. Max 6 per group.
- Alter or pre-determine seating or audience layouts to ensure physical distancing between individuals. Each ticket group should be assigned a table with a map of tables available at the entrance.
- Encourage patrons to remain seated if not using the restroom (i.e., no table hopping).
- Place distancing markers (e.g., floor markings, direction signs) and digital signs throughout the venue and on stage to encourage physical distancing and responsible behavior.
- Post signs on washroom doors with capacity limit listed and clear markers on the ground where to line up for the washroom.

- Consider changing policies around what can be brought to the venue from outside to reduce potential contaminated surfaces and reduce security interactions.
- Consider providing one-way traffic flow through venue to limit crossover.
- Install plexiglass (or other impermeable barriers) between artists and patrons (3 metres) to block the transmission of droplets produced by performers.
- Install plexiglass (or other impermeable barriers) between staff and patrons (2 metres) at the bar and check-in areas to reduce any possible transmission.
- Offer table service for drink orders to limit the number of patrons getting up from their seats.
- Consider providing servers / bartenders their own portable POS system to reduce contact areas.
- Designate space in the venue (room/table) for each band/performer to relax before and after their performance. The green room should be available to only one group of performers.
- Reduce artist personnel and crew to only those essential for setup and performance.
- Restrict the backstage area to essential workers and performers only.
- Limit direct interaction between artist and crew as much as possible.
- Members of the performing group should not mingle with audience members, patrons, venue staff or volunteers during or after performances.
- Ensure that stage setups adhere to physical distancing.
- Consider multiple access and exit points from the stage for artists and crew.
- Consider staggering setup and tear down of equipment to reduce personnel onsite.
- If there's a kitchen in the venue, adhere to current protocols set by each BC Health Officials and WorkSafe BC.

## **FESTIVALS**

### **Communication**

- Identify who is responsible for overall safety and the development, implementation, monitoring and improvement of protocols.
- Establish an External and Internal Communication plan with transparent and consistent messaging.
- Develop protocols for
  - PPE, sanitizing, disinfecting and hygiene
  - artist liaising and logistics
  - backline and instrument handling (drop-off/lock-up)
  - backstage
  - baggage / personal belongings
  - box office
  - camping
  - communication pre, during and post event
  - contact tracing
  - deliveries
  - emergency egress
  - first aid, harm reduction, safer spaces
  - food & beverage
  - front of house
  - green room / hospitality
  - lost children
  - lost and found items
  - merchandise
  - payment processing / cash handling
  - parking, pick-up and drop-off areas for suppliers, buyers and runners
  - screening / security
  - site access
  - sponsor activations
  - stage changeovers
  - third party contractors / suppliers
  - traffic
  - transportation

- vendors
  - volunteers
  - washrooms
  - waste management
- Protocols should be made widely available. Consider different ways of communicating your protocols:
  - Photos and videos showing attendees having a good time while following health rules.
  - Storyboards showing how a venue is sanitized so attendees understand the process and personalize the workers keeping them safe.
  - Announcements should be both audible and visual to accommodate people with sensory challenges and different language skills.
  - Artists and performers can use their influence with attendees to remind them about the festival protocols to make the event a safer space.
- COVID-19 protocols are to be communicated to workers prior to their on-site arrival. Include in daily safety talks onsite.
- To facilitate communication between departments and workers while maintaining physical distancing, use devices such as two-way radios, mobile technology, Bluetooth and Wi-Fi.
- Ensure that no more than fifty attendees are present in total on the premises or as per current Public Health Guidelines.
- Place policies at entrance to your outdoor lots such as parking and camping. Potential signage information could include:
  - If you have COVID-19 symptoms or have travelled in the past 14 days, please DO NOT ENTER
  - STAY IN CAR until your designated time
  - Respect MANDATORY Physical Distancing at all times
  - Please have a face mask for every person
- Place appropriate signage throughout site in high-traffic areas briefly outlining the physical distancing guidelines in place, locations of hand washing stations and flow information.
- Use signs and markings to direct customers, to indicate appropriate distances to stand, to mark direction of travel, to designate entrances and exits, or to identify a drive-thru lane or entrance gate.
- Encourage event producer and performers to offer patrons a safer alternative to cheering and dancing, such as clapping, snapping and other noisemakers.
- Performance contracts should consider refund, exchange, and event cancellation or postponement policies in the event that performers become ill or proper precautions cannot be observed.
- Consider changing policies around what can be brought to the festival grounds (e.g., small and/or clear bags) from outside to reduce potential contaminated surfaces and reduce security interactions. If not possible and contraband is suspected, security staff must wash or sanitize their hands after each contact with attendees' personal bags.
- Develop merchandise protocols:
  - Consider a merchandise pre-purchase option through website or ticketing system for cashless pickup at event.
  - Facilitate merchandise payouts electronically whenever possible to avoid cash handling.
  - Consider mannequins to show the fit and style of the merchandise to reduce the number of requests to see the merchandise up close or unfolded.
- Create ground transportation protocols including shuttle/transit drop off points and communicate to artists, attendees and staff in advance. Consider the following:
  - Drivers to be assigned to one vehicle.
  - Drivers to wear masks (if assisting with loading/unloading instruments).
  - Install a physical barrier between the driver and back seats, keeping the front passenger seat vacant.
  - Pick up and drop off in a reserved spot away from other individuals.
  - Sanitize vehicle between each use.
  - Prohibit stopping between accommodations and festival grounds.
  - Prohibit sharing of rides between artist groups.
  - Parking.
- For festivals with camping, refer to the [safe operation in parks](#) guidelines by WorkSafeBC.
- When hiring staff, contractors and volunteers:
  - Use shift scheduling software, such as Shiftboard, to virtually collect employee information, availability and then schedule them based on each individual's response.
  - Onboarding software such as Moodle can be used by production teams to train and onboard crew.

