



The Royal Conservatory of Music COVID-19 Safety Plan

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INTRODUCTION

The RCM's top priority remains the health and safety of our staff, students, visitors and the RCM community around us. While it is understood that risks related to COVID-19 continue to exist in our society at large, the RCM has worked diligently over the last several weeks, focusing its efforts on the safe re-opening and resumption of its Schools and Performing Arts operations. A number of measures and protocols have been developed and implemented to minimize these risks for individuals who access, attend, use, enjoy, or work within both or either The TELUS Centre for Performance and Learning, which includes Koerner Hall, and 180 Bloor Street West, suites 601 and 602.

This safety plan incorporates the required standards we must meet based on the information and guidelines issued by the Province of Ontario, and other federal and municipal public health authorities. We anticipate that this plan will evolve as severity of the pandemic changes and based on the direction and advisement from the Province. We will remain agile and adapt to changing conditions by adjusting protocols and measures and the level of activities on the premises to respond quickly and appropriately as required.

With many of our operations being unique, the RCM's COVID-19 Safety Plan will be supplemented by operation-specific addendums where additional measures are required. Adhering to this plan and the department specific addendums will be critical in our efforts to reduce the spread and transmission of COVID-19 in our environment. Business units will regularly assess all the hazards within their work area and take appropriate steps to eliminate or control the associated risks.

To address COVID-19 health and safety concerns in the workplace, there will be ongoing communication updates with respect to the pandemic response and any necessary changes to steps or actions required.

When we all take responsibility for our own actions and all commit to adhering to the measures and protocols outlined in this COVID-19 Safety Plan for the RCM, we are collectively supporting and helping everyone return home safe and healthy every day.

1.0 Purpose

The purpose of the RCM's COVID-19 Safety Plan is to outline the required safety measures and protocols for staff, students, and visitors (including contractors, service providers) while on the RCM premises.

1.1 Scope

The Safety Plan applies to all staff, students and authorized visitors (including contractors, service providers) while on the RCM premises. Where the plan specifies the term "individuals", it applies to all staff, students and authorized visitors (including patrons, contractors, service providers). The term "staff" or "employee(s)" includes all workers (administrative, faculty, hourly, contract).

1.2 Re-opening Task Force

To support the development of the Safety Plan, the RCM formed a Re-opening Task Force with representatives from the various programming areas within the RCM with representation from the Faculty Association, as well as the Joint Health and Safety Committee (JHSC). The task force completed risk assessments and actively worked with their respective departments to institute appropriate controls. The task force met weekly to collectively provide feedback and input into the overall development and implementation of this Safety Plan. This group will also support the ongoing evaluation of protocols and measures through regular ongoing meetings, feedback mechanisms and audit assessments.

2.0 General Safety Measures and Protocols

The development and implementation of all our safety measures and protocols in the safety plan are guided and based on the main principles and guidelines consistently communicated by public health authorities during this pandemic. They include the following:

- **Proof of Vaccination**
- Screening
- Physical distancing measures
- Hand Hygiene and cough etiquette
- Environment Cleaning and Disinfection
- Use of masks

2.1 Screening

Restricting & Limiting Building Access

- Access to the building will be limited to authorized individuals that have a bona fide purpose to enter the RCM building which includes:
 - Staff
 - Students

- Authorized visitors
- Authorized contractors, service providers, suppliers
- Event and concert patrons
- All individuals must use the designated entrances and exits doors.
- Security will be at the designated entrances and exits to control access.
- Staff and students will be required to show Security the clearance code received from Envoy (downloadable screening app) on their mobile device.
- Authorized visitors (including contractors, service providers, suppliers) will be added to the authorized visitor list with Security.
- Visitors should be limited to only those that are necessary for the continuation of critical work, and approved by the Department Head.
- Event and Concert Patrons will require a ticket to the event.
- Records will be maintained for a period of at least one month, and only disclose the records to a medical officer of health or an inspector under the Health Protection and Promotion Act on request for a purpose specified in section 2 of that Act or as otherwise required by law.
- General public will be denied entry to the building.

Proof of Vaccination

- As outlined in the RCM's **Proof of Vaccination Policy effective September 7, 2021 in order to enter the RCM premises** all persons born before 2010 who wish to enter the Facilities must present proof of vaccination against COVID-19. Examples of entrants includes, but is not limited to staff, faculty, students, concert patrons, event attendees, contractors, volunteers and other visitors.
- In order to gain access to the Facilities, all Required Individuals must provide:
 - Proof of full vaccination against COVID-19; or
 - Written proof of a medical reason, provided by a physician or registered nurse in the extended class that sets out: (i) a documented medical reason for not being fully vaccinated against COVID-19, and (ii) the effective time-period for the medical reason and provide verification of the negative COVID-19 test result of an antigen point of care test administered within 48 hours of seeking access to the Facilities.

Health Screening Questionnaire

- All staff, students and authorized individuals entering the building must complete the online health screening questionnaire (using the Envoy App) before going to work/school or visiting the premises each day prior to entering the building even if they have been vaccinated.
- The screening questions are defined by the Ministry of Health as outlined on their online [screening tool](#) and Toronto Public Health.

NOTE: If the individual has an existing health condition that gives them the symptoms select “No”, unless the symptom is new, different or getting worse. If symptoms of a mild headache, tiredness, sore muscles or joints occur within 48 hours after getting a vaccine, select “No” and wear a medical mask while on the premises. If the individual’s symptoms last longer than 48 hours or worsen, they must stay home, self-isolate and get tested.

- If a staff member has answered “Yes” to any of the questions, they must advise their supervisor that they are not able to attend work in the building.
- If student has answered “Yes” to any of the questions they must advise the school at the designated email address if they are not able to attend a class/ or activity in the building.
- Authorized and scheduled visitors (service providers, suppliers, event patrons will generally be advised in advance of health screening questions and protocols).
- Authorized visitors (including contractors, service providers, suppliers) may also be provided with access to the online link to complete the health screening questionnaire.
- All individuals must complete health screening questionnaire prior to accessing the facility.
- **Event and Concert Patrons with a valid ticket, and individuals purchasing tickets at the box office are required to do passive screening based on the questions on the [screening poster](#) posted at the entrances.**
- Self-screening posters provided by Toronto Public Health (TPH) will be displayed at entrances informing and reminding all individuals they must not enter the premises if they have answered “YES” to any of the questions outlined on the poster.
- Anyone who has answered “YES” to any of the health screening questions, are advised to stay home or go home & [self-isolate](#) right away. Individuals will be advised to follow the instructions from the Government of Ontario’s COVID-19 self-assessment tool (see [Self-Assessment Tool](#)) to determine how to seek further care or they can contact their doctor or Telehealth Ontario at Toll-free: 1-866-797-0000.

2.2 Physical Distancing

- Physical distancing is a key aspect of preventing the spread of COVID-19.
- Physical distancing when outside the home means staying at least 2-metres (6.5 feet) away from other people whenever possible.
- All individuals in the RCM building must practice physical distancing.
- Limiting the number of members of the public in the facility so that the members of the public are able to maintain a physical distance of at least two metres from every other person in the facility, except from their caregiver or from members of the person’s household. Physical distancing is not required as stated in subsection (4) of the regulation,
 - where necessary to complete a transaction or to receive a service, if the member wears a mask or face covering in a manner that covers their mouth, nose and chin.
 - when passing one another in a confined location, such as in a hallway or aisle, if the member wears a mask or face covering in a manner that covers their mouth, nose and chin.
 - in situations where another provision of the regulation expressly authorizes persons to be closer than two metres from each other.
- Impermeable barriers such as plexiglass will be installed in areas where distance is unable to be maintained, such as the Service Desk, Security etc. as well as where required as outlined under provincial guidelines.
- Staggered work and class schedules, adjustments to various programs and activities will support distancing measures.

