



MIRVISH  
PRODUCTIONS

# MIRVISH PRODUCTIONS THEATRE REOPENING MANUAL

A Practical Plan

November 6, 2020

## Table of Contents

		<b>Page</b>
<b>1</b>	<b>Introduction</b>	4
1.1	Understanding COVID-19	4
<b>2</b>	<b>General Safety Measures</b>	5
2.1	General Guidelines	5
2.2	Measures to Ensure a Healthy Workplace	5
2.3	COVID-19 Ongoing Tracking	6
<b>3</b>	<b>Cleaning Procedures</b>	6
3.1	General	6
3.2	Cleaning Guidelines	7
3.3	Temporary Closure for Cleaning	7
<b>4</b>	<b>COVID-19 Response Protocols</b>	8
4.1	Guidelines	8
4.2	Employee Responsibilities	8
4.3	Manager and Supervisor Responsibilities	9
4.4	Reporting Protocols/COVID-19 Command Centre	11
4.5	Reporting Flowchart	12
<b>5</b>	<b>Ticketing and Patron Services Protocols</b>	13
5.1	General	13
5.2	Customer Service and Communication	13
5.3	Online Ticketing	14
5.4	Ticket Handling	14
5.5	Box Office	15
5.6	Payments and Gift Certificates	16
5.7	Ticket Policies/Terms and Conditions	16
5.8	Patrons with Credit on Account from Cancelled Performances	19
5.9	Mobile Application	19
5.10	Ticket Scanning at Theatre Entry	20
5.11	Theatre Ingress and Timed Seating	20
5.12	Seating	20
5.13	Pre- and Post-Show In-Theatre Activities	21

<b>5.14</b>	COVID-19 Infection Communication Protocol	21
<b>5.15</b>	Staff Training/Documentation	22
<b>5.16</b>	Pre-Performance Patron Communication	22
<b>5.17</b>	Contact Tracing	22
<b>5.18</b>	Symptoms of COVID-19 at the Theatre	23
<b>5.19</b>	Confirmed Cases of COVID-19 at the Theatre	24
<b>6</b>	<b>Front of House Protocols</b>	25
<b>6.1</b>	General	25
<b>6.2</b>	Theatre Entrance	25
<b>6.3</b>	Bar Service and Coat Check	25
<b>6.4</b>	Lobby Spaces	26
<b>6.5</b>	Theatre Egress	26
<b>6.6</b>	Other	26
<b>7</b>	<b>Backstage Protocols</b>	27
<b>7.1</b>	General	27
<b>7.2</b>	Hygiene and Etiquette	27
<b>7.3</b>	Entrance Procedure	27
<b>7.4</b>	Food, Drink and the Green Room	28
<b>7.5</b>	Cleaning	28
<b>7.6</b>	Symptoms of of Contact with COVID-19	28
<b>7.7</b>	Backstage Protocols for Specific Departments	29
<b>8</b>	<b>Load-In/Load-Out Procedures</b>	31
<b>8.1</b>	General	31
<b>8.2</b>	Theatre Entrance	32
<b>8.3</b>	Breaks	32
<b>9</b>	<b>Appendices and Useful Links</b>	33
<b>9.1</b>	Appendix A: How to Wash Your Hands	33
<b>9.2</b>	Appendix B: How to Use Hand Sanitizer	34
<b>9.3</b>	Appendix C: How to Wear and Discard a Mask	34
<b>9.4</b>	Useful Links	35

# 1 INTRODUCTION

The purpose of this document is to create guidelines for the safe reopening of our offices and theatres while experiencing the COVID-19 pandemic. These guidelines have been assembled through careful consultation with government, internal departmental staff, medical professionals, labour providers and external vendors. Although every effort has been taken to ensure current medical information has been included, this document is not medical advice and should not be interpreted as such.

The goal of this document is to review every aspect of Mirvish Productions' operations to ensure our employees, patrons, vendors and visiting companies all feel safe to return to our offices and theatres when it is time to do so.

In order to remain useful through the course of this pandemic and beyond, this is a living document and will be informed by the evolving guidelines of government and health officials. Further, it must be acknowledged that COVID-19 continues to be a fluid situation and this document cannot contemplate all possible scenarios that may unfold.

Mirvish Productions' plan is guided, in part, by the four-step Reopening Toronto Business and Workplaces Planning Guide:

Step 1: Learn – Read local and provincial guidance concerning COVID-19 and the workplace

Step 2: Assess Risks – Conduct a risk assessment of the workplace

Step 3: Modify & Mitigate – Plan and implement modifications to mitigate risks

Step 4: Seek Advice (as needed)

## 1.1 UNDERSTANDING COVID-19

COVID-19 is the infectious disease caused by the most recently discovered coronavirus. This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019. COVID-19 is now a pandemic affecting most countries around the globe. This flu-like respiratory illness spreads through person-to-person contact mainly through droplets generated by infected individuals speaking, singing, coughing, or sneezing. These droplets can spread up to 2 metres. It is important to note that how easily a virus spreads from person-to-person can vary. It may also be possible for a person to get COVID-19 by touching a surface or object that has the virus on it and then touching their mouth, nose, or eyes. People who are infected may have mild, severe, or no symptoms. As a result, there is the possibility of asymptomatic and pre-symptomatic spread of COVID-19.

The most common symptoms of COVID-19 are fever, cough, difficulty breathing, diffuse muscle aches, loss of taste or smell, nausea or vomiting, diarrhea, and fatigue or weakness. Other symptoms that are less common and may affect some patients include disorientation, confusion, dizziness, chills, or headaches. These symptoms are usually mild and begin gradually. Some people become infected but only have very mild symptoms. Anyone experiencing these symptoms should immediately self-isolate and seek testing for COVID-19.

## **2 GENERAL SAFETY MEASURES**

### **2.1 GENERAL GUIDELINES**

The following safety measures are the best practices currently available for stopping the spread of COVID-19. These practices must be strictly adhered to at all times when working at 322 King St West or any of our theatres. It is also strongly recommended that these measures be followed when you are not working.

- Stay at home when you are experiencing any symptoms that could be linked to COVID-19, except to receive medical care.
- Maintain at least 2 metres of distance between yourself and the nearest person.
- Wear a mask indoors in public or shared spaces at all times. (Refer to Appendix C for proper use and disposal of masks.)
- Cover a cough or sneeze with a tissue and safely discard the tissue. If no tissue is available cough or sneeze into your sleeve. Wash your hands immediately following a cough or sneeze.
- Avoid hugs, handshakes, high-fives and other physical forms of greeting.
- Wash your hands often and thoroughly using soap and water for at least 20 seconds. If soap and water are not available use hand sanitizer containing a minimum of 60% ethanol or 70% isopropyl alcohol. Hands must be washed following the use of the washroom and prior to eating or touching your face. (Refer to Appendices A and B for proper hand washing/sanitizing techniques.)
- Keep surfaces around you clean and wipe down daily or after use by others.

### **2.2 MEASURES TO ENSURE A HEALTHY WORKPLACE**

All workers and visitors to 322 King Street West, the Princess of Wales, Royal Alexandra, Ed Mirvish or CAA theatres must follow the previously mentioned safety measures in this document. In addition to adhering to best practices in personal hygiene, a number of new measures will be enacted to ensure the safest possible environment for everyone.

- Mirvish Productions will undertake a risk assessment of all workplaces to identify and mitigate any potential risks prior to employees' return.
- All persons entering the theatre, whether patrons, employees, vendors, or contract workers, must wear a mask for the duration of their time inside the venue. Onstage performers will be exempt from wearing a mask or face covering when on stage.
- Cleaning of frequently touched surfaces, restrooms, seating and handled equipment will increase. For full cleaning practises, see chapter 3.
- Work practices will change to minimize large groups working in close proximity.
- Theatres will implement new patron entrance and exit protocols to minimize crowding.
- Where required, workplaces will implement new elevator protocol to maintain physical

- distancing ; appropriate signage will be placed at all elevator entrances.
- All service locations will install plexiglass barriers.
  - Food and beverage packaging and handling will change to ensure enhanced sanitary delivery.
  - Mirvish Productions will install touchless door entry and exit where possible.
  - Mirvish Productions will implement a flexible refund policy to encourage responsible social behaviour.
  - Staff will receive increased training and support.

