

## **Schedule "D"**

# **Glenn Gould Studio**

## **Events Guide for COVID-19 Period**

This document is intended to inform and guide our Events and Operations during the COVID-19 Pandemic Period, Phases 1, 2 and 3. It is based on information gathered from the current Government of Canada and Provincial (Ontario) Health & Safety Guidelines. Also, from Radio-Canada Operations, best practices as seen in the broader industry, and from Health & Safety CBC/Radio-Canada.

This is a living document, and guidelines will continue to be adjusted based on local conditions, and event requirements and recommendations from the City of Toronto

Version 2.0 August 2020



## **Table of Contents**

1. Audience Safety & Well-Being
2. Best Practices for Glenn Gould Studio Technical Production and Front of House Teams
3. Cleaning & Sanitation
4. Venue Flow, Security and Signage
5. Catering, Bar Service and Coat Check
6. Security
7. Communication



## Audience Safety & Well-Being

Audience safety and well-being has always been paramount to our operations at the Glenn Gould Studio (GGS). The following procedures will be put in place in order to enhance safety measures during the COVID-19 period for our audiences, visitors and clients entering our venue.

### Self-declaration for audience/attendees/visitors

All attendees will be required to fill out a digital medical self-declaration form to be provided to each client group in advance of the booking and/or site visit.

- For those who do not have the ability to fill out a digital copy, there will be hard copies available on site prior to the event.
- Client leads will be responsible for double-checking that all guests at the door have filled out their self-declaration and that it remains current.
- Digital copies of the self-declaration form may be kept for archival purposes.

### Masks

All audiences/clients and CBC employees will be mandated to wear a mask within the venue at all times. GGS is not obligated to provide masks for attendees. There will be a small supply of disposable masks available for anyone that is in need. Current GGS mask policy will be communicated in detail with all clients upon bookings.

- The GGS front of house team will enforce this procedure during events/recordings and through the use of signage.

### Physical distancing

All audiences/visitors will be asked to keep a physical distance of 2 metres (6 feet) when inside the venue.

- The GGS front of house team will enforce this procedure during events and through the use of signage and floor markers.

## **Audience capacities**

Based on current government gathering regulations as of August 2020, and physical distancing measures, Glenn Gould Studio can accommodate 47 people in the theatre for a live concert performance or corporate booking. All clients will receive an updated floor plan as part of the planning documents.

- Seating capacities and floor plans will be reviewed with GGS on an event-by-event basis to ensure appropriate physical distancing. GGS Event Coordinator will work with clients to review what seats can be occupied and further details on assigned seating.
- GGS will work with clients to increase audience capacity including hybrid/virtual event options and by using overflow spaces such as the adjoining CBC Conference Centre.

## **Hand sanitizer stations**

Upon entering the venue, all attendees and guests will be mandated to sanitize their hands.

- Additional hand sanitizer stations will be located throughout the venue for attendees and staff.

## **GGG Technical Production & Front of House Teams**

For all the work done inside the GGS by our Technical Production & Front of House teams, the following questions must be taken into consideration.

**A. Can the work be done while respecting the 2 meter distance (2 arm's length) between people?**

Keeping a physical distance reduces the risk of exposure. This implies reevaluation of certain areas and the positioning of equipment (e.g., workstations, camera operators, bar services, etc.) or the modification of the task.

**B. If social distancing is not possible, can physical barriers be added?**

The installation of plexiglass in the control room (CR) reduces the



risk of exposure despite a distance of less than two meters. Plexiglass will also be added to the registration/ticketing desk to ensure added safety for our teams and audiences.

## **Best Practices for GGS Technical Production and Front of House Teams**

1. A unique risk assessment will be performed prior to production, by the GGS' Technical Producer (TP). It will be shared with Health Services for validation, and all details which pertain to the crew or production team will be communicated prior to proceeding.
2. Appropriate levels of PPE will be provided to all crew and front of house staff as required.
3. Shared tools, supplies and equipment will be disinfected before, during and after each shift or anytime the equipment is transferred to a new employee or speaker.
4. Technicians that are provided headsets or adapters by Glenn Gould Studios will be responsible for sanitizing before and after each use.
5. All microphones will be disinfected between each use - headsets, lavs, handheld, wired on stands, etc.
6. All production and front of house staff entering the facility must wash hands or use hand sanitizer and continue to do so throughout the shift/event.
7. When possible, breaks and lunches will be staggered in order to limit exposure.



## Cleaning & Sanitation

- Touchless hand sanitizing stations will be placed at each entrance to the GGS and throughout the venue.
- A hired cleaner is required on site during every event and will focus on high touch surfaces (i.e., door knobs, handles, faucets, washrooms, food prep areas, etc.)
- After every event, the facility will undergo a heavy duty cleaning including two cleaners - seat fogging inside the theatre, wiping all touch points and a deep cleaning of all washroom facilities.
- Cleaning logs will be displayed in all washrooms, documenting cleaning intervals, and signed off by the cleaner on duty.
- Signage will indicate how many people are permitted into each washroom, green rooms and dressing rooms at a time. This will include sink usage.
- Separate washrooms will be made available for public and production crew/front of house staff.
- CRs and any embedded equipment will be cleaned by CBC cleaning staff.
- Specific cleaning responsibilities provided for each event.

## Venue Flow & Signage

- When possible, clients will be encouraged to have all registration and ticketing completed prior to the event, in a digital format. This will reduce line-ups, and will ensure safe ingress and egress for all attendees and guests.
- For those groups who require onsite registration and ticketing pick-up, the GGS Event Coordinator will work with clients directly to ensure safe flow and physical distancing is enforced.
- Most of the furniture backstage and in the lobby will be removed in order to enable more space for social distancing and to avoid the temptation to congregate in large groups. For those with accessibility needs, there will be benches located in the venue that can be used for seating.
- At each entrance to the venue, a list of procedures will be posted on all the doors.
- Signage will be posted in highly visible locations throughout the venue reminding employees and guests of pandemic procedures (e.g., handwashing, sanitizing, physical distancing, etc.)

## Catering, Bar Service & Coat Check

- For all catered events, there will be no buffet or shared food services - all food will be served in prepackaged, individual servings. Clients will be directed to work alongside their catering partners in order to customize their menus and best practices for food serving during this period. All food service requests need to be approved by GGS Management.
- Until further notice, the lobby bar will be closed and no communal beverages (water jugs, and dispenser) will be available. Disposable, single serve grab and go beverages will be provided in the theatre (via a bar cart), and cashless payment terminal.
- For health reasons, there will not be a coat check available until further notice. All attendees will need to hold onto their personal belongings.



## Security

- A Duty Manager and/or Safety supervisor will be present at each event to oversee entry procedures (e.g., waivers, safe ingress/egress, etc.), and to make sure people are maintaining distancing measures.
- The GGS will remain on lockdown to maintain the cleanliness of the space after it is cleaned so that it remains untouched between events. The TP and Event Coordinator will send a list of front of house staff and technicians working on each event to security on a per event basis. No other CBC staff will have access to the facility without permission/appointment.

## Communication

- Any updates to the procedures mentioned in this guide will be communicated in writing to each client group, in advance of their event. When possible, GGS management will strive to provide two weeks notice for an update to an existing policy. We recommend that once the client receives this update they post it on their event page to ensure their guests and attendees all have the latest information.
- New and updated procedures will also be listed on the GGS' website and social media channels (i.e., Instagram, Facebook and Twitter).
- Mandatory tie-down calls will be enforced between clients and GGS event teams 48-72 hours prior to each event. During this call, GGS staff will reinforce policies and procedures and work with clients on any updates that might have an impact to their event.