- Maximum capacity limits will be established for shared workspaces, classrooms, studios, meeting rooms, halls and elevators and must be strictly adhered to.
- Maximum capacity limits will be posted inside and outside of these areas.
- Whenever possible use email, phone, or video conferences to meet rather than in-person.
- Virtual meetings are encouraged to continue to allow for physical distancing between individuals in the building and participation by those that are remote.

Elevators

- Physical distancing must be maintained when using the elevators.
- Maximum capacity signage will be posted at all elevator doors.
- Occupants must wear a mask.
- Occupants should face outward, avoid face-to-face stances and maintain a 2-metre distance from each other.
- Avoid pressing buttons with fingers, where possible use an elbow or use a tissue to press buttons and then dispose of it in available waste receptacles.
- Individuals are encouraged to use the stairs instead of the elevator when reasonably possible.
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Stairwells

- Outer enclosed stairwells will be labeled for one directional use (up or down) to support traffic flow and appropriate physical distancing.
- Main staircase in Ihnatowycz Hall will be bi-directional (always keep to the right side of the staircase whether walking up or down).
- To provide a 2-metre distance individuals should leave at least 6 steps between individuals using stairwells.

Common Areas

- All hallways should be used as a passageway to get from one area to the other in the building. Avoid congregating in groups to allow flow of foot traffic and to minimize congestion.
- Follow directional signs posted wherever practical and applicable to minimize personal contact and use floor distance markings if waiting in line.
- Kitchen/photocopy areas will be limited to one person in that space at a time.
- Designated eating areas will have limited seating and tables will be spaced at least 2-metres apart.
- Washrooms will have alternating sinks, urinals and stalls blocked off where required to support capacity limit and ensure appropriate distance is maintained.
- If all washroom stalls are occupied, please form or join a line on spaced floor markers and wait your turn as individuals exit.

Shared Workspaces

- Capacity limit for each shared workspace/office areas will be posted.
- Department leaders should be approving attendance plans to ensure there are not more people than can be safely facilitated.
- Furniture and seating may need to be re-arranged to ensure 2-metre distance between workspaces.

- Individuals should avoid entering other department's workspace areas/offices and respect room capacity limits.

Studios & Classrooms

- Capacity limit for each studio or classroom will be posted based on physical distancing and dependent on activity taking place in that space (i.e. singing, wind instrument playing).
- Placement of instruments such as pianos will be arranged to allow for physical distancing between teacher and student.
- Where required in certain spaces floor markers will be placed to ensure appropriate physical distancing.

Meeting Rooms

- Capacity limit for each meeting room will be posted.
- Allowable seating will be placed and marked within the room as to where people should sit/stand when in the meeting.
- Virtual meetings are encouraged to continue to allow for physical distancing between people in the building and participation by people that are remote.

2.3 Hand Hygiene and Cough Etiquette

- Hand Hygiene is one of the most effective actions that will reduce the spread of pathogens and prevent infections, including the COVID-19 virus.
- It is recommended that individuals wash their hands thoroughly with soap and water for at least 20 seconds frequently or whenever needed.
- Use an alcohol-based hand sanitizer if soap and water is not readily available.
- Avoid touching your eyes, nose, and mouth.
- Use a clean tissue or a knuckle/elbow to touch light switches, doors, buttons, etc.
- Wash or sanitize hands after touching common or frequently used hard surfaces (stairwells, elevators, photocopier, doorknobs, etc.).
- Use available sanitizer upon entering and leaving the premises.
- Hands must be washed and sanitized before entering and after leaving a classroom/studio space.
- Hands must be washed and sanitized before and after each user of shared equipment or instruments.
- Cough etiquette refers to covering your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in the waste receptacle.
- If you do not have a tissue, cough, or sneeze into your elbow, not your hands.
- Touchless soap, paper towel dispensers and hand-sanitizing stations are maintained frequently.
- Hand sanitizing stations will be placed outside elevators, at each entrance and exit and in other high traffic areas.
- Hand sanitizer and disinfectant wipes will be made available for use in classrooms, studios and offices.
- Hand hygiene signage will be placed in prominent locations around the building and specifically in washrooms, eating areas and throughout buildings in high-traffic areas.

2.4 Environment Cleaning and Disinfection

To clean and maintain spaces during COVID-19, Facilities has enhanced cleaning protocols and will deploy new technology such as electrostatic foggers and portable sprayers along with Health Canada approved disinfecting agents to limit the spread of viral transmission through disinfecting procedures.

Drawing from the recommendations and guidelines from public health officials, procedures have been implemented for preparing RCM spaces to support a partial and gradual return to the facility and a schedule for comprehensive cleaning and disinfection of spaces within the premises.

Augmented cleaning protocols focus on:

- Cleaning high-touch surfaces in common-use areas such as:
 - doorknobs and door surfaces
 - elevator buttons
 - light switches
 - tables
 - washroom fixtures
 - handrails
- Cleaners will disinfect studios/classroom spaces (including impermeable barriers) nightly or daily.
- For spaces with singing and wind playing activities, cleaners will use foggers to disinfect space upon request.
- Impermeable barriers will be made available for use). Barriers must be wiped down using disinfectant wipes before and after each use.
- Using disinfectants with a Drug Identification Number (DIN) approved by Health Canada
- Physically wiping surfaces or use of electrostatic and sprayer to effectively coat surfaces with disinfecting agents.
- Providing disinfectant wipes to facilitate the cleaning and sanitizing of high-touch work surfaces and shared equipment between uses in studios, classrooms, and offices.
- Individuals will be required to wipe down shared equipment, instruments, music stands and other used surfaces before and after each user with available disinfectant wipes.
- Individuals with shared or personal workstations will be required to wipe down hard surfaces in their workstation area before and after each work shift (this will include keyboard, telephone, desk, chair handles etc.) with available disinfectant wipes.
- Providing hand sanitizer dispensers at easily accessible locations throughout the facility.

The disinfecting agents used are Health Canada approved, peroxide-based or quaternary solutions that are designed for daily use to kill pathogens — like bacteria and viruses — and are also non-toxic and will not damage expensive equipment.

Cleaning tasks are prescribed and scheduled based on the nature of each space, the types of activities carried out within it, and the types of equipment, furniture, surfaces, and fixtures that it contains.

Nightly deep-cleaning in common-use and high-traffic areas

- Deep-cleaning and disinfecting will take place nightly in all common-use and high-traffic

areas such as:

- lobbies and entrances
 - corridors and stairwells
 - washrooms
 - elevators
 - lounge and lunchroom / kitchen areas
 - classrooms, studios
- Cleaning in these spaces is concentrated on floors and high touch surfaces. In kitchens and lounges, tables and counters are cleaned nightly.

Nightly cleaning of office equipment and furniture

- Office equipment and furniture in shared and private office spaces will be cleaned and disinfected per routine cleaning protocols. The Facilities team will conduct nightly cleaning and disinfecting of:
 - office light switches
 - doorknobs and handles
 - phones including handset cords
 - arms of chairs and the surface of the desks if they are clear

How electrostatic and standard sprayers add more protection

Electrostatic sprayers charge the disinfecting solutions with positive ions. Leveraging the properties of electrostatic liquid adhesion, the spray spreads out evenly, coats and wraps surfaces to cover the underside and backsides of surfaces including areas that cannot be reached with wipes.

Standard liquid sprayers aerosolize the same disinfecting agents.

The mist is then allowed to air dry, clinging to the surface long enough to ensure that the required dwell time is reached so it can effectively kill viruses, bacteria, fungi and mould.

Custodial staff will be using electrostatic and standard sprayers in high-traffic areas and washrooms to ensure surfaces are thoroughly disinfected nightly.

Leased and Rental Property Spaces

The Facilities team will share our specifications and review the protocols of all our leased and rental spaces with Property Managers to ensure that COVID-19 precautions are consistent across all spaces and compliant with municipal and provincial requirements.

2.5 Air filtration for heating, ventilation, and air conditioning (HVAC)

- The building system has been designed to provide clean particle-free air at a stable temperature and humidity. Fresh air is constantly being added to the system and filtered.
- The RCM follows the industry best practices for filter selection and replacement. The air filtration at the RCM is a two-stage system that exceeds the Minimum Efficiency Reporting Value (MERV) rating recommendations for filtering fine particles in the air. The RCM follows the guidelines and recommendations put forward by American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) and Public Health.