## **2.3 COVID-19 ONGOING TRACKING**

COVID-19 information continues to be very fluid. In addition, false information has become prevalent through many sources such as social media. Therefore, in order to ensure the continued effectiveness of our COVID-19 Response Plan, only up-to-date information from public health organizations such as the Ontario Ministry of Health, Toronto Public Health, World Health Organization (WHO) and the Public Health Agency of Canada, as well as announcements from the Federal, Provincial and Municipal governments will be used as resources when updating the plan.

In order to maintain updated resources within this plan as well as monitoring execution among staff, a COVID-19 Compliancy Manager (CCM) will be appointed for each workplace. The CCM will be responsible for updating staff on health regulation changes and enforcing COVID-19 related policies and procedures. They will work with managers of departments to assist when needed and act as a resource for all staff in their designated work environment.

## **3 CLEANING PROCEDURES**

### **3.1 GENERAL**

Mirvish Productions understands the importance of providing a clean and safe space for our employees and patrons. Part of making sure Mirvish Productions appropriately protects our employees and patrons includes regularly scheduled cleaning of our workplace and theatres. These cleaning procedures will be followed by C & W Services in conjunction with their own COVID-19 related policies.

Mirvish Productions will work to ensure that all spaces are cleaned regularly and in a way that does not disrupt workflow. Cleaning will take place both during and outside normal working hours so that there is no disruption for employees during the workday. Many standard cleaning practices will remain the same. However, a few important changes are

necessary to combat the spread of COVID-19 in the buildings we maintain. To ensure that these changes are implemented, the workforce will be trained on COVID-19 Awareness and C & W Services HSSE approved Cleaning and Disinfecting protocols and current enhanced cleaning standards.

### **3.2 CLEANING GUIDELINES**

- Before cleaning, put on appropriate personal protective equipment (PPE).
- Block off areas being cleaned, especially if the need for cleaning is a result of a person exhibiting symptoms of COVID-19 or a person with a confirmed case of COVID-19 having been in that area in the 48 hours prior to the onset of symptoms or a positive test result.
- Spend extra time cleaning high-contact areas like handles, toilets, or telephones.
- Read and follow manufacturer's instructions for cleaning products.
- Clean dirty hard surfaces with detergent or soap before disinfecting, or use products that both clean and disinfect at the same time.
- Reusable cleaning items can be washed with regular laundry soap and hot water (60 to 90 °C).
- For soft or porous items, remove any visible contaminants if present, and clean with appropriate cleaners. If the items can be laundered, do so at the highest possible temperature allowed by the manufacturer, and ensure items are completely dry.
- For electronics, follow manufacturer's instructions for cleaning. Alcohol-based sprays containing at least 70% alcohol may be used on surfaces as long as there are no exposed electronic components or fans.
- All used disposable cleaning products must be put into a plastic garbage bag and tied shut when cleaning is finished.
- Once cleaning is completed, ensure cleaning materials have also been disinfected as appropriate (wipe spray bottles or cleaning cart).

### **3.3 TEMPORARY CLOSURE FOR CLEANING**

This policy has been developed to provide procedures and guidance if Mirvish Productions must temporarily close to thoroughly clean an area of the theatre or workplace. Our organization understands the importance of having processes in place that address the concern of COVID-19. Mirvish Productions has adopted this policy to ensure the health and safety of our patrons and employees.

Our organization will follow all precautionary measures identified to reduce the spread of COVID-19. However, due to the nature of the virus, additional measures have been put in place in case a patron or employee of Mirvish Productions is affected.

With that understanding, Mirvish Productions may need to temporarily close affected areas for cleaning in certain situations. The closure will serve as a precautionary measure and ensure the necessary areas are cleaned properly and thoroughly before resuming work. Circumstances will dictate how long the closure will last and how it will affect organizational functions. All personnel affected by a closure will be contacted promptly and appropriately once the decision to close for cleaning has been decided.

### **3.3.1 IMMEDIATE CLEANING**

The following instances require affected areas to be immediately cleaned, and may require a temporary closure:

- A patron or employee has tested positive for COVID-19 and was onsite during the infectious period.
- A patron or employee shows signs or symptoms of COVID-19 (cough, difficulty breathing, fever) while present at our location.
- Presence of visible contaminants on surfaces, especially any bodily fluids, is detected.

## **4 COVID-19 RESPONSE PROTOCOLS**

### **4.1 GUIDELINES**

Mirvish Productions will work to achieve a workplace that follows all precautionary measures identified by public health authorities to reduce the spread of COVID-19. Many workplaces and employees feel a need to work despite illness. This culture must change given the reality of COVID-19. Employees are encouraged to act cautiously and report any illness, at-risk contacts, or any other concerns.

### **4.2 EMPLOYEE RESPONSIBILITIES**

If an employee or contract worker identifies that they have developed symptoms similar to those of COVID-19 that are not explained by a pre-existing or chronic condition, they are to immediately notify their supervisor or manager and, if at work, remove themselves from the workplace with the least possible amount of physical contact with workspaces or other employees, and subsequently make arrangements for a COVID-19 test.



#### **4.2.1 SYMPTOMS**

In accordance with current guidelines provided by the Public Health Agency of Canada, symptoms associated with COVID-19 can include, but are not limited to:

- Fever
- Cough
- Difficulty breathing
- Diffuse muscle aches
- Fatigue or weakness
- Loss of taste or smell
- Nausea, vomiting, diarrhea

#### **4.2.2 AFTER SYMPTOM ONSET**

After the onset of symptoms it is important that the employee or contract worker arrange for COVID-19 testing at the earliest possible time. Following a positive test, the employee must notify their immediate supervisor or manager and provide information regarding their exposure to the workspace, other employees, and third parties in the 48 hours prior to the onset of symptoms. This can include:

- Notifying their manager or supervisor where they worked.
- Disclosing any interactions with other employees or patrons with prolonged and direct contact, defined as interactions at a distance of less than 2 metres for more than 5 minutes.
- Disclosing any equipment they used, items they handled, or surfaces they touched.
- Any and all other relevant information.

### **4.3 MANAGER AND SUPERVISOR RESPONSIBILITIES**

If an employee reports that they or another employee presents symptoms of COVID-19 it is important to take all reasonable measures to isolate the employee or contract worker and make them feel at ease regarding the situation.

#### **4.3.1 INITIAL RESPONSE**

- If an employee in the workplace is exhibiting symptoms of COVID-19 not explained by a pre-existing or chronic condition, they will be instructed to leave the workplace with the least possible amount of physical contact with workspaces or other employees and arrange for a COVID-19 test.
- If the employee or contract worker took public transport, the manager or supervisor should help to arrange alternate transportation so they can return home safely.

- If a manager or supervisor is notified that an employee will not be coming into the workplace because they are exhibiting symptoms of COVID-19 not explained by a pre-existing or chronic condition, they will instruct that employee to arrange for a COVID-19 test as soon as possible.

#### **4.3.2 PLACING THE EMPLOYEE AT EASE**

- Do not presume when an employee or contract worker feels unwell that they have COVID-19.
- Communicate to the employee that all necessary precautions are to be taken to ensure that any potential risk is mitigated.
- Offer the employee any available resources to ensure they feel comfortable disclosing information required to properly assess the risk of possible exposure to others.
- Make the employee aware of their right to privacy and that they are not required to disclose any medical or personal information not relevant to determining possible exposure to others.