- Training facilitation can be done online either via zoom or another education platform (Moodle).
  - Include a sickness policy in all contracts so it is understood when potential COVID-19 systems arise.
  - Have crew sign in virtually.
  - Assign one or more as needed to pre-package credentials, wristband and onsite safety guidelines.
  - Consider dedicating a team to Compliance Management to solely remind attendees about physical distancing, washing/sanitizing hands, and wearing masks.
- Develop additional protocols to ensure physical distancing and the health and safety of staff, performers and attendees for the following:
  - Complaints of anyone exhibiting flu-like symptoms or presenting a risk to others.
  - Respond to issues that may require physical interactions such as: Disturbances such as acts of violence, confrontations, verbal deutes, etc.
  - Medical calls (as support to the medical response personnel).
- For events that require law enforcement on site during the event:
  - Police will have their own protocols and PPE.
  - Provisions such as an isolated room/tent with sanitized table, chairs could be made available.
- For events where law enforcement is called for assistance with subjects of complaint:
  - Preshow meeting to discuss protocols involving police attending.
  - Predetermined meeting location that allows for physical distancing and the safe transfer of subjects in custody.
- For Harm Reduction team overseeing Safer Spaces:
  - Cleaning protocols to be scheduled and logged by staff
  - Observe physical distancing spacing between beds
  - Wash laundry daily (or as frequently as required)
  - Rules for common area (limit numbers on couches, wear masks)
  - Water station to have a designated volunteer (no self-serve water)
  - Any resources (condoms, safe use items, etc. must be handed out by the Harm Reduction team).
  - Queuing for drug testing will need to observe physical distancing
  - Detailed preshow communications and messaging to attendees on safe drug use, harm reduction and new first aid protocols
  - Include physical distancing in consent messaging
  - Review triage protocols with Harm Reduction, Security and Dispatch teams
  - Detailed preshow communications and messaging to Review triage protocols with Harm Reduction, Security and Dispatch teams
  - Communicate with local medical authorities / hospitals to assess what resources are available at the local medical centre. (Things to consider: Can the local hospital support more patients? Does the hospital prefer for the event to keep all medical issues on the event site when possible?)

## **Cleaning & Hygiene**

- A COVID-19 symptom and risk health screening should be completed and passed to gain entry.
- Develop procedures to refuse entry to anyone who does not meet entry requirements.
- Consider dedicated cleaning staff and dedicated restroom cleaning staff during events.
- Use appropriate PPE such as non-medical masks and face shields for front line staff.
- Ensure additional PPE is available for free and/or for sale on-site and in multiple sizes.
- Provide hand sanitizing stations at all office, festival site entryways and strategic locations for everyone to use, including but not limited to front gates, box office, washrooms / porta potty, volunteer centre, artist gate, food vending area, bars or beverage areas.
- Use online ticketing and cashless payment options wherever possible and designate specific locations where cash can be processed safely (e.g., cash only lines).
- Consider options of cashless systems such as RFID wristbands or preloaded cards.
- Provide digital guides and programs.
- Increase the cleaning frequency of all touch displays.
- Clean ATMs and handheld machines after each use.

- Encourage scanning tickets upon attendee arrival or consider self-service check-in kiosks outside the health and security screening area.
- Restrict or limit personal items being stored in rooms, trailers or baggage holding areas.
- Encourage vocalists to bring their own microphones and eliminate the need to share other items on stage such as musical instruments.
- Use isopropyl alcohol on paper towel to clean vocal mics between each performance.
- Use a cleaner (such as Saniblend) and paper towel to clean the common surfaces (vocal mic stands, amps, and drum shells) between each performance. Budget approximately 10 minutes extra between performances to do so.
- Have all techs on stage wear face masks during changeovers and any time they're on stage. Wash or sanitize hands after touching shared gear.
- Consider touchless water refill stations.
- Facilitate artist, supplier, etc, payments in advance and electronically whenever possible to avoid cash handling.
- Install no-touch hand washing stations if possible, at washroom facilities and other major points of ingress / egress. Provide either soap and water or sanitizer containing at least 60% ethanol or 70% isopropyl alcohol.
- Consider setting up a safe way for attendees to bring personal reusable cups to beverage vendors.
- Consider mandating prepackaged, single use compostable products for food and beverage items at concessions, food vendors and for artist riders.
- Ensure all Food Vendors adhere to current protocols set by each BC Health Officials and WorkSafe BC.
- Deliver crew meals to each individual department and consider staggering mealtimes.
- Consider hiring a dedicated sanitation crew/person for each stage.
- Issue mini sanitizer bottles to all staff.
- Assign the same radio mic or headset to staff if possible, to prohibit the exchange of equipment. If not possible, sanitize the equipment before and after each use.
- First Aid teams will have to take necessary precautions with expanded screening methods and PPE. Due to the new protocols for resuscitation methods and increased cleaning and sanitizing of all medical areas and equipment it is expected there will be an increased ratio of First Aid attendants to attendees. Please see for the WorkSafeBC document for "OFAA protocols during the COVID-19 pandemic: A guide for employers and occupational first aid attendants".