- We currently utilize MERV 10 filters, a pre-filter that removes dust, vehicle emissions and fumes. We have added MERV 13 filters, a secondary filter which removes sneeze size droplet particles.
- RCM HVAC systems are modern, high quality Siemens controlled with superior filtration that removes up to 98% of particulate and droplet matter according to the latest guidelines set forth by ASHRAE.
- The Siemens Building Automation system monitors the level of carbon dioxide (CO₂) being exhausted from each room. Outdoor air (a fresh air baseline) typically contains between 400 to 500 ppm (parts per million) of CO₂. We monitor the indoor air to ensure that the incoming fresh air supply is adequate and that we do not exceed the outdoor CO₂ levels. Fresh air intake is automatically modulated to exhaust CO₂ and increase the supply of outdoor fresh air.
- Our Engineering team regularly inspects and replaces the air filters in all our air handling units that are responsible for removing particles in the air such as dust, smoke, allergens, airborne bacteria, and other pathogens.
- Our Building Systems Engineer performs spot measurements with separately calibrated instruments for CO₂, CO (carbon monoxide), temperature and humidity.
- Additionally, we periodically contract the services of third-party engineers (SafeTech Environmental) for random indoor air quality sampling and testing.
- HEPA Air Purifier units are being added to rooms (classrooms/studios) where there are winds and vocal activity taking place. HEPA Air Purifiers have a 99.7% efficiency rating for capturing particles that are below 0.3 microns in size.

2.6 Use of Masks

- The RCM's [Face Mask Policy](#) complies with the City of Toronto Mandatory Mask or Face Covering [By-Law 541-2020](#). Unless the By-law permits a specific exemption, mask use is mandatory while in the Facilities, which includes all common areas, studios, classrooms and shared workspaces/offices.
- All individuals are required to provide their own mask and it must be worn prior to entering the RCM premises.
- Signage of mask requirement is posted at building entrance(s).
- Disposable masks will be made available at the entrance from Security for a nominal cost if needed.
- Exceptions to removing a mask temporarily are permitted to consume food or drink if the individual is separated from every other person by a distance of at least two metres; or a plexiglass or some other impermeable barrier. Other exceptions include performing or rehearsing in a film or television production or in a concert, artistic event, theatrical performance or other performance, singing, playing wind instruments or if the individual is within a personal enclosed office workspace,
- Appropriate PPE will be provided such as gloves, face shields for specific work tasks where required.

Proper Use of Masks

- Wash hands when putting on and removing a mask.
- Make sure there is no gap between your face and the mask.
- Avoid touching the mask while wearing it and touching face and eyes.

- When removing the mask, avoid touching the mask and only touch the strings holding it.
- Disposable masks should be disposed of in available waste receptacles.
- Training on proper use of masks will be made available to staff and students.

3.0 Remote Work and Learning

Staff are permitted to work onsite at the workplace, however due to the ongoing physical distancing requirements and capacity limits on the premises, Departments will be required coordinate and manage onsite scheduling and continue remote work as needed. This is the responsibility of the Department Head who may delegate this coordination, however must ensure these protocols are adhered to. Starting in the upcoming academic year students in-person instruction will be made available with some classes/courses taught online.

4.0 Reporting COVID-19 Symptoms and Confirmed Cases

- There are steps that will need be taken if any individual, while in the building, shows symptoms which may be related to COVID-19.
- If the individual shows symptoms while in the building, they will be asked to return home and [self-isolate](#) immediately. If the individual cannot leave immediately, they will be isolated in a designated area until they are able to leave.
 - The individual will be advised to follow the instructions from the Government of Ontario's COVID-19 self-assessment tool (see [Self-Assessment Tool](#)) to determine how to seek further care or they can contact their doctor or Telehealth Ontario at Toll-free: 1-866-797-0000 for further directions about testing and self-isolation requirements.
- If the health situation requires, 911 emergency services will be contacted.

If an individual reports COVID-19 symptoms, are suspected to have, or confirmed positive for Covid-19:

- Staff must advise their manager if they have symptoms, are suspected to have, or confirmed positive for COVID-19.
- Students must advise the designated school representative if they have symptoms, are suspected to have, or confirmed positive for COVID-19.
- Individuals will be advised to stay home, self-isolate (see [how to self-isolate](#)) and follow the instructions from the Government of Ontario's COVID-19 self-assessment tool (see [Self-Assessment Tool](#)) to determine how to seek further care or they can contact their doctor or Telehealth Ontario at Toll-free: 1-866-797-0000.

Self-Isolation Requirements:

- **If you test positive for COVID-19**, you must self-isolate for at least 10 days from the day your symptoms started or the day of your test if you have no symptoms. Even if you are fully vaccinated and test positive for COVID-19, you must self-isolate. For more information, please read the [Fully Vaccinated Persons with COVID-19](#) section below.

- If you are fully vaccinated or were “previously positive” and are symptomatic you must self-isolate immediately but can now be cleared from isolation in 24 or 48 hours, depending on your symptoms, if you receive a negative PCR test.
- If you are severely immune-compromised, or are hospitalized because of COVID-19, then you may have to isolate for 20 days instead of 10 days.
- **If you are not fully vaccinated and are identified as a close contact of someone who has COVID-19**, you MUST self-isolate for at least 14 days from the day you last had close contact with that person. Toronto Public Health may direct a longer self-isolation period based on your vaccination and testing status and when you last had close contact with the person who has COVID-19.
- **If you are fully vaccinated and are identified as a close contact of someone who has COVID**, you DO NOT need to self-isolate if you:
 - Have no symptoms related to COVID-19;
 - Are not immunocompromised;
 - Are not a resident at a long-term care or retirement home
 - Are not a hospital inpatient
 - Have not been otherwise instructed to self-isolate for 14 days by Toronto Public Health

Note: If you think you are fully vaccinated, please read information for [Fully Vaccinated Close Contacts](#)

- **If you are a low-risk (non-close) contact**, you may be instructed by Toronto Public Health or a health care provider to self-monitor for symptoms of COVID-19.

Use this [FLOW CHART](#) as a guide to assist in determining self-isolation requirements.

- If you have returned from anywhere outside Canada, including the United States, within the past 14 days you must isolate for 14 days instead of 10 days, unless exempted from federal quarantine. For more information, please see TPH [Travel Advice](#) webpage.

Link: <https://www.toronto.ca/home/covid-19/covid-19-what-you-should-do/covid-19-have-symptoms-or-been-exposed/>

[COVID-19 - Guidance for the Health Sector - Ministry Programs - Health Care Professionals - MOH \(gov.on.ca\)](#)

Procedures for handling a confirmed case of COVID-19

- The Department Head responsible for the individual (staff, student, visitor, contractor etc.) with the confirmed positive case must immediately notify VP, HR at nancy.vincent@rcmusic.ca and copy the Facilities Director at peter.thomas@rcmusic.ca who will log and track the positive case.
- VP, HR will notify Executive Vice President and the Chief Administrative Officer of the situation.
- The RCM will immediately suspend activity in the building, as appropriate, while it determines the notifications and other actions required to respond.