#### **4.3.3 DETERMINING POSSIBLE EXPOSURE**

- If the employee subsequently tests positive for COVID-19, have the employee provide as much information as available to determine the possible exposure to employees, patrons, and other third parties onsite at Mirvish theatres or offices in the 48 hours prior to the onset of their symptoms, including:
  - Anyone the employee may have had prolonged and direct contact with, defined as interactions at a distance of less than 2 metres for more than 5 minutes.
  - Any workstations and equipment the employee used.
  - Any common areas the employee visited, including restrooms, kitchens and break areas.
  - Any areas the employee visited outside their normal scope of work.

#### **4.3.4 RETURNING TO WORK**

- If an employee exhibiting symptoms of COVID-19 produces a negative test, they may return to work after their symptoms have been improving for at least 24 hours, and they are free of fever without the use of fever-reducing medications.
- An employee with a confirmed case of COVID-19 must self-isolate for a minimum of 10 days and may only return to work after the 10 days if they are free of fever without the use of fever-reducing medications, and any other symptoms have been improving for a minimum of 24 hours.
- Before returning to work after a positive test result, employees must sign a self-attestation form stating they meet the above requirements.

#### **4.4 REPORTING PROTOCOLS/COVID-19 COMMAND CENTRE**

All identified cases and protocols pertaining to COVID-19 at Mirvish Productions will be overseen by the COVID-19 Command Centre. The command centre will be jointly headed by the Managing Director and the Director of Labour Relations who will be assisted by a medical advisor and the COVID-19 Compliance Managers assigned to each theatre and workplace.

The following reporting protocols will come into effect in the instance of any employee or patron experiencing symptoms of COVID-19, or upon notification of an employee or patron having a confirmed case of COVID-19. (See section 4.5 for a reporting flowchart.)

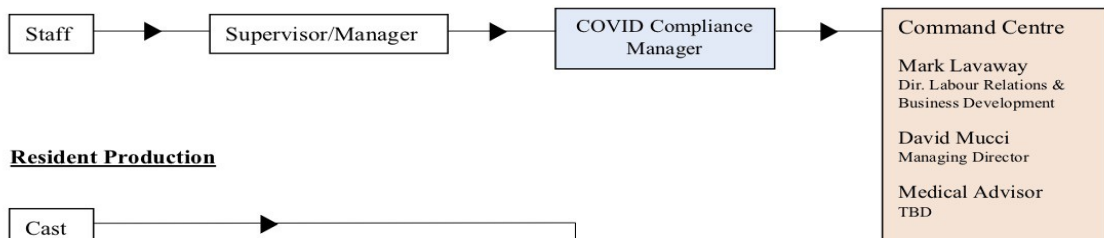
- All employees will notify their immediate supervisor or manager if they develop symptoms of COVID-19 not explained by a pre-existing or chronic condition, and will further inform them of the progression of these symptoms and the results of any COVID-19 test they receive.
- If a front of house employee at the theatre becomes aware of a patron experiencing COVID-19 symptoms they will immediately notify the front of house manager on duty (see section 5.18 for response protocols at the theatre).
- Managers and supervisors will report in writing all instances of COVID-19 symptoms experienced by employees, contract workers, or by patrons at the theatre to the compliance manager assigned to their workplace.
- Managers and supervisors will report in writing any instances of symptomatic employees who receive a negative test for COVID-19 to the compliance manager, and the employee will be allowed to return to work once their symptoms have been improving for at least 24 hours and they are free of fever without the use of fever-reducing medications.
- Managers and supervisors notified that an employee, contract worker, or patron has a confirmed case of COVID-19 and was at the office or theatre during the infectious period will report immediately to the compliance manager and the heads of the COVID-19 command centre.
- Upon notification of a positive case of COVID-19, the command centre will:
  - Ensure that the supervisor or manager conducts a risk assessment of the areas and individuals who had prolonged and direct contact (being less than 2 metres for more than 5 minutes) with the affected person in the 48 hours prior to symptom onset or positive test (if asymptomatic).
  - Ensure that the risk is communicated to any person identified as possibly exposed and encourage them to take precautions to protect themselves and others while looking for symptoms.
  - In consultation with the manager or supervisor, ensure that any workspace, common area, or other location where an infectious individual was present in the previous 48 hours be immediately sanitized.
  - Determine based on the possible exposure of the cast and/or crew whether the cancellation of any performances is required.
  - Review policies, procedures, and protocols in place to determine whether there are

any improvements that can be implemented to better mitigate against future risks.

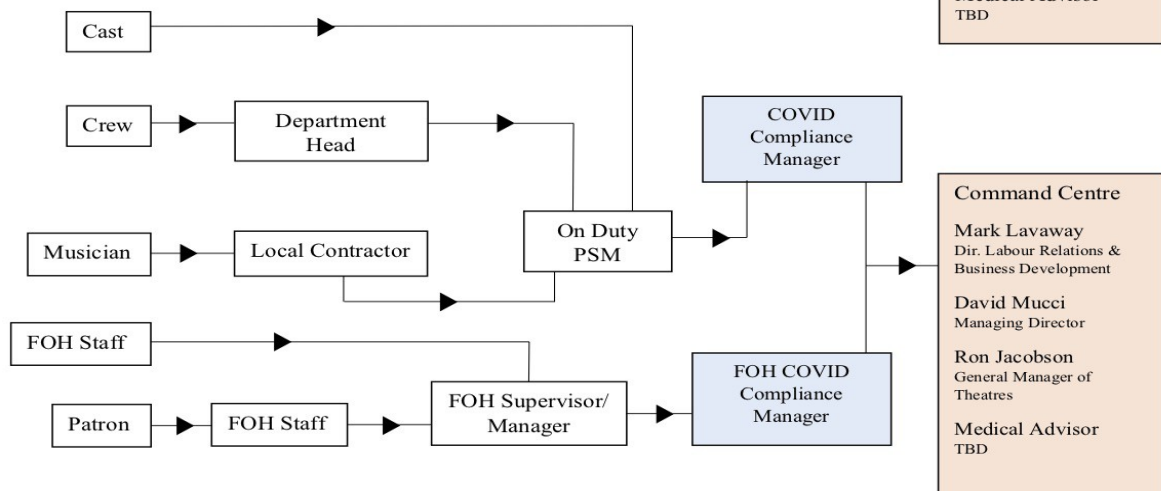
- Following any incident where a case of COVID-19 is confirmed on site, Mirvish Productions will conduct a review of all current measures in place to assess effectiveness.

## 4.5 REPORTING FLOWCHART

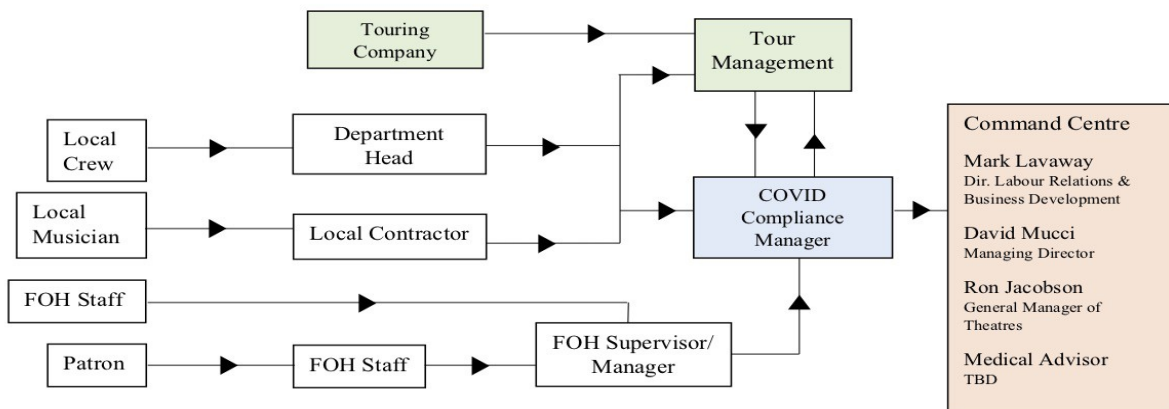
### 322 King Street W (Office)



