

# The Registry Theatre

## COVID-19 Safety Plan

### Communication and Training to Prevent COVID-19 Exposure

#### Monitoring for Updates and New Information

- Sam (Executive Director) and Nadia (Operations Manager) will check [ontario.ca](https://www.ontario.ca) and [regionofwaterloo.ca](https://www.regionofwaterloo.ca) regularly for any updates and new public health recommendations.
- Sam and Nadia will maintain a current understanding of all relevant COVID-19 regulations and local by-law requirements.
- All JM Drama And Registry Theatre personnel and board members flag any relevant information they see in the news.

#### Internal Communications

- Sam will email this plan and any updates to all personnel each time there is a revision.
- Information will be shared by email, and communicated by Front of House Managers in person. If a meeting is necessary, it will be held outdoors (weather permitting) or in the auditorium to allow for distancing.

#### Theatre Personnel Training

- Theatre Personnel (Cleaners, Front of House Managers, and Technicians) will be trained on how to complete new activities required to prevent the spread of COVID-19 in the theatre.
- Theatre Personnel will be told not to come to the theatre if they are sick. They will be provided with information about what to do if they develop symptoms, where the online self-assessment tool can be found, and who their workplace contact is should they need to inform us.
- Theatre Personnel are encouraged to use available COVID tracking and exposure tools, such as the [Canadian COVID Alert app](#).

#### Communication with Guests

- Sam and Nadia will ensure that any notices required by public health or other government regulations are printed and posted visibly at the public and backstage entrances.

- Sam will review our social media and voice mail at least once every two weeks, and will ensure that they are updated to let guests know how we are working safely and advise them of any changes or updates.
- Sam will make sure the website is up to date when there are changes to hours or how events are being done.
- Information and requirements regarding COVID safety in the theatre will be provided to guests through our online booking system when they purchase tickets and emailed to them with their ticket invoice.
- Ticket orders can only be placed over the phone or online through the KW Tickets website and patrons will be required to print their own tickets or use their mobile device (no “will call” service at the time of the performance will be offered).
- When guests arrive, the Front of House Manager and/or usher will remind them to keep their mask on for the entire performance.

## Communication with occasional workers (performers, technicians), volunteers (ushers), work-related visitors, and rental clients

- Lawrence (Director of Programming), Nadia, and Sam will ensure contracted performers, volunteers and work-related visitors are informed of the COVID-19 precautions and requirements (for example – masking and physical distancing requirements).
- Nadia and Front of House Managers will provide all occasional workers and volunteers with training on COVID-related practices as part of their orientation.
- Nadia will provide rental clients with this safety plan to use as a guide, along with our COVID protocols for public and non-public events.

## Staff and Visitor COVID-19 Screening

### Staff, Occasional Worker, and Volunteer Screening Process

- Staff, occasional employees and volunteers will complete the [Ontario COVID-19 Screening Tool for Workplaces](#) each day. They must email their completed assessment to [operations@registrytheatre.com](mailto:operations@registrytheatre.com) prior to entering the facility and starting their shift.
- Nadia, Sam, and Lawrence will ensure that these emails have been sent with sufficient time for review before work can begin each day, cross-referencing with the shift schedule to ensure all personnel in the workplace have been screened. If individuals forget to send in the email, Nadia, Sam, Lawrence, or the Front of House Manager will ask them the screening questions before they will be permitted to enter the facility and start their shifts.
- Renters will be required to actively screen their personnel and email visitor logs to Nadia.

## Screening other work-related visitors (e.g. delivery personnel)

- All work-related visitors will be required to book an appointment prior to arriving on site to ensure that we maintain compliance with indoor gathering limits and maintain physical distancing. There will be a sign-in sheet at the bottom of the backstage stairs on the filing cabinets.
- Screening questions will be posted on the door for work-related visitors.