### **Physical Distancing**

- Establish a controlled entry and exit for staff, artists, and the public to ensure compliance with COVID-19 requirements and to assist with contact tracing. This could include:
  - Extending the time between gates opening and performance start to allow for staggered entry.
  - Consider different points of entry and exit from high-traffic areas include the entrance and exit to limit queuing. If a queue forms, each patron will be kept 6 feet apart.
  - Consider a coordinated exit by seating/area for each event.
  - Consider reducing the length of events and eliminating intermissions to limit washroom use and public circulation.
  - Identifying areas where crowding, queuing and bottlenecks are common, and using volunteers, staff, or barriers to redirect people who may gather in these areas.
  - Consult with local public safety authorities to determine where to safely queue attendees while preserving emergency access.
- Identify workers who may be able to effectively able to work remotely from home for portions of preparation or during the event.
- Where possible, stagger work schedules to reduce personnel on site.
- Consider staggering setup and tear down of equipment to reduce personnel onsite.
- Consider establishing small working groups (or cohorts) that work together routinely and exclusively to reduce the risk of broader transmission. Examples may include small groups or teams that naturally require closer contact.
- Manage groups who should enter one at a time following ID scan and ticket verification. Max 6 per group.
- Manage the flow of people by implementing one-way walkways or marking off designated walking areas.
- Alter or pre-determine seating or audience layouts to ensure physical distancing between individuals. Each ticket group should be assigned a table with a map of tables available at the entrance.
- Encourage patrons to remain seated if not using the restroom (i.e., no table hopping).

- Offer table service for drink orders to limit the number of patrons getting up from their seats.
- Space out or limit the number of picnic tables to ensure adequate spacing between groups.
- Consider providing servers / bartenders their own portable POS system to reduce contact areas.
- Control access to festival ground entry points for workers, attendees, volunteers, vendors, and suppliers.
- Provide physical barriers at admissions and counters (2 metres). Use materials such as plexiglass to create barriers where the physical distancing requirement cannot be maintained.
- Install plexiglass (or other impermeable barriers) to block the transmission of droplets produced by performers (3 metres).
- Members of the performing group should not mingle with audience members, patrons, venue staff or volunteers during or after performances.
- Develop a system where customers can call the festival from their cell phones or text while onsite to get specific questions answered avoiding customer face-to-face time.
- If designing a “Family Comfort” area:
  - Design space to ensure physical distancing protocols are in place.
  - Consider safety protocols around children and access.
  - Provide diapers and wipes and a sanitary space for baby changing.
  - Develop signage for sanitation protocols of the space.
- If designing a children’s area:
  - Ensure that adult accompanies child in all scenarios.
  - Ensure that child sized masks are available for close contact.
  - Avoid activities that require children to interact with each other.
  - Provide a space that can be easily sanitized.
- Designate space backstage for each band/performer to relax before and after their performance. The green room should be available to only one group of performers.
- Reduce artist personnel and crew to only those essential for setup and performance.
- Restrict the backstage area to essential workers and performers only.
- Limit direct interaction between artist and crew as much as possible.
- Ensure that stage setups adhere to physical distancing.
- Consider multiple access and exit points from the stage for artists and crew.
- If possible, assign accommodations / room bookings based on artist pods.

## **REFERENCES and RESOURCES**

World Health Organization / COVID-19

Public Agency of Health Canada / COVID-19

BC Centre for Disease Control

WorkSafeBC: COVID-19 Safety Plan template, COVID-19 Industry Information – Phase 1, Returning to Safe Operation – Phases 2&3, Arts and Culture, Performing Arts, Motion Picture and Television Production Protocols for returning to operation

Order of the Provincial Health Order – [Gathering and Events](#)

Order of the Provincial Health Order – [Restaurants, Coffee Shops, Cafes, Cafeterias and Licensed Premises, Including Pubs, Bars, Lounges, Nightclubs and Tasting Rooms](#)

ActSafe – COVID-19 Resources for the Arts and Entertainment

Event Safety Alliance Reopening Guide

Allied Golf Association - Covid-19 Protection - Best Practices for Responsible Operation of BC Golf Courses (version 20.05.19)

British Columbia Music Festival Collective – Go Forward Strategy