### Resident Production



### Touring Production



## **5 TICKETING AND PATRON SERVICES PROTOCOLS**

### **5.1 GENERAL**

- Government regulations and guidelines will guide patron and audience procedures.
- Mirvish Productions will make every endeavour to communicate with staff and patrons in a transparent, empathetic and meaningful manner.
- Mirvish Productions will educate patrons on updated procedures via all points of sale (ie. phone, online and in person) and will create videos outlining the patron experience that will be shared prior to performances and made available on mirvish.com.
- Masks, unless otherwise instructed, are required for staff and patrons at all times in the theatre.
- Hand sanitization stations will be located at entry and throughout the theatre.
- Ingress and egress times will be extended to safely move audiences into and out of the theatre. Patrons should plan for an extended experience.
- In initial reopening stages, food and drink will not be available for sale at the theatre.
- Lottery and standing room tickets will not be sold in initial reopening stages.

### **5.2 CUSTOMER SERVICE & COMMUNICATION**

- COVID-19 Audience Safety Protocols and links to additional information on COVID-19 will be included in all outbound communication and posted on mirvish.com.
- An FAQ section will be available to provide answers to patrons requesting more information.
- Documentation will be provided to all frontline staff regarding COVID-19 policies, including direction on what needs to be communicated to patrons at original time of purchase and beyond. This will clearly outline the expectations of patrons coming to the theatre, including in theatre protocols and terms and conditions of sale.
- Patrons will be asked to acknowledge and accept safety protocols and terms and conditions via all points of sale.
- As part of this process patrons will be asked to provide information for contact tracing.
- Patrons will be advised to download the government contact tracing app via all points of sale.
- Close to the performance date, patrons will be sent further communication reminding them of the terms and conditions and also advising them that if they or anyone in their party has symptoms of COVID-19, has been in prolonged and direct contact with anyone with symptoms or a confirmed case of COVID-19, or has travelled outside Canada in the last 14 days, they should contact us to exchange their tickets for a later date at no additional cost.

### **5.3 ONLINE TICKETING**

- Physical distancing and COVID-19 safety messaging will be included throughout the online ticket purchase flow.
- Audience Safety Protocols, Terms and Conditions of Sale, and links to additional information on COVID-19 will be clearly displayed throughout the online purchasing process.
- Seating notifications will be used to inform patrons of possible physical distancing limitations. For example, entrance to rows limited, number of wheelchairs accepted, etc.

### **5.4 TICKET HANDLING**

- TicketKing will make every effort to decrease overall use of hard tickets (BOCA).
- Hard tickets (BOCA) will only be available upon request over the phone.
- Tickets for pickup at the box office on the day of the performance will be strongly discouraged.
- For online purchases, only mobile and/or print-at-home tickets will be available.
- Patrons at the box office will be encouraged to purchase mobile tickets, with hard tickets available only if specifically requested.
- Hard tickets will only be printed and mailed by mail room staff to reduce handling – not by separate departments.
- No ticket pickup or purchases will occur at Mirvish Productions' main offices at 322 King St West.
- Hard ticket mailing contents will be reduced to only envelope and tickets. No ticket wallets or flyers will be included.

#### **5.4.1 SUBSCRIBER TICKETS**

- Encourage all mailed ticket subscribers to move to print-at-home tickets.
- Pre-season communication will be sent to encourage this move.

#### **5.4.2 GROUP TICKETS**

- Encourage all groups to use print-at-home tickets only.
- Hard tickets must be couriered or mailed in advance only by mail room staff.
- Investigate individual delivery of print-at-home tickets.

#### **5.4.3 EXCHANGED TICKETS**

- Send print-at-home or mobile tickets only.

#### **5.4.4 VOUCHERS**

- Print-at-home vouchers and passes will be issued. No pre-printed materials will be sent.
- Dinner vouchers will be mailed in advance by mail room staff only.

### **5.5 BOX OFFICE**

#### **5.5.1 BOX OFFICE STAFF**

- Box office staff will be provided with masks which they are required to wear at all times in the theatre, and receive proper training in the use thereof. (Refer to Appendix C for proper mask wearing and disposal.)
- Appropriate signage will be posted within the box office for staff protocols.
- Box office staff must wash and/or sanitize their hands at regular intervals.
- Plexiglass barriers will be installed between box office staff.
- Cash sales will no longer be accepted in order to reduce handling.
- The pre-printing of tickets will no longer be permitted to reduce handling.
- Patrons will be encouraged to purchase print-at-home or mobile tickets to reduce handling.
- No ticket envelopes or promotional materials will be handed out.
- Staff must sanitize electronic pin-pads between each patron.
- Managers and supervisors will ensure box office areas are sanitized including work stations, microphones, doors, chairs and other equipment.
- Box office managers will make attempts to minimize staff interactions through scheduling.
- Seating maps will be posted on box office windows for patron use. These are not to be handled or shared by patrons.

#### **5.5.2 PATRON SAFETY**

- Audience safety protocols will be prominently posted at all box offices.
- Floor markings and proper directional signage for patrons will be added to box office lobbies.
- Where adjacent box office windows are not a minimum of 2 metres apart, box offices will only utilize every other window.
- Hand sanitizer will be available at all box office windows for patron use.
- All flyers, signs and other promotional materials will be removed from the box office area.

### **5.5.3 TICKET PICKUP**

- If hard tickets are necessary, patrons will be encouraged to pick up tickets in advance of their performance date or not within the hour prior to the performance.
- Lottery and standing room ticket pickup will take place at least two hours prior to a performance. (NB: Lottery and standing room tickets will not be available in initial reopening period.)
- One hour prior to performance, box office access will be reserved for same day ticket sales and last-minute pickup only to reduce lineups during audience ingress periods.
- All pickup procedures should be identified in the ticket purchase process online and communicated via phone and email.

## **5.6 PAYMENTS & GIFT CERTIFICATES**

### **5.6.1 GENERAL**

- Encourage all payments via contactless methods, i.e. credit card, interac or direct deposit.
- Discourage any cash or cheque payments for purchases.
- Encourage gift certificate purchase and redemption online and delivered through print-at-home.
- No physical gift cards will be issued, unless necessary, at which point the number of physical gift cards being sent will be limited.

### **5.6.2 GROUP SALES**

- In discussion with operators and group leaders, group payment policies will be adjusted to provide flexibility for the return of larger groups sizes.
- The requirement of a 20% deposit for group purchases will be removed. The possibility of increasing the down-payment, or of instituting tiered down-payments by order value to be investigated.

## **5.7 TICKET POLICIES / TERMS & CONDITIONS**

Patrons should understand our expectation that they assess their health and make responsible decisions before entering our theatres. We will work to be as transparent as possible as to the options available to patrons if they are unable to attend. These options will be communicated in advance to encourage patrons to act responsibly.



### **5.7.1 GENERAL**

- A detailed COVID-19 communication protocol will be provided to collect key information from patrons for contact tracing. This information will be distributed to key ticketing personnel to process during operating hours. All guests of patrons living in the same social bubble should be considered in this request.
- Patron COVID-19 communication channels will be in place for those who contract COVID-19 prior to attending their performance and also for those who began exhibiting symptoms of COVID-19 within 48 hours after they attended a performance (contact tracing to be put into action – see Chart A).
- Clear information regarding BOOKING PROTECT will be provided to outline what is covered and not covered regarding COVID-19.