- The VP, HR may contact Toronto Public Health (TPH) to provide guidance and directives in preventing further spread of COVID-19 which may include:
 - instructions for individuals to self-isolate or self-monitor for COVID-19 symptoms;
 - instructions for individuals to get tested for COVID-19;
 - increase cleaning and disinfecting.
- If there are two or more individuals who test positive for COVID-19 within a 14-day interval in connection with the premises, as soon as we are advised of this, the VP HR will notify TPH using the [COVID-19 Workplace Reporting Tool](#).
- If two or more people test positive for COVID-19 within a 14-day interval in connection with the premises, the VP, HR or their designee will:
 - Provide their contact information as the designated contact person at the premise and ensure that person is readily available to communicate with TPH and implement any additional measures immediately as required by TPH.
 - Ensure that accurate and updated contact information is made available to TPH within 24 hours of request in support of case management and contact tracing requirements for COVID-19.
 - Cooperate with infection prevention and control personnel from TPH, including allowing entry into the premise for inspection, and to support enhanced infection prevention and control measures and recommendations.
- TPH will help individuals with COVID-19 to identify who is a close contact. At this time, generally TPH will only contact individuals that test positive for COVID19, and will ask those individuals to notify their household and non-household contacts.
- The RCM will support contact tracing efforts for contacts on the premises
- Any personal information that is collected for COVID-19 contract tracing will only be what is required by TPH for this purpose, unless an individual provides their consent.
- VP, HR will report to the Ministry of Labour and Workplace Safety and Insurance Board (WSIB) and a Joint Health and Safety Committee Member if advised that one of its employees has tested positive due to exposure at the workplace.
- HR will provide guidance to employees to ensure they are aware of income replacement and workplace-related benefits they are entitled to if they must isolate due to symptoms of COVID-19, being tested for COVID-19 or being a close contact of someone with COVID.

Close Contact and Close Physical Contact Defined

- Toronto Public Health defines a "close contact of a case" as the following:
 - A close contact of a case is someone who, in the last 14 days, has been in close physical contact with someone who has tested positive for or has symptoms of COVID-19.
- Toronto Public Health defines "close physical contact" as the following:
 - as being less than two metres/six feet away in the same room, workspace, or area for a cumulative duration of 15 minutes or more even if both individuals were wearing a mask; or who had direct contact that individual while they coughed or sneezed.
 - having had multiple close encounters with a person diagnosed with COVID-19 over a 24-hour period.
 - You had close physical contact with the person, such as a hug.
 - You live or provide care in the same home.

Cleaning and Disinfecting

- Based on the assessment above the office or area undergoing disinfection will be closed off for deep cleaning and disinfection, surfaces that may have been touched by the infected individual will also be cleaned and disinfected. All cleaning and disinfecting will be in accordance with TPH guidelines.

Communications

- Communications will be provided to appropriate parties and may include:
 - Facts and timelines
 - Details about outbreaks of COVID-19 communicated to members of the RCM community via email and signage posted on premises.
 - Details about decontamination efforts
 - Instructions to monitor symptoms
 - Employee assistance program information
 - Reminder for prevention tips

Return to the Building

- Individuals will only be authorized to return to the premises if the respective timeframe indicated in the chart above from TPH has been satisfied, along with review and confirmed written approval from the VP, HR has been received by the appropriate Department Head.
- Individuals may request a consent form from Human Resources if they would like the health provider to send a copy of confirmed negative test result directly to the RCM's human resources department. Otherwise the individual may submit directly to Human Resources at nancy.vincent@rcmusic.ca. Toronto Public Health self-isolation requirements as outlined in the chart above must still be adhered to.

5.0 Food Consumption

- To consume food or drink individuals are permitted to temporarily remove their mask, if the individual is separated from every other person by a distance of at least two metres; or a plexiglass or some other impermeable barrier.
- Staff should consume food or drink at their personal workstations if they are separated from every other person by a distance of at least two metres; or a plexiglass or some other impermeable barrier.
- Wash and sanitize hands before and after meals.
- Individuals must wipe down eating area before and after a meal using disinfect wipes or cleaning solution.
- Limit the use of common kitchenettes where possible (microwave and refrigerator will remain available).
- Wipe down shared kitchen surfaces/appliances before and after each use (microwave/ refrigerator door handles) using available disinfectant wipes or cleaning solution.
- All common utensils, cutlery, glasses, plates etc. will be removed from kitchens.
- Dishwasher will not be available; staff must pack up and wash personal dishes and cutlery at home.
- It is recommended that students and visitors eat prior to or after leaving the RCM premises.
- Signage and capacity limits will be posted in designated eating areas.
- Seating and tables will be spaced for appropriate physical distancing and should not be

moved. Time limits will apply in these areas.

- Disinfectant wipes or cleaning solution will be provided to wipe tables and seats before and after food consumption.
- Cleaners will frequently clean tables and seats and other high touch surfaces (microwaves, refrigerators).

6.0 Deliveries

- Deliveries will be made at:
 - The loading dock
 - The box office entrance (Canada Post)
- Delivery access is limited and restricted to these two entrances.
- Security will contact appropriate party to receive the package.
- No contact or transfer of paper is necessary. Couriers can identify the person who receives the materials by name - no signatures required.
- Couriers should be wearing gloves, and a mask or face covering as required by City of Toronto Bylaw 511-2020.
- When packages or material are opened or moved to a different location, sanitize package if possible, hands should be washed or sanitized after opening the package.

7.0 Travel Restrictions

Business Related travel

- All business-related travel is suspended.

Personal / leisure travel

- All individuals returning from outside Canada, regardless of where you have been, will be required to self-isolate (quarantine) at home for 14 days following your return. See [Government of Canada Website](#).
- Do not enter the RCM premises during this 14 day of self-isolation period.
- For staff if your job function does not allow you to work remotely, please discuss the situation with your Supervisor.

Note: Exemption for eligible fully vaccinated travellers

Starting at 11:59 pm ET on July 5, 2021, there will be some exemptions for **people eligible to enter Canada**, who also meet specific conditions for fully vaccinated travellers. See link [COVID-19 vaccinated travellers entering Canada](#).

Individual may qualify for certain exemptions to quarantine and testing requirements if you:

- are eligible to enter Canada
- are asymptomatic
- meet the [Government of Canada requirements of fully vaccinated travellers](#)
- meet all other [entry requirements](#), including entering your information in ArriveCAN before arrival

Those who meet the requirements may be exempt from:

- quarantine
- hotel stopover (for air travellers)
- day-8 testing requirement

8.0 Health and Well-being

Emotional stress, anxiety or concern is natural under the present circumstances. Anyone who feels they are experiencing negative mental health implications should seek assistance as soon as possible. **Homewood Health, our employee and family assistance provider (EFAP)** is available for staff, a free, voluntary, confidential, short-term professional counseling and referral service that offers support for many of life's changes and difficult situations. Its available 24 hours a day, 7 days a week 1-866-644-0326.

Homewood offers counselling services for staff on:

- marital & family problems
- stress psychological disorders
- alcohol & drug problem
- bereavement
- lifestyle problems
- referral for financial & legal problems and more

Staff can also speak to their Supervisor or Human Resources should there be any concerns that may be challenging or impacting them and/or their job.

GGs students have access to **Keep.meSAFE** - a mental health counselling service that specializes in 24/7/365 support through telephone or mobile chat. Additional mental health support (both in-person and online) is available to students, provided by a team of Toronto-based counsellors. More details about both services will be provided during student orientation.

See Additional Resources on Wellbeing:

[Centres for Disease Control and Prevention Managing Anxiety and Stress
https://www.toronto.ca/home/covid-19/covid-19-protect-yourself-others/covid-19-mental-health-resources/](https://www.toronto.ca/home/covid-19/covid-19-protect-yourself-others/covid-19-mental-health-resources/)

9.0 Training

Prior to the returning to work at the RCM building, staff will be provided with an online COVID-19 health and safety orientation training which will include review and acknowledgement of the RCM's COVID-19 Safety Plan. In addition to this, each department will be required to provide specific training on measures and protocols for operations in their respective areas.

Training will include:

- clear instructions on the new mask policy, ensure proper use of masks
- new arrangements or controls developed in response to the COVID-19 pandemic
- explain hazards

- information around specific COVID-19 protocols or procedures, including:
 - Rules around physical distancing
 - Hand hygiene
 - Reporting COVID-19 symptoms
 - General cleaning and disinfecting procedures

10.0 Plan Evaluation

The Re-opening Task Force will continue to meet on a regular basis or as often as required to evaluate and provide feedback in regard to any potential gaps of current measures and protocols implemented, and continue to meet provincial guidelines. The Joint Health and Safety Committee will include COVID-19 hazard assessment in its monthly inspections.