## Screening Guests

- Screening questions will be posted on the door for guests.
  - The usher at the entrance will ask each guest prior to entry if they have read the questions and if they have travelled, have any known exposure or any symptoms.
  - If a guest answers yes to any of these questions, they will not be allowed in the theatre. The usher will provide the contact information for the box office for the guest to get a refund or rebook their ticket(s).
- Guests will be required to provide information for the purpose of contact tracing at the time of ticket purchase. We will have a guest log generated based on ticket sales to verify name and contact information (phone number or email address) for one guest per group. Front of House Managers will be responsible for verifying this information and updating it as necessary prior to allowing guests to enter the theatre.
- Contact information for all guests will be verified in the guest log and retained for a minimum of 30 days.
- Guests will be required to provide proof of full vaccination (two doses plus 14 days) as well as proof of identity (such as a driver's licence or health card). The only exemptions permitted to enter are for unvaccinated persons with medical exemptions and persons under 12 years old. Individuals who cannot receive the vaccine due to medical exemptions will need to provide a valid doctor's note along with proof of identity.

## Workplace Transmission Prevention

### Maintain Physical Distancing

- Barriers will be installed at the ticket booth. The condition of the barriers will be reviewed regularly to ensure that any damage is fixed immediately.
- Performances (both Registry and rental events) will be limited to a single act and concession stand and lobby will be kept closed in order to prevent congregating indoors pre-show or during intermission.
- The theatre will open to guests 30 minutes early to allow for spacing between groups at entry. Late arrivals will not be seated if they arrive more than 15 minutes after the performance start time.

- At the end of a performance, audiences will be released sequentially by row beginning with the first row to prevent gathering and mingling inside the theatre or lobby. Outdoor gatherings should be minimized.
- Tickets must be purchased a minimum of 24 hours prior to show time and our refund policy has been updated to permit last-minute cancellations.
- Seating will be assigned at the time of purchase according to our revised seating plan to ensure distancing between guests while seated.
- Physical distancing markers are installed on the floor as needed.
- All non-essential backstage access has been restricted. No visitors are permitted backstage or at the stage door.
- Performers will be asked to remain on stage for the duration of their performance, and not invite audience participation on stage.
- Blocking or markings on the stage will be utilized to ensure performers can physically distance as much as possible during performances. During the planning of each performance, blocking or markings will be adjusted as required.
- The indoor gathering limit will be established and adjusted based on the public health requirements of Waterloo Region Public Health.
- Internal meetings will be held outdoors (weather permitting) or in the auditorium to allow for distancing.
- Nadia will ensure first aiders are provided with updated training on COVID protocols when administering first aid to staff or guests, and our emergency evacuation plan will be updated to include COVID protocols such as distancing at the outdoor gathering location.

## Source control masking and using personal protective equipment

- All personnel will be provided with a supply of disposable non-medical masks; these will also be available at the backstage and public entrances for all personnel, guests and work-related visitors to use. Nadia and Sam will be responsible for replenishing supply as required.
- All personnel must wear a mask or face covering at all times when on the premises, except for break times when physically distanced from others while eating or drinking.
- Sam, Nadia, Lawrence, Allan (Technical Director), and Front of House Managers will ensure that all personnel are wearing masks. Lawrence or Sam will be in charge of ensuring that the performers are following masking guidance.
- When seating guests, ushers will remind them to keep their face covering on when inside the theatre.
- Jobs will be assigned to minimize the number of personnel interacting with guests.

## Performer and Backstage Protocols

- Where specific safety protocols are required for scenarios not covered by this plan, The Registry will follow guidelines laid out in the [#Lights-On Venue Guide](#).

## Transmission from surfaces and objects

- All commonly touched surfaces and shared areas will be cleaned at minimum at the start of the day, and in between performances.
- Performers are instructed to arrive with hair and makeup completed and each performer is responsible for their own hair and makeup.
- Sharing of microphones, musical scores, music stands and other items should be minimized; items that must be shared will be thoroughly sanitized after each performer's use. As microphones should not be sprayed with cleaning fluid, we will ensure that no individual microphone is used on consecutive days.