### **5.7.2 FLEXIBILITY WITH TICKETS: EXCHANGES/MONEY ON ACCOUNT**

- Mirvish Productions will offer ticket exchanges for any COVID-19 related reasons and refunds will be considered at the discretion of management.
- When a patron exchanges or returns tickets for credit on their account for COVID-19 related reasons, this will be flagged on their account.
- The number of times a patron can exchange tickets for reasons related to COVID-19 will not be limited.
- There will be no additional fees for tickets exchanged due to COVID-19.
- If a patron requests a ticket exchange for a show that is no longer running, they will be offered credit on their account for future Mirvish shows instead.

### **5.7.3 INDIVIDUAL BUYERS**

- Offer flexibility right up to the day of the performance. No exchange fees. Service charges will be carried over.
- Our COVID-19 policy will be visible when purchasing.
- If a patron becomes affected with COVID-19, the first option is to offer to exchange their tickets to a later date in the run of the same production (no transferring to another production). If the patron doesn't wish to commit to a future date then the seats will be released and a credit will be added to their account or they will receive a gift certificate. This will need to be offered to all guests of the affected patron who could be in the same social bubble or all tickets in their order.
- An alternative to the above is to either encourage the sharing of tickets with unaffected family or friends or suggest a donation to Kids Up Front (*not currently available to single ticket buyers*).
- Refunds will be at the discretion of management, but not unreasonably denied.
- The same policy would be put into effect for those turned away at the theatre because of COVID-19 symptoms.

#### **5.7.4 SUBSCRIBERS**

- Subscribers currently have free exchanges. This flexibility will be extended right up to the day of the performance. No fees will be charged within the 48-hour period.
- Our COVID-19 policy will be visible when purchasing.
- If a patron becomes affected with COVID-19, the first option is to offer to exchange their tickets to a later date in the run of the same production (no transferring to another production). If the patron doesn't wish to commit to a future date then the seats will be released and a credit will be added to their account or they can receive a gift certificate. This will be offered to all guests of the affected patron who could be in the same social bubble, or all tickets in their order.
- An alternative to the above is to either encourage the sharing of tickets with unaffected family or friends, or to suggest a donation to Kids Up Front (*currently available to Subscribers*).
- Refunds will be at the discretion of management, but not unreasonably denied.
- The same policy would be put into effect for those turned away at the theatre because of COVID-19 symptoms.

#### **5.7.5 GROUP SALES**

- As a group sale typically involves a group leader that acts as a middle person between Mirvish and the patron, the flexibility will need to be modified for this segment of our ticket base.
- Ticket exchanges will be offered only to those individuals affected, and not the entire group. We will need to set up a new account for that patron for contact tracing. Group pricing will carry over to the individual order. No additional fees will be charged.
- On an individual case-by-case basis we may offer a refund to affected patrons as the group leader may be out the money. *This needs to be discussed with group leaders. What are they offering so we can be consistent for a positive patron experience.*
- Considerations will be made to allow the group minimum to be split between multiple performances. For example, an order of 20 could have 10 in one performance and 10 in another.
- Mirvish Productions will offer an exchange or credit on account for use at a later date for any full group which needs to cancel due to an outbreak of COVID-19 or other COVID-19 related circumstances.
- Refunds will be at the discretion of management, but not unreasonably denied.
- The same policy would be put into effect for those turned away at the theatre because of COVID-19 symptoms.

### **5.7.6 TERMS OF SALE POLICIES**

- Ticket policies will be updated to include COVID-19 related information in coordination with wider Mirvish Productions' policies.
- All areas where ticket policies and terms and conditions are provided will be updated with the most current information, including: online and on ticket stock.
- Ticket policies will also be posted at all box offices.

### **5.8 PATRONS WITH CREDIT ON ACCOUNT FROM CANCELLED PERFORMANCES**

- Mirvish Productions will send the following communications to patrons who have credit on account from cancelled performances due to the COVID-19 shut-down:
  - Patrons with credit on account for a show that is returning (ie. *Hamilton* or *Come From Away*) will receive communication that they may choose their new performance date. This may include a priority booking period and/or any sales incentives.
  - Patrons will receive clear communication on how they can book tickets and access their credit online or over the phone.
  - If a cancelled show has no plans to return, patrons will receive communication which will confirm that their show will not be returning and will be given the opportunity to use their credit for another production.

### **5.9 MOBILE APPLICATION**

- A mobile app will be utilized to encourage mobile ticket purchases and digital ticket sharing.
- This application can be used for contact tracing by encouraging guests of ticket purchasers to enter their personal information. This could include: Name, Email Address, Performance Date and Assigned Seat(s). Email not to be used for marketing purposes unless opt-in received.
- Mobile app will encourage patrons to use a digital programme rather than a hard copy. This programme will include all information found in the printed version.
- Hard copy programmes will only be made available by request and patrons must each pick up their own programme.
- Mirvish Productions will add public WIFI to theatre spaces, limiting it to app and Mirvish specific sites only (i.e. [mirvish.com](http://mirvish.com)/[ticketking.com](http://ticketking.com) and TNEW).

## **5.10 TICKET SCANNING AT THEATRE ENTRY**

To reduce usher/patron contact, scanners on pedestals will be utilized to maintain physical distancing. Options to be investigated with provider. (Tessitura has information available.)

## **5.11 THEATRE INGRESS & TIMED SEATING**

### **5.11.1 INGRESS**

- To alleviate congestion, ingress through other entries will be utilized. For example:
  - EMT: Mezzanine patrons to enter only through Yonge Street, Orchestra through Victoria Street. (Scanners okay.)
  - POW: Clearer signage to split patrons at entrance off of King Street to left and right seating of auditorium. Elevator signs in parking lot. Only use elevator which goes to your side of the theatre. (Scanners okay.)
  - CAA: Split lobby to handle Orchestra seating and Balcony seating. (Scanners okay.)
  - RAT: Patrons for Orchestra to enter via King Street doors. Dress Circle and Balcony to enter via side doors directly to stairwells. (\*\* Need to adjust scanner range.)

### **5.11.2 TIMED SEATING**

- Theatre and house to open 1 hour prior to curtain, giving the full hour for ingress.
- Utilize timed seating by zones. Add entrance times to ticket purchase flow process. To be determined by theatre ingress processes.
- Entrance and seating times to be 45-50 minutes prior to curtain, to allow the final 10-15 minutes for off-schedule arrivals.
- Intermissions will be extended to alleviate congestion in the lobby and washroom areas.

## **5.12 SEATING**

- Patrons will receive communication that they must remain in their assigned seats and not move to other open seats at any time.
- Select seating sections that would be affected by physical distancing protocols, including removal of front row seating to allow physical distancing between the stage and/or orchestra pit, will be held off sale.
- Certain rows will be further restricted due to entry and exit allowances.

- Seating notifications will be used for online purchases and proper notices will be sent to audience services staff.
- Latecomer policy will be adjusted so that latecomers will not be seated in their regular seats until intermission.

### **5.13 PRE AND POST SHOW IN-THEATRE ACTIVITIES**

- Pre- and post-performance activities (workshops, events) will be halted until further restrictions are lifted. This is to reduce additional staff on site.
- Post-show Q&A's and workshops will be encouraged to take place virtually. Additional virtual experience opportunities will be investigated.

### **5.14 COVID-19 INFECTION COMMUNICATION PROTOCOL**

#### **5.14.1 COVID-19 INFECTION AT PAST PERFORMANCE**

- In consultation with public health authorities, contact patrons who were in prolonged and direct contact, being face-to-face interactions at a distance of less than 2 metres for more than 5 minutes, with another patron who developed symptoms of and/or tested positive for COVID-19 within 48 hours after attending a performance.
- Pre-set template communications will be created to be sent out in a timely manner, including email, text and phone scripts.

#### **5.14.2 CANCELLED PERFORMANCES DUE TO COVID OUTBREAK (future)**

- Segment what performance(s) will be cancelled.
- Pre-set template communications will be created to be sent out in a timely manner, including email, text and phone scripts.
- Proper operational protocols for cancelled performances will be put in place including options available to patrons such as exchanging tickets for a future performance of the same show, exchanging tickets for another show, or crediting a balance onto an account.