11.0 Signage

To help implement the various measures and protocols, particularly hand hygiene and physical distancing strategies, the RCM has posted signage and floor markers across its premises in public spaces such as corridors, stairs, washrooms and elevators to support these measures.

If a department would like additional signage in its space, please contact facilitiesworkorder@rcmusic.ca

12.0 Contacts and Available Resources

- It is strongly recommended that the individuals download the Government of Canada's [Covid Alert App](#) and free app that will notify people of possible exposures before any symptoms appear.
- Information about the vaccines and where to get vaccinated [Toronto Public Health How to Get Vaccinated](#)

Additional COVID-19 information:

- Toronto Public Health <https://www.toronto.ca/home/COVID-19/COVID-19-how-you-can-help/COVID-19-spread-the-word/>
- Ontario Public Health [Ontario Government COVID-19 Resources](#)
- Health Canada [Public Health Agency of Canada](#) website
- Ontario Ministry of Health <https://www.ontario.ca/page/how-ontario-is-responding-COVID-19>
- Centre for Disease Control <https://www.cdc.gov/>

Addendums – Safety Measures and Protocols for Specific RCM Program Areas

13.0 Glenn Gould School

As per provincial regulations, in-person teaching or instruction is permitted in compliance with set conditions. Total number of students permitted in each instructional space indoors at any one time is limited to the number that can maintain a physical distance of at least two metres from every other person in the premise, and in any event cannot exceed if the instructional space is indoors, the lesser of 50 per cent of the capacity of the instructional space, or 1,000 persons.

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The following contains important information about The Glenn Gould School for the upcoming 2021 Fall Term. In collaboration with the RCM's internal Re-opening Task Force, GGS administration gathered input from local, provincial and federal public health agencies, as well as other music conservatories across North America to determine the programming that will be made available, along with the appropriate health and safety measures.

Our priority is the health and safety of students, faculty, so some of these details may change to reflect the evolving situation and as required to comply with public health authorities' guidelines.

The following are the fundamental principles based on the public health authorities' guidelines that was used to guide and support our planning for Fall 2021, these include:

- Screening,
- Physical distancing measures,
- Hand Hygiene and cough etiquette,
- Environment Cleaning and Disinfection,
- Use of masks.

All students registered for in-person instruction/activities will be required to adhere to protocols for these specific activities, as well as the general safety measures and protocols outlined in detail in the preceding sections (2.0 to 5.0) of this safety plan.

In addition to this, we have implemented changes to the GGS programs and activities scheduling which include:

- Manage transition times and locations for in-person activities
- Focus on strategies to minimize the number of students in the building at one time

DETAILS FOR FALL 2021

The 2021 Fall Semester at GGS begins on September 7 and ends on December 17 for a total of 12 weeks of instruction, plus two project weeks and a final exam week. Current plans include the resumption of full in-person programming at the beginning of the Fall Semester.

Orientation and Registration

Students will be **pre-registered** for required courses. Students will have Zoom appointments to work with the Registrar to complete their schedules. The registrar will notify students when their schedules are available.

Student **orientation** will take place in-person during the week of August 30th. This will include information about both academic and performance programming, as well as details relating to the RCM's COVID-19 Safety Plan.

Information regarding any applicable **qualifying/placement exams** will be sent out in August.

In-person work-study opportunities are currently being developed. These positions, which will support the delivery of both our online and in-person programming, will commence during September. Please contact the Student Services Manager to discuss the application process.

Arriving at the GGS

International students should plan to arrive in Toronto 14 days prior to starting in-person instruction if they have an obligation to self-quarantine.

A 14-day quarantine requirement is currently in place for international students arriving to Canada without proof of full vaccination. As per Toronto Public Health, individuals are considered fully vaccinated once 14 days have passed following the recommended dose(s) based on the list of approved Covid-19 vaccines [The World Health Organization](#) .

Effective September 7, 2021 in order to enter the RCM premises all individuals will be required to provide proof of full vaccination or written proof of a medical reason, provided by a physician or registered nurse in the extended class that sets out: (i) a documented medical reason for not being fully vaccinated against COVID-19, and (ii) the effective time-period for the medical reason and provide verification of the negative COVID-19 test result of an antigen point of care test administered within 48 hours of seeking access to the Facilities.

Until the launch of the RCM's system for collecting proof of vaccination, the GGS is limiting in-person activities with more than one person in a room to only those where participants can be masked.

All individuals are required to provide their own mask and it must be worn to enter the building and while on the RCM premises.

Students and faculty will only have access to the building for the purposes of pre-arranged activities.

Academic Classes (music history, theory, humanities, etc.)

While all academic courses are currently programmed for in-person instruction, course materials will be stored in Moodle – a widely used online learning platform designed to provide students and faculty an integrated learning environment.

Private Lessons

Lessons will be continue to be delivered both in-person and by video-conference, based on the instrument and whether students and/or faculty are able to visit the building.

Face coverings must be worn at all times for in-person lessons, except when playing a wind instrument or singing. This exception will come into effect after the launch of the RCM's system for collecting proof of vaccination.

Piano, strings and percussion lessons will occur in-person, in rooms that accommodate adequate physical distancing.

For wind instruments and voice, in-person lessons will be held in spaces that accommodate adequate physical distancing between faculty and students for these activities. Impermeable barriers are not required but will be available such that individuals can make use of them if they so choose.

Collaborative pianists and vocal coaches will join in-person lessons in spaces where physical distancing can be maintained and impermeable barriers will be made available for wind instruments and voice, based on the individual's choice.

There are several remote instruction studios equipped with high quality equipment, for use by students whose instructor is not able to visit the building in-person.

Performing Ensembles and Performance-based Courses

For Fall 2021, students will be assigned to ensembles and begin rehearsals during September. Students will be allowed to participate in physically distanced ensembles, with required face coverings (except by wind and voice students when performing).

All students and instruments will be distanced at least 2-metres apart.

Brass/wind players will be required to use their own towels to ensure hygienic emptying of valves and collection of any associated condensation to be immediately placed in a sealed bag. Hands should be washed or sanitized after this.

Ensembles rehearsing and performing in Koerner Hall, Mazzoleni Hall and Temerty Theatre will be provided specific instructions for entering and exiting these spaces to ensure one way traffic flow when possible. Students in each ensemble will be assigned a specific location, and all chairs and stands will be marked in place and not moved from their locations except by a member of the RCM staff. Backstage areas will not be used as holding spaces for ensembles. Holding spaces will be assigned for performances.

Wind and voice studio classes will take place in performance halls. Group classes with singing will be masked throughout, as these classes are not focused on vocal technique where the instructor needs to see the mouth.

Ensembles (including chamber music) will take place in spaces where appropriate physical distancing can be observed.

All students and faculty will be physically distanced (2 metres) apart from each other at all times.

Recitals and Concerts

These will take place, with or without an audience, with performers observing appropriate face covering and physical distancing.

We are currently exploring options for this year's RCO performances, using smaller groups and alternate repertoire. These options will be assessed, based on all available guidelines, as the year progresses.

This year's Chamber and Spring Opera will be mounted in formats that follow all provincial and federal guidelines regarding performer safety and audience capacity. If an audience is not permitted, performances will be recorded and/or live streamed.

Practice Rooms

Practice rooms will be available for GGS students, with specific guidelines and rules in place for both scheduling and room usage. An advance reservation system will be in place for morning and evening bookings, with an alternate reservation process in place for in-person bookings during the afternoon and early evening – to ensure crowds do not assemble in the Service Desk area.

Certain spaces will be prioritized to certain majors, such as piano, percussion and harp students. Smaller studio spaces will only be used for solo practice. Larger spaces will be required for any practice involving two or more individuals.

Similar to ensemble rehearsals, brass/wind players will be required to use their own towels to ensure hygienic collection of any condensation, to be immediately placed in a sealed bag. Hands should be washed or sanitized after this.