## Hand and respiratory hygiene

- Nadia and Sam will make sure that hand sanitizer is available for guests and staff to use at all times, including at the front entrance.
- Public health posters on washing hands and on cough and sneeze etiquette will be posted in each washroom.
- Personnel will wash their hands with soap and water or use hand sanitizer frequently.

## Ventilation and airflow

- Windows and doors will be opened to allow for airflow (weather permitting and when it is safe to do so). Please ensure all windows and doors are closed and locked when leaving the building.
- Sam will coordinate City of Kitchener employees to ensure maintenance of the air-handling (HVAC) system according to the manufacturer's schedule.

# Response Protocol for a Potential Case/Suspected Exposure

## Procedure if someone becomes ill in the theatre

- Personnel should notify a manager if they start to feel COVID-19 symptoms or if they notice someone else showing symptoms.
- Call 911 if a person is experiencing severe and potentially life-threatening symptoms, such as difficulty breathing.
- If a guest becomes ill, they should leave the theatre as soon as possible. Staff must maintain physical distance, and any staff member who must go closer than 2 metres (e.g., for first aid), must be wearing PPE (mask and face shield). If the guest needs to wait for a ride they will be encouraged to wait outside, weather permitting, or in the lobby, maintaining a 2m distance from others.

- If personnel become ill, they must inform the supervisor on duty immediately. The individual must continue to wear a mask. They should go directly home, contact their doctor or Telehealth, and follow the instructions given.
- The workshop may be used as an isolation room for an ill staff member if they cannot leave the premises right away (e.g., waiting for a ride) and cannot wait outside.

## Process for a confirmed case of COVID-19 in the workplace

- Sam or Nadia will ask whether a public health nurse or case manager has given any information on next steps, and whether the worker thinks they may have been infected at work.
  - Sam or Nadia will complete an accident report form as soon as possible.
  - Sam will report to Waterloo Region Public Health within 2 days and ask for further direction.
- If Waterloo Region Public Health contacts the theatre to notify us that someone (guest or personnel) who was at the theatre has tested positive, the call should be directed to Sam.
  - The guest log and contact information for staff and work-related visitors will be provided to public health if needed for contact tracing.
- Sam will send an email to let staff know that there was an infected person at the theatre, making sure that the person confirmed to have COVID-19 is not identified.
- Sam will keep in touch with the sick individual while they are off work and keep in touch with Waterloo Region Public Health if required. Sam will also keep in touch with any personnel directed by public health to self-isolate and share information about supports that may be available.
- Personnel with COVID-19, or who are self-isolating because they were a close contact, will be allowed to come back to work once public health officials deem it is safe for them to do so.

# Management of Changes – Prevention of New Risks

In the event the COVID-19 related changes to workplace practices and requirements presents new risks for staff or guests, we have considered potential impacts and identified preventative measures as outlined below. Through the established feedback loops we will continue to gather staff and guest information regarding any additional new challenges presented by COVID-19 and associated controls, take preventative actions and continue to update this information as needed.

| New Risk   | Preventative Measure  |
|--|---|
| First aiders may be unable to maintain physical distancing when attending to a guest or other personnel who needs emergent care.                                       | Universal barrier precautions for First Aiders will be updated to ensure PPE including a procedural mask, face shield, sanitizer and gloves are provided and additional training delivered to personnel responsible for providing first aid care. |
| Dermatitis or breathing irritation due to increased handling of cleaning chemicals.  | All personnel will be trained on safe use of all cleaning supplies which we will be using, and Sam will make sure that the safety data sheets are available.  |
| Increased stress for personnel when dealing with new COVID-19 controls, risk of infection from public interactions and the ongoing changes and stress of the pandemic. | We will have regular check-ins with workers to talk about how they are doing. We will provide all personnel with access to additional mental health resources and supports.   |