### **5.15 STAFF TRAINING / DOCUMENTATION**

Robust training and support programs will be put in place to empower staff with a level of confidence to return to work, be able to fulfill their work in a safe manner and provide the best possible experience for our patrons.

- All staff will be provided with digital documentation and be trained on the COVID-19

Safety protocols.

- Virtual or in-person training will take place with enough time to address questions and make adjustments to any procedures as the need arises.

## **5.16 PRE-PERFORMANCE PATRON COMMUNICATION**

- 48 hours prior to the performance, patrons will be sent an emailed communication which includes an Audience Guide (to be developed with the broader company guidelines), showing what is required by the patron and what procedures Mirvish is putting into place to ensure everyone has a healthy experience.
- The Audience Guide will be made available both online and at theatres, and patrons will be asked to read the guide to understand audience expectations.
- Along with the audience guide, patrons will be advised that if they or anyone in their party exhibit any symptoms of COVID-19 not explained by a pre-existing or chronic condition, or if they have travelled outside Canada in the last 14 days they should contact Mirvish Productions to exchange their tickets to a future performance at no extra charge.
- Additionally, patrons will be asked to provide information for contact tracing purposes.
- Patrons will be advised that they may not be admitted or will be removed from the theatre if:
  - They show any symptoms of COVID-19 not explained by pre-existing or chronic conditions;
  - They do not follow any requirements – for example, they do not wear a mask.
- If a patron is denied entry to the theatre for any of the above reasons, they will be given a pre-printed contact information card so that they can contact TicketKing to exchange their tickets. They will not be able to exchange their tickets at the box office.

## **5.17 CONTACT TRACING**

- Mirvish Productions will collect the contact information of guests, beyond the ticket purchaser, to build a strong database of patrons.
- This information will not be kept more than three weeks following the guests' attendance at a performance.
- This information cannot be used for marketing purposes, unless an opt-in is received.
- Information could be collected through:
  - Mobile App – asking the guests to download the app and fill in information
  - Send an email to fill out close to the performance date with all guest names.
  - Make use the Federal Government's contact tracing app.

## **5.18 SYMPTOMS OF COVID-19 AT THE THEATRE**

- All staff will be made aware of the symptoms and how to respond to a suspected case of COVID-19 via in-house training induction, as well as posters and information sheets.
- Patrons will be made aware of the symptoms of COVID-19 in advance notification on tickets, websites, social media and through visible posters/information sheets at the entrance and throughout the venue.
- The theatre will be stocked with appropriate PPE and will have a designated isolation area in the event of a suspected case of COVID-19. Designated isolation rooms are: EMT – The Mirvish Suite; POW – The Mirvish Suite (off the lower lounge); RAT – The Blue Room (off the lower lounge); CAA – Administrative office (elevator to third floor).
- In the event of a suspected case of COVID-19 at the theatre, the notified staff member will contact the manager on duty to inform them that a patron or member of staff is feeling unwell and displaying recognized symptoms of COVID-19 not explained by a pre-existing or chronic condition, and identifying their current location. The following sections outline actions to be taken in detail.

### **5.18.1 IMMEDIATE RESPONSE TO SYMPTOMATIC PERSONS**

- A designated responder will attend to the patron/staff member exhibiting symptoms of COVID-19 not explained by a pre-existing or chronic condition. Both must be wearing a mask.
- Symptomatic patron/staff member will be asked to leave the theatre directly and encouraged to get tested for COVID-19. If unable to leave directly, they will be moved to the designated isolation area and advised not to touch any surfaces, objects, or other people and to maintain a distance of at least 2 metres from other patrons/staff.
- If patron/staff member is not well enough to travel home, they must contact a physician or emergency medical services from the theatre (using their own phone) to discuss next steps.
- Any patron/staff member displaying symptoms should not use public transportation for their journey home, but an alternative method of transport.

### **5.18.2 OTHER CONSIDERATIONS**

- If an individual displaying symptoms is a patron who is attending an event at the theatre accompanied by others, other members of their group may need to be considered as suspected cases.

### **5.18.3 FOLLOW-UP ACTIONS**

- Suspected cases of COVID-19 must be reported to the COVID-19 compliance manager who communicates with the command centre.

- Incident reports will be completed by the appropriate manager/supervisor.
- Mirvish Productions and its staff members will make every effort to assist with any contact tracing request should a case of COVID-19 be confirmed.
- Individuals will be contacted and informed if they have been in prolonged and direct contact with an individual with a confirmed case of COVID-19. No personal details of the confirmed case would be shared.
- Contact details of all those visiting the venue are being recorded to aid contact tracing if necessary.

## **5.19 CONFIRMED CASES OF COVID-19 AT THE THEATRE**

- Mirvish Productions will have been notified by the patron or health agency and will work with the patron or health agency on all their requests, requirements, and in the case of the public health authority, take their guidance.
- Procedures will be in place to notify all staff and communicate with all affected patrons including the provision of a script for information distribution and collection purposes.

### **5.19.1 IMMEDIATE RESPONSE ON NOTIFICATION OF CONFIRMED CASE**

- Notify COVID-19 command centre, and if there are further performances scheduled that day they will consider the following based on advice from the health authorities:
  - Closing/shutting down the building to all staff and patrons and cancelling any performances if sufficient time for cleaning is not available.
  - Cleaning of the venue with attention to the areas where an individual with a confirmed case was present for more than 5 minutes.

### **5.19.2 FOLLOW-UP ACTIONS**

- Follow up with theatre management on any possible reports.
- Inform staff and patrons if they had prolonged and direct contact, being contact at a distance of less than 2 metres for more than 5 minutes, with an individual with a confirmed case of COVID-19, and encourage them to isolate and seek testing. Personal details of the confirmed case will not be shared.



## **6 FRONT OF HOUSE PROTOCOLS**

### **6.1 GENERAL**

- A high volume of staff will be required to conduct daily operations and additional staff will be scheduled daily to allow for staff call-ins.
- Staff arrival times will be staggered to limit number of staff in locker areas.
- Management staff from closed theatres will be redeployed to assist with safety oversight, staff coordination, and policy enforcement.
- Every best effort will be made to dismiss staff in staggered increments and to encourage staff to limit time spent in locker areas
- Masks will be provided to all staff and must be worn at all times while inside the theatre. Refer to Appendix A for proper use and disposal.
- Sanitization of locker areas, staff washrooms, and break areas will be increased.
- Staff will be encouraged to take breaks in lobby spaces or offsite/outdoors.

### **6.2 THEATRE ENTRANCE**

- PPE will be provided for door staff and ticket takers.
- Masks will be a mandatory requirement for all patrons and staff.
- A maximum of one ticket taker will be positioned at each doorway to allow as much distance as possible between staff and patrons.
- Patrons will be directed to utilize additional entrances wherever possible.
- Sanitizer will be available at all entrance points for use prior to entry.
- A cap will be placed on the number of patrons permitted entry to the theatre prior to house opening to avoid crowding in lobbies.
- Patrons may be provided with staggered arrival times, potentially to be added to their tickets for enforcement.
- Select staff members with increased PPE may be designated to be tasked with providing physical assistance to patrons where needed (staff should first inquire if someone in their party can assist).
- Digital programmes will be available and encouraged. Paper programmes to be made available by request only and will not be handed out by staff.

### **6.3 BAR SERVICE AND COAT CHECK**

- Bar and Coat check services will be suspended until further notice.
- Booster seats available on request only, sanitized before and after use (must have a stock of pre-sanitized seats ready at the top of each shift).