Technology and Digital Resources

Moodle, an integrated online learning environment, will provide the framework for all academic courses. Zoom will continue to be the primary video conferencing application used for any remote instruction needs.

Wired and wireless internet throughout the building will support any remote private instruction that may be necessary throughout the year.

The Library has increased its digital resources, including both audio and video recordings and print resources (including non-public-domain scores), in an effort to lessen in-person capacity issues.

GGS will continue to provide students with recommendations for microphones, speakers, recording devices, and internet connections to optimize sound quality for online courses, lessons, and performances (on an as-needed basis).

Testing / Insurance / Mental Health Supports

In Ontario, proof of insurance coverage is not required in order to access COVID-19 testing at dedicated assessment centres (several established across Toronto). It is also not required in order to receive a vaccination (<https://covid-19.ontario.ca/book-vaccine/>).

The GGS's student insurance plans – through Guard.Me – provides coverage for all new and emergent conditions and medically necessary treatment, including COVID-19 (<https://www.guard.me/COVID-19.php>). That being said, coverage for COVID-19 does not include costs associated with self-isolation or a mandated quarantine. Private accommodation and day-to-day expenses (food and non-emergency transportation) are not eligible for reimbursement. Only new and emergent conditions and medically necessary treatments are eligible. This includes private-duty care by a qualified nurse if it is medically necessary and prescribed by a certified health professional.

Mental Health and Well Being – GGS students also have access to **Keep.meSAFE** - a mental health counselling service that specializes in 24/7/365 support through telephone or mobile chat. Additional mental health support (both in-person and online) is available to students, provided by a

team of Toronto-based counsellors. More details about both services will be provided during student orientation.

REMINDERS

- Hands must be washed and sanitized before entering and after leaving a classroom/studio space.
- All Individuals will be required to wipe down shared equipment, instruments, music stands and other used surfaces before and after each user with available disinfectant wipes

14.0 Royal Conservatory School

As per provincial regulations, in-person instruction is permitted in compliance with set conditions. The total number of students permitted in each instructional space indoors at any one time is limited to the number that can maintain a physical distance of at least two (2) metres from every other person (except from their caregiver or from members of the person's household), and in any event cannot exceed 50 per cent of the capacity of the instructional space.

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The following contains important information about the Royal Conservatory School for the 2021-2022 Academic year beginning **Monday, September 13, 2021 for private lessons** and **Saturday, September 25, 2021 for group classes and ensembles**. In collaboration with the RCM's internal Re-opening Task Force, school administration gathered input from local, provincial and federal public health agencies, as well as other music conservatories across North America to determine the programming that will be made available, along with the appropriate health and safety measures.

Our priority is the health and safety of our community. Some of these details may change from time to time in order to reflect the evolving situation and as required to comply with public health authorities' guidelines.

The following are the fundamental principles based on the public health authorities' guidelines that were used to guide and support our planning for Fall 2021, these include:

- Screening,
- Physical distancing measures,
- Hand hygiene and cough etiquette,
- Environment cleaning and disinfection,
- Use of masks.

All students registered for in-person instruction/activities will be required to adhere to protocols for these specific activities, as well as the general safety measures and protocols outlined in detail in the preceding sections (2.0 to 5.0) of this safety plan.

In addition to this, we have implemented changes to programs and activities scheduling which include:

- managing transition times and locations for in-person activities
- strategies to minimize indoor congregation and the number of students in the building at one time

All students who register for in-person instruction will do so with the understanding that a transition to online learning may be required.

Effective September 7, 2021 in order to enter the RCM premises all individuals **born before 2010** will be required to provide proof of full vaccination or written proof of a medical reason, provided by a physician or registered nurse in the extended class that sets out: (i) a documented medical reason for not being fully vaccinated against COVID-19, and (ii) the effective time-period for the medical reason and provide verification of the negative COVID-19 test result of an antigen point of care test administered within 48 hours of seeking access to the Facilities.

Accessing the TELUS Centre for Performance and Learning

All individuals are required to provide their own mask and it must be worn to enter the building and while on the RCM premises.

Students and faculty will only have access to the building for the purposes of pre-arranged activities. Registrants will receive weekly invitations to pre-arranged and confirmed activities via the Envoy pre-screening application. Invitations will be sent to the primary email address on the student file.

Families with registered children are requested to limit attendance at The RCM to the registered student plus one (1) parent/caregiver only.

Private Lessons

Face coverings must be worn at all times for in-person lessons, except when playing a wind instrument or singing.

For wind instruments and voice, impermeable barriers are not required but will be available such that individuals can make use of them if they so choose.

Brass/wind players will be required to use their own towels to ensure hygienic emptying of slides and collection of any associated condensation to be immediately placed in a sealed bag. Hands should be washed or sanitized after this.

A designated parent/caregiver may attend a lesson with a student under the age of majority. Members of the same household must remain proximate to each other within the lesson to accommodate a physical distancing of two (2) metres from the faculty member.

Before and after their lessons, students are expected to wash their hands, and will be required to wipe down piano keys, music stands, shared equipment and surfaces before and after each user using provided disinfectant wipes.

Students registering for in-person lessons are required to commit to a recurring weekly or bi-weekly lesson day and time. All lessons will include a 5-minute turnover buffer, such that a 30-minute lesson will last 25 minutes, a 45-minute lesson will last 40 minutes, etc.

Group Theory and History Courses

All group theory and history courses will be delivered online via Zoom videoconferencing. Students should select an appropriate class schedule such that these classes can be virtually attended offsite from the RCM.

Ensembles and Group Courses

Group class enrolment will be subject to instructional space capacity limits based on physical distancing. Classrooms will be set up in advance by RCM facilities such that seating, instruments, and equipment are set up to accommodate a physical distancing of two (2) metres. Floor markings may be used to further indicate distancing and classroom traffic flow. Students and faculty will not be permitted to move instruments or equipment in any circumstance.

All students and faculty will be physically distanced (2 metres) apart from each other at all times. Where a designated parent/caregiver is required to attend a group class or ensemble with the student, they must remain proximate to the student to accommodate a physical distancing of 2 metres from other households in attendance.

Face coverings must be worn at all times for in-person ensembles and group classes, except when playing a wind instrument.

Brass/wind players will be required to use their own towels to ensure hygienic emptying of slides and collection of any associated condensation to be immediately placed in a sealed bag. Hands should be washed or sanitized after this.

Choirs and group classes involving singing will be masked throughout, as these classes are not explicitly focused on vocal technique where the instructor needs to see the mouth.

Ensembles rehearsing in Mazzoleni Hall and Temerty Theatre will be provided specific instructions for entering and exiting these spaces to ensure one way traffic flow when possible. Students in each ensemble will be assigned a specific location, and all chairs and stands will be marked in place and not moved from their locations except by a member of RCM staff. Parents/caregivers or other family members may be restricted from observing due to capacity limitations and should plan accordingly.

Before and after their class, individuals are expected to wash their hands, and will be required to wipe down piano keys, music stands, shared equipment (such as but not limited to amplifier controls, drum kit hardware, samba percussion), and surfaces before and after each user using provided disinfectant wipes.

All group classes and ensembles include a 5-minute turnover buffer, such that a 45-minute class will last 40 minutes, a 60-minute class will last 55 minutes, etc.

Recitals and Concerts

Recital and concert options will be assessed, based on all available guidelines, as the year progresses.

Practice Rooms

Practice rooms are not available for school registrants at this time. Options will be assessed, based on all available guidelines, as the year progresses.

REMINDERS

- Hands must be washed and sanitized before entering and after leaving each classroom/studio space.
- All individuals will be required to wipe down shared equipment, instruments, music stands and other used surfaces before and after each user with provided disinfectant wipes.

15.0 The Phil and Eli Taylor Performance Academy for Young Artists

As per provincial regulations, in-person teaching or instruction is permitted in compliance with set conditions. Total number of students permitted in each instructional space indoors at any one time is limited to the number that can maintain a physical distance of at least two metres from every other person in the premise, and in any event cannot exceed if the instructional space is indoors, the lesser of 50 per cent of the capacity of the instructional space, or 1,000 persons.