## Continuous Improvement Activities

- Sam and Nadia will get feedback from personnel through regular conversations and pre-shift meetings regarding the controls in place, if they are working or if there are any issues.
- Front of House Managers will be required to conduct walk-throughs at least once per shift to verify compliance with COVID-19 controls, document any exceptions and take action if there are any exceptions that require resolution. All documented concerns will be emailed to Sam and Nadia for review and consideration as they maintain and enhance this plan.
- Guests will be invited to provide feedback by email.
- Sam will reach out to Waterloo Region Public Health to ask for input on any changes needed to the plan.

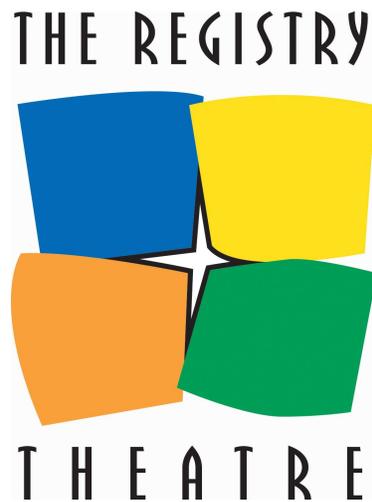
- Sam, Nadia, and Lawrence will have regular check-ins about how the plan is going and review any feedback. Additional check-ins will also be held if there are changes to guidance or a major issue identified.
- Any changes to the plan will be communicated to personnel by email. Front of House Managers will also communicate any changes to personnel at the start of their shift.

Contact Information:

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# The Registry Theatre COVID-19 Safety Plan Snapshot

|                                     |   |
|-------------------------------------|---|
| Business Name: The Registry Theatre | Developed by: Sam Varteniuk (Executive Director)  |
| Date Completed: July 19, 2021       |   |
| Date Distributed: August 5, 2021    | Others Consulted: Nadia Ursacki (Operations Manager), Lawrence McNaught (Director of Programming), Allan Hoch (Technical Director), Board of Directors, Front of House Managers |
| Revision Date: September 14, 2021   |   |

## **How we're ensuring workers know how to keep themselves safe from exposure to COVID-19**

- Managers are regularly checking health information and news to inform our protocols.
- Personnel are emailed regularly with new rules, changes to plan, and workplace safety reminders.
- Social media, website, and posters at the theatre inform guests of safety measures.

## **How we're screening for COVID-19**

- All workers and people entering for work-related purposes are screened before they enter. Screening questions are posted at the front and stage doors.
- Requiring proof of vaccination as per Ontario Ministry of Health Guidelines.

## **How we're controlling the risk of transmission in our workplace**

- All personnel, visitors, volunteers, and guests are required to wear a mask.
- We are following provincial and local health rules for spectator seating and building capacity.
- Seating is assigned at the time of ticket purchase to maintain distancing in the theatre.
- Barriers are installed at the ticket booth.
- Concession sales have been suspended to prevent congregating indoors.
- High touch surfaces are cleaned and disinfected before each performance.
- Hand sanitizer and garbage bins are available throughout the theatre.
- Signage is posted to remind everyone how to properly wash their hands.
- When it's possible, doors and windows will be kept open.
- The building ventilation system is being maintained to ensure it is working properly.

## **What we will do if there is a case, or suspected exposure to, COVID-19 at our workplace**

- Support personnel who are sick or self-isolating.
- Follow direction from Waterloo Region Public Health, and share information about people who entered the theatre to help contact tracing if needed.
- Communication with our personnel and guests.

## **How we're managing any new risks caused by the changes made to the way we operate our business**

- Additional mental health supports and added training for new hazards.

## **How we're making sure our plan is working**

- Seeking feedback from personnel (in person) and guests (via email).
- Reviewing our plan frequently and making changes based on feedback.