- Assisted Listening Devices to be sanitized and placed into individual Ziploc bags (batteries will be charged and provided separately).
- Pin pads and POS machines must be sanitized between each customer.
- Other equipment that is not be handled by patrons should be sanitized before and after each period of service, including (but not limited to) bar tools, countertops, and tills.
- Additional service locations will be opened where possible to disperse lineups.

#### **6.4 LOBBY SPACES**

- Directional arrows indicating bar and washroom lineups will be installed to ensure smooth traffic flow.
- Increased signage will be posted to indicate auditorium entrances.
- Sanitizer stations will be available throughout lobbies.
- Signage will be posted throughout the theatre reminding patrons of best practices.

#### **6.5 THEATRE EGRESS**

- All available exits will be utilized for patron egress. Including emergency exits where possible.
- Staff will be redeployed to assist with traffic flow, directing patrons in each row beginning from the back of the house to exit once the row behind has completed filing out.
- A pre-show announcement will be made instructing patrons on the exit process and to remain in their seats until their row is free to exit.

#### **6.6 OTHER**

- Increased cleaning staff will be employed for thorough sanitizing, disinfecting, and cleaning of all surfaces (including seats).
- Training will be given on all new policies and procedures prior to reopening, including proper use of PPE, to ensure all staff are informed and comfortable.

## **7 BACKSTAGE PROTOCOLS**

The following protocols are applicable to all backstage staff at the theatre including but not limited to cast, crew, musicians, stage management, creative team members, show vendor staff, cleaning staff, security staff, company management and production management personnel. Additionally, these procedures will apply to any vendors utilizing the stage door for deliveries.

### **7.1 GENERAL**

- All backstage staff must avoid physical touch with others at all times, except as required by the duties of their job, such as when performing on-stage.
- All staff must wear a mask upon entering the building and for the duration of their time in the building unless they are performing onstage.
- Reusable fabric masks will be provided to personnel in numbers sufficient to allow for laundering.
- No visitors will be permitted backstage at any time and all backstage tours are suspended.
- Where possible, staff will be divided into “work teams” to limit their interactions with other staff members, and to mitigate any spread of possible contagion.
- Backstage staff (as listed above) will be encouraged to receive the annual flu shot to avoid complications of flu symptoms.

### **7.2 HYGIENE & ETIQUETTE**

- Staff must wash their hands with soap and water for at least 20 seconds upon entering the building. Thereafter, staff must wash their hands after using the washroom, before/after eating, and after touching another individual. They are also encouraged to wash or sanitize their hands once every 60 minutes where possible. Refer to Appendices A and B for proper hand washing and sanitization techniques.
- If it is not possible to get to a sink, staff may use hand sanitizer with at least 60% ethanol or 70% isopropanol which will be provided.
- In the event of coughing or sneezing, staff should cover their face with a tissue and immediately dispose of the tissue and wash their hands afterwards.
- If no tissue is immediately available, staff should cough or sneeze into their elbow and wash their hands directly afterwards.

### **7.3 ENTRANCE PROCEDURE**

- All backstage staff must enter and exit through the stage door only.
- Anyone entering through the stage door must be approved and accredited and will be

subject to symptom checks.

- If backstage staff are experiencing any of the following symptoms not explained by a chronic or pre-existing condition, they will not be permitted entry into the theatre and will be advised to seek testing for COVID-19: fever above 37.8 degrees Celsius, cough, difficulty breathing, muscle aches, loss of taste or smell, nausea, vomiting, or diarrhea.
- All backstage staff must sign in with the use of their own writing implement.
- All staff will be required to wash their hands immediately after they have entered the theatre.
- Staff should plan to arrive at the theatre prior to their call time to allow for the additional time required to complete a symptom check.

#### **7.4 FOOD, DRINK & THE GREEN ROOM**

- The adjusted maximum capacity of the green room will be clearly posted and must be observed at all times.
- Seating will be adjusted or marked off for acceptable distances between occupants.
- The sharing of food and drink is prohibited.
- Staff are encouraged to bring their own dishes and cutlery or to use disposable dishes/cutlery.
- Water coolers will either be touch-less, or wipes will be provided by water stations so that the handles can be wiped before and after each use.
- Used wipes are to be immediately discarded in designated trash bins.
- Staff are encouraged to wash their water bottles every day, or to use disposable water containers.

#### **7.5 CLEANING**

- The theatre including all backstage areas will be cleaned and sanitized daily.
- The cleaning products used for all cleaning and sanitization will be clearly posted at the theatre.
- Additionally, staff are asked to keep their own work stations cleaned.
- Wipes will be provided for staff to wipe down dressing room tables after each performance.
- All used wipes or other cleaning products must be disposed of in the indicated dedicated trash receptacles.

#### **7.6 SYMPTOMS OF OR CONTACT WITH COVID-19**

The following procedures should be followed for all backstage staff who develop symptoms of COVID-19, or who have been in prolonged and direct contact, being less than 2 metres

distance for more than 5 minutes, with someone who has a confirmed case of COVID-19.

- Staff must notify their supervisor and stay at home if they experience any of the following symptoms not explained by a pre-existing or chronic condition: fever, cough, difficulty breathing, muscle aches, nausea, vomiting or diarrhea..
- Once notified, the supervisor will instruct the staff member experiencing symptoms to get tested for COVID-19.
- If any staff members become symptomatic while at the theatre, they must notify their supervisor and leave the theatre as soon as possible.
- Symptomatic staff should not travel home by means of public transportation, and should get tested for COVID-19 as soon as possible.
- Staff who were in prolonged and direct contact (defined as contact at a distance of less than 2 metres for more than 5 minutes) with an individual during the infectious period who has since tested positive for COVID-19, will be asked to make arrangements for a COVID-19 test.
- Staff awaiting the results of a COVID-19 test must continue to isolate, even if they are asymptomatic.
- Staff who exhibited symptoms of COVID-19 and subsequently produced a negative test, may return to work after their symptoms have been improving for at least 24 hours and they are free of fever without the use of fever-reducing medications.
- Staff with a confirmed case of COVID-19 must self-isolate for a minimum of 10 days and may only return to work after the 10 days if they are free of fever without the use of fever-reducing medications, and any other symptoms have been improving for a minimum of 24 hours. Returning employees must sign a self-attestation form stating they meet these requirements.
- Supervisors will be required to document the circumstances of any staff illness and immediately report any confirmed cases of COVID-19 to the COVID-19 command centre.
- It will be the responsibility of the command centre to report any confirmed cases of COVID-19 to the correct public health authorities as well as union representatives where required.

## **7.7 BACKSTAGE PROTOCOLS FOR SPECIFIC DEPARTMENTS**

In addition to observing the above protocols, staff working within various departments will be subject to protocols specific to the nature of their occupations. The following is a detailed list of these departments and procedures.

### **7.7.1 MUSICIANS**

- All musicians must wear masks while performing with the exception of musicians performing onstage, musicians playing wind or brass instruments, and conductors.
- All musicians should maintain physical distancing of at least 2 metres while

performing.

- Where physical distancing is not possible and masks are not feasible, musicians will be separated with plexiglass barriers.
- When used, musicians will be responsible for cleaning their own plexiglass barriers, and disposing of any used wipes or cleaning items in the appropriate receptacles.
- Covers must be used on keyboards when they are not in use.

### **7.7.2 CREW**

- Tools must be sanitized after each use prior to returning them to the work box.
- Covers must be used when light board, sound board, and call desk are not in use. Sanitization protocol from the manufacturers/suppliers will be provided.
- When feasible, Plexiglass shielding to be installed at the FOH sound/lighting booth to separate the audience from the workers.
- Work boxes should be closed overnight and between shows.
- Sound crew responsible for mic'ing actors must use masks, and face shields as needed.
- Microphones should be sanitized with alcohol daily and stored in their own Zip Top bags between uses.
- Crew members provide their own flashlights, headlamps, hard hats, etc. or are assigned gear at the beginning of the run that is their own responsibility to sanitize.
- All crew members must wear masks.