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In collaboration with the RCM's internal Re-opening Task Force, Academy administration gathered input from local, provincial and federal public health agencies, as well as other music conservatories across North America to determine the programming that will be made available, along with the appropriate health and safety measures.

Our priority is the health and safety of students and faculty, so some of these details may change to reflect the evolving situation and as required to comply with public health authorities' guidelines.

The following are the fundamental principles based on the public health authorities' guidelines that was used to guide and support our planning for Fall 2021, these include:

- Screening,
- Physical distancing measures,
- Hand Hygiene and cough etiquette,
- Environment Cleaning and Disinfection,
- Use of masks.

All students registered for in-person instruction/activities will be required to adhere to protocols for these specific activities, as well as the general safety measures and protocols outlined in detail in the preceding sections (2.0 to 5.0) of this safety plan.

In addition to this, we will implement changes to Academy programs and activities scheduling which include:

- Modify delivery of programming – through a hybrid model
- Manage transition times and locations for in-person activities
- Focus on strategies to minimize the number of students in the building at one time

DETAILS FOR FALL 2021

The 2021 Academy Fall Semester **begins on September 10 and ends on December 19** for a total of 13 weeks of instruction and one orientation week. Current plans include the resumption of performance-based in-person programming at the beginning of the Fall Semester. Academic programming will remain online for the Fall Semester, returning to in-person instruction as soon as conditions permit it not before the start of second term (beginning on Friday, January 14, 2022).

Based on our experiences with online course delivery since March 2020, and further assessment of similar GGS courses in the 2020-21 academic year, Academy has developed a hybrid model for Fall 2021 – involving both in-person and online instruction. This will allow for continued maintaining of physical distance in the building.

Orientation and Registration

From August 25-September 3, 2021, students will register online for courses via ActiveNet.

Effective September 7, 2021 in order to participate in in-person activities and enter the RCM premises all individuals will be required to provide proof of full vaccination or written proof of a medical reason, provided by a physician or registered nurse in the extended class that sets out: (i) a documented medical reason for not being fully vaccinated against COVID-19, and (ii) the effective time-period for the medical reason and provide verification of the negative COVID-19 test result of an antigen point of care test administered within 48 hours of seeking access to the Facilities.

Students unable to provide proof of vaccination, or written proof of medical reason, nor regular negative test results will be able to take part in online courses, as well as virtually take part in appropriate in-person activities. Any students opting not to take part in in-person activities will need to advise the school at this time.

Student orientation will take place in person on September 10 and online on September 11. This will include information about both academic and performance programming, details relating to the RCM's COVID-19 Safety Plan, new student tours and training for online tools.

Arriving at the Academy

Until the launch of the RCM's system for collecting proof of vaccination, the GGS is limiting in-person activities with more than one person in a room to only those where participants can be masked.

All individuals are required to provide their own mask and it must be worn to enter the building and while on the RCM premises.

Students and faculty will only have access to the building for the purposes of pre-arranged activities.

Academic Activities (history, theory, musicianship, electives)

All academic courses will be delivered online using Zoom, in order to maximize the use of space for performance-based activities – including practice, lessons, ensemble rehearsals, and performances. We will reassess feasibility to deliver academic courses in person for the Spring 2022 Semester, keeping in mind building capacity, class sizes and the difficulty of delivering them with physical distancing.

Given the hybrid nature of course delivery, some students may need to move from an in-person activity to a location where they can attend an online class. In order to accommodate these situations, we will offer workstations in the Tech Lab, and space for students to bring their own device in select classrooms. These will be scheduled before the start of the Fall Semester and not available for drop-in access. As space for this accommodation is limited, priority will be given to students with a conflict scheduled by Academy and those commuting from far.

Private Lessons

Private lessons will be delivered both in-person and by video-conference, based on space availability and whether students and/or faculty are able to visit the building.

Face coverings must be worn at all times for in-person lessons, except when playing a wind instrument or singing. This exception will come into effect after the launch of the RCM's system for collecting proof of vaccination.

Piano and strings lessons will occur in-person, in rooms that accommodate adequate physical distancing.

For wind instruments and voice, in-person lessons will be held in spaces that accommodate adequate physical distancing between faculty and students for these activities. Impermeable barriers are not required but will be available such that individuals can make use of them if they so choose.

Collaborative pianists and vocal coaches may join in-person lessons in spaces where physical distancing can be maintained and impermeable barriers will be made available for wind instruments and voice, based on the individual's choice.

There are several remote instruction studios equipped with high quality equipment, for use by students whose instructor is not able to visit the building in-person.

Performance-based Activities

For Fall 2021, students will be allowed to participate in physically distanced ensembles assigned by Academy, with required face coverings (except by wind and voice students when performing).

All students and instruments will be distanced at least 2-metres apart.

Wind players will be required to use their own towels to ensure hygienic collection of any associated condensation to be immediately placed in a sealed bag. Hands should be washed or sanitized after this.

Chamber ensembles will be assigned and begin working together after the October Thanksgiving break to ensure building capacity and student schedules are manageable.

Ensembles rehearsing and performing in Koerner Hall, Mazzoleni Hall and Temerty Theatre will be provided specific instructions for entering and exiting these spaces to ensure one way traffic flow when possible. Students in each ensemble will be assigned a specific location, and all chairs and stands will be marked in place and not moved from their locations except by a member of the RCM staff. Backstage areas will not be used as holding spaces for ensembles. Holding spaces will be assigned for performances.

For those students unable or opting not to study in person, Academy faculty and staff will do their best to provide alternatives to in-person learning. However, in order to maintain the integrity of programs, some activities may be offered in-person-only.

For Performance Classes, students in program may attend in person according to distance rules and government-mandated occupancy maximums. This will be necessary given the timing of

performance classes as students will be onsite directly before or after. Visiting artist will be in-person when possible or Zoomed onto a large screen in the classroom/hall.

Concerts

These will take place, with or without an audience, with performers observing appropriate face covering and physical distancing.

We will follow all provincial and federal guidelines regarding audience capacity for public performances. All performances will be recorded as usual and we are considering live-streaming.

Practice Rooms

Practice rooms will be available for Academy students, with specific guidelines and rules in place for both scheduling and room usage. An advance reservation system will be in place for specific times, with an alternate reservation process in place for in-person bookings at other times – to ensure crowds do not assemble in the Service Desk area.

Certain spaces will be prioritized to certain majors, such as piano students. Smaller studio spaces will only be used for solo practice. Larger spaces will be required for any practice involving an accompanist.

At this time, no guests, including parents, are allowed into practice rooms. As chamber ensembles will be formed in October, ensemble practicing will not be allowed until this time.

Similar to ensemble rehearsals, wind players will be required to use their own towels to ensure hygienic collection of any condensation, to be immediately placed in a sealed bag. Hands should be washed or sanitized after this.

Recordings

Professional recordings will not be a priority, though will be assessed after re-opening once a thorough survey of building capacity is reached. Space availability will likely be very minimal given the increased use of large spaces, and therefore may make professional recording bookings unfeasible.

Technology and Digital Resources

Moodle, an integrated online learning environment, will provide the framework for all courses and general Academy information. Zoom will continue to be the primary video conferencing application used for any remote instruction needs.

Wired and wireless internet throughout the building will support any remote private instruction that may be necessary throughout the year as well as pre-scheduled virtual learning from assigned spaces.

The Library has increased its digital resources, including both audio and video recordings and print resources (including non-public-domain scores), in an effort to lessen in-person capacity issues.

Academy will continue to provide students with recommendations for microphones, speakers, recording devices, and internet connections to optimize sound quality for online courses, lessons, and performances (on an as-needed basis).