### **7.7.3 PROPERTIES DEPARTMENT**

- All non-porous surfaces must be sanitized with a disinfectant product that is approved for COVID-19 prior to and following each performance.
- All dishes must be washed with hot soapy water and air dried or dried with disposable paper towels after each use. An approved disinfectant wipe for COVID-19 may be used in the event a dishwasher is not available.
- Hands must be washed before emptying the dishwasher (see to Appendix A).
- Hand sanitizer will be provided in all prop locations and entrances to the stage.
- Tissues and trash cans for disposal will be provided near all prop storage.
- Props personnel must swab the inner and outer rims of all drinking glasses, bottles, cans, and straws with alcohol before and after each use.
- Personnel must disinfect all handles prior to and after each show. Examples: baskets, bar carts, bikes, push bars, lift points of furniture, lamp posts.
- Props staff should reduce handoffs as much as possible. When possible, actors may pick up their own prop(s) from the boxes/tables.
- Soft props should be laundered as often as possible.
- Actors may have dedicated (non-shared) props.
- The use of actual food is discouraged if possible. If actual food props are

necessary, the use of food will be discussed on a case-by-case basis as each theatre has different limitations for safely handling and preparing food.

- Props tables and shelves should be covered overnight and between shows.

#### **7.7.4 COSTUMES, WIGS/HAIR, AND MAKEUP**

- Dressers and wig technicians are required to wash their hands as much as possible during the show and use hand sanitizer in between quick changes.
- Hand sanitizer, tissues, and trash cans without lids will be provided in all quick change booths and at wig tables.
- All non-porous surfaces (laundry baskets, etc) will be sanitized with approved disinfectant for COVID-19 daily prior to and following each performance.
- Dressers and wig technicians must wear masks at all times and additional PPE will be provided where needed.
- All dressers' personal items should be cleaned and disinfected after each use.
- All equipment will be sanitized after each use.
- Wardrobe room access will be discussed on a per production basis to maintain a safe working environment.
- Laundry to be done as normal. A dryer or dry cleaning will be used for laundry.

## **8 LOAD-IN/LOAD-OUT PROCEDURES**

### **8.1 GENERAL**

- Staff will be required to wear a mask at all times when in the theatre and physical distancing of at least 2 metres should be maintained when possible.
- Disposable masks will be made available to staff.
- All efforts will be made to limit the amount of staff on location.
- Where a task cannot be accomplished working at physical distance, crew members can limit their exposure by forming a “work team” in which people routinely work together, but they keep their distance from everyone else. Each member of the team must still wear a mask.
- Physical distancing applies to crew working in confined spaces, such as inside trailers. The general need for distancing should not cause unsafe working conditions for staff.
- If a task requires staff to be in close contact then each worker should protect themselves from infection by wearing a mask and practicing hand hygiene to the best of their ability while working closely together.
- Crew members must provide their own flashlights/headlamps and hard hats.
- If staff are assigned gear it is their own responsibility to clean and sanitize before and after use.

- All theatre tools and equipment should be sanitized with sanitizing wipes after each use and before returning. Sanitizing wipes will be provided and available in various places in the theatre.
- High-touch equipment such as motor control pickles and power distributions will be sanitized daily and more often with frequent use, and equipment should be dedicated to individual users where possible.
- Heavy equipment such as forklifts, and Genie lifts will have a minimal number of operators for each piece of equipment. All heavy equipment must be sanitized before and after each use.
- During load-ins/outs a secure space that allows for physical distancing will be provided for storing personal effects.

## **8.2 THEATRE ENTRANCE**

- Any staff member who has symptoms of COVID-19 not explained by pre-existing or chronic conditions will not be allowed in the building.
- Upon entry to the theatre you will be required to sanitize your hands. It is recommended that every staff member washes or sanitizes their hands frequently.
- Due to the higher number of staff associated with the load-in/out of productions at Mirvish theatres an alternate entrance may be designated to assist in timely access to the theatre.
- If an alternate entrance is required, the location will be posted at the stage door or communicated prior to the load-in/out.
- Symptom checks will be required before any local or tour staff are allowed to enter the theatre. Once the symptom check is completed you will be provided with a backstage pass.
- Backstage passes will have an identifying sticker to show that staff have been through the symptom check procedures prior to entrance. Backstage passes will be required at all times when in the theatres.
- If Mirvish Productions does not have contact info for someone entering the building they will be required to leave a phone number or email address for contact tracing purposes.
- Symptom check information will be kept for a minimum of 30 days and then destroyed.

## **8.3 BREAKS**

- Coffee and lunch breaks may be staggered to aid in physical distancing. During load-in/out an alternate area may be provided for breaks. Break areas will be disinfected after each break as well as throughout the day.
- No food will be provided during coffee breaks.
- Lobby bathrooms will be open during load-ins/outs and disinfected throughout the day.



## 9 APPENDICES AND USEFUL LINKS

### 9.1 APPENDIX A: HOW TO WASH YOUR HANDS

**NOTE:** Hands should be washed for at least **20 seconds**.



Source: Ontario Agency for Health Protection and Promotion (Public Health Ontario), Provincial Diseases Advisory Committee. Best practises for hand hygiene in all health care settings, 4<sup>th</sup> ed. Toronto, ON: Queen's Printer for Ontario, 2014.

## 9.2 APPENDIX B: HOW TO USE HAND SANITIZER

**NOTE:** Hands should be rubbed for at least **20 seconds**.



Source: Ontario Agency for Health Protection and Promotion (Public Health Ontario), Provincial Diseases Advisory Committee. Best practises for hand hygiene in all health care settings, 4<sup>th</sup> ed. Toronto, ON: Queen's Printer for Ontario, 2014.

## 9.3 APPENDIX C: HOW TO WEAR AND DISCARD A MASK

- Masks should be made of 2+ layers of woven fabric (e.g. cotton or linen), fit tightly to the head with ear loops or ties, be large enough to cover the nose and mouth without gaping, maintain their shape after washing and drying, and allow for easy breathing while remaining comfortable so as not to require adjustment. Masks with valves should not be worn.
- Before putting on your mask, wash your hands with soap and water for at least 20 seconds or use alcohol-based hand sanitizer.
- Secure the elastic loops of the mask around your ears. If your mask has strings, tie them securely behind your head.

- Cover your mouth and nose with the mask and make sure there are no gaps between your face and the mask. Your nose should never be exposed while wearing a mask.
- Change your mask as soon as it gets damp or soiled.
- Do not touch the front of the mask while you wear it. Wash your hands with soap and water for at least 20 seconds or use alcohol-based hand sanitizer if you accidentally touch your mask.
- Do not touch the front of your mask to remove it; instead remove the elastic loops of the mask from around your ears, or untie the stings from behind your head.
- Hold only the loops or stings, and place the mask in a garbage bin with a lid, or if reusable place in a bag designated for dirty masks only.
- Wash your hands with soap and water for at least 20 seconds or use alcohol-based hand sanitizer after you have discarded your mask.
- Do not re-use a single-use mask. Discard your mask appropriately after use.
- If using reusable masks, launder your mask before wearing it again.

## 9.4 USEFUL LINKS

Toronto Public Health COVID-19 <https://www.toronto.ca/home/covid-19/>

Ontario Ministry of Health COVID-19 Resources <https://www.ontario.ca/page/how-ontario-is-responding-covid-19>

Public Health Ontario

<https://www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratorydisease/s/novel-coronavirus>

Public Agency of Health Canada / COVID-19

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

World Health Organization / COVID-19 <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Workplace Safety and Prevention Service / COVID-19 <https://www.wsps.ca/Information-Resources/Topics/COVID-19-Keeping-safe-during-the-pandemic.aspx>

New York Times <https://www.nytimes.com/2020/06/01/theater/phantom-of-the-opera-seoul-virus.html>