REMINDERS

- Hands must be washed and sanitized before entering and after leaving a classroom/studio space.
- All Individuals will be required to wipe down shared equipment, instruments, music stands and other used surfaces before and after each user with available disinfectant wipes

16.0 Performing Arts

The development of the safety measures and protocols for the safe re-opening of the Performing Arts operations at the TELUS Centre for Performance and Learning follows months of planning and consultation with leading Canadian health authorities, industry experts and peer organizations across North America and in Europe. The safety of our staff, patrons and visitors throughout this process has and continues to be our main priority.

- The following are the fundamental principles based on the public health authorities' guidelines that was also used to guide and support The Royal Conservatory of Music (RCM) general safety measures and protocols outlined in detail in the preceding sections (2.0 to 5.0) of this safety plan. These include:
 - Screening,
 - Physical distancing measures,
 - Hand Hygiene and cough etiquette,
 - Environment Cleaning and Disinfection
 - Use of masks

Concert Venues

RCM's concert venues are permitted to operate indoor seated concerts, events and performance and will comply with the following conditions:

- The number of members of the public at any of our indoor seated concert, event, or performance within the concert venue, at any one time must not exceed 50 per cent of the usual seating capacity for the concert venue which is less than 1,000 person maximum capacity.
- The number of members of the public permitted to be in a particular room in the indoor portion of the seated concert, event, or performance at any one time must not exceed 50 per cent of the usual seating capacity of the room in the concert venue, and the total capacity for the particular room cannot be added to increase the total capacity of the concert venue, as indicated in the paragraph 1 above.
 - No member of the public may attend a seated concert, event, performance within the concert venue unless they have a ticket or reservation.
 - Signs are posted outside of our venues in conspicuous locations visible to the public stating the capacity limits under which our venue is permitted to operate and the capacity limits of any seated concert, event, or performance within the concert venue.
 - The number of members of the public on the premises will be limited so that persons are able to maintain a physical distance of at least two metres from every other person in the facility, except from their caregiver or from members of the person's household, or where not required as stated in subsection (4) of the regulation (see section 2.2 in this plan).
 - Ensure patrons do not to line up or congregate outside of the building, unless they are maintaining a physical distance of at least two metres from other groups of persons.

- Patrons will not be permitted to line up inside an indoor part of the premises unless they are, (a) maintaining a physical distance of at least two metres from other groups of persons; and (b) wearing a mask or face covering in a manner that covers their mouth, nose and chin, unless they are entitled to any of the exceptions set out in subsection 2 (4) of the regulation.
 - Mask or face covering must be worn in a manner that covers the person's mouth, nose and chin during any period when they are in the indoor area of the premises, unless it does not apply under subsection 2(4) of the regulation.
 - Record the name and contact information of every performer and other person who provides work for the concert venue, who enters an indoor area of the facility, maintain the records for a period of at least one month, and only disclose the records to a medical officer of health or an inspector under the Health Protection and Promotion Act on request for a purpose specified in section 2 of that Act or as otherwise required by law.
- **Entrances/Lobbies:** Designated entrances to the TELUS Centre have ample room with multiple stories of height and considerably more than 2 metres in width to allow appropriate physical distancing. Pathways to the theatres, including stairwells, are all over 2 metres in width. Lobbies on all three levels of Koerner Hall have enough square footage to accommodate the gathering of all patrons on each level.
 - **The Stage:** The Koerner Hall Stage can accommodate up to 31 people without stage extension and 41 people with stage extension and Mazzoleni can accommodate up to 14 people with appropriate physical distancing.
 - **Safety Signage:** Signage regarding COVID-19 precautions will be placed at all entrances and in prominent areas in the building.
 - **Directional Signage:** Signage directing the singular flows to the Concert Halls, including Koerner Hall's three seating levels will be clearly placed and reinforced by staff.
 - **Elevators:** For individuals with mobility issues, elevators will be available and attended by ushers to ensure no overcrowding.
 - **Disinfecting Practices:** The Concert Halls employ a professional cleaning crew and has acquired Health Canada approved disinfectant supplies. The theatre and all other high touch areas (including handrails and arm rests between seats) will be disinfected between every event.
 - **HVAC System:** The building system has been designed to provide clean particle-free air at a stable temperature and humidity. Fresh air is constantly being added to the system and filtered. The RCM follows the industry best practices for filter selection and replacement. The air filtration is a two-stage system that exceeds the Minimum Efficiency Reporting Value (MERV) rating recommendations for filtering fine particles in the air. The RCM follows the guidelines and recommendations put forward by American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) and Public Health.

We currently utilize MERV 10 filters, a pre-filter that removes dust, vehicle emissions and fumes. We have added MERV 13 filters, a secondary filter which removes sneeze size droplet particles. RCM HVAC systems are modern, high quality Siemens controlled with superior filtration that

removes up to 98% of particulate and droplet matter according to the latest guidelines set forth by ASHRAE (see page 10, section 2.5 for more details)

- **General safety measures and protocols:** as outlined in detail in the preceding sections (2.0 to 5.0) of this safety plan must be adhered to by all patrons

Ticketed Events

- **Choice of In-Person or Livestream:** Patrons have the ability to choose between purchasing an in-person or livestream experience for certain performances.
- **Ticket Purchases:** Tickets are purchased by section, rather than for specific seats.
- **Electronic Ticketing:** Electronic tickets will be scanned upon arrival by touchless scanners to ensure touchless entry. Patrons will be encouraged to print-at-home tickets or use scanning code on their mobile device tickets to avoid picking up tickets at the box office on the day of the performance where possible.
- **Prior to Each Event:** All patrons will receive an email communication specifically outlining exactly what to expect upon arrival, including information on the screening process. Patrons will be reminded to not enter the premises if they have any COVID-19 related symptoms.
- **Timed Entry:** Patrons will be instructed to arrive in their household groups and will be granted entry on a timed basis at designated entrance(s) to avoid queuing.
- **Capacity:** Event spaces within the TELUS Centre including seating capacity in the Concert Halls will be reduced to meet provincial guidelines to ensure appropriate physical distancing.
- **Performance Protocols:** In accordance with provincial regulations, performers must maintain a physical distance of at least two metres from any spectators. The front two rows of spectator seating will be blocked to maintain the appropriate physical distance.
- **Mandatory Masks:** All patrons are required to provide their own masks and must be worn prior to entering the TELUS Centre and while on the premises, including in the Concert Halls during the event.
- **Contact Tracing:** Patron contact information is required and captured at the time of sale (one contact is required for multiple tickets purchased per transaction).
- **Intermissions:** To avoid gatherings and lines, all concerts will be performed without intermission and will be no longer than 90 minutes.
- **Washrooms:** will be available before and after performances. Washrooms will be cleaned and disinfected on a frequent basis. All washrooms are equipped with touchless faucets and touchless paper towel dispensers
- **Food and Beverage Services:** Bar and concession services will not be offered, with the

exception of bottled water

- **Merchandise Stands:** Merchandise will be not be available for purchases.
- **Audience:** Members in the audience will be asked to substitute cheering with clapping.
- **Staff:** Uniformed ushers will be trained to support the screening process upon entry, enforce safety protocols and assist patron entrances, ensure physically distanced seating, and controlled exits. Staff will have appropriate personal protective equipment, such as face shields as required.
- **General safety measures and protocols:** as outlined in detail in the preceding sections (2.0 to 5.0) of this safety plan must be adhered to by all patrons

Artists

- **Documentation:** Safety measures and protocols outlined in the RCM COVID-19 Safety Plan must be reviewed in advance of the event.
- **Entrance Procedures:** Artists will arrive backstage through the designated entrance and will go through the active screening procedures and then escorted by a staff member directly to the backstage/dressing room area.
- **Backstage Area:** There are three separate dressing rooms (complete with washrooms and showers) and three additional washrooms backstage. This will accommodate most touring ensembles safely. In case of overflow, other rooms in the TELUS Centre away from public areas will be utilized. While in the building, artists will be required to remain in the backstage area at all times until they go on stage. Catering for artists will be backstage and served in individually wrapped containers. No serving trays, glassware or cutlery will be shared. Physical distancing backstage will be carefully controlled by Koerner Hall stage managers.
- **Cleaning and Disinfecting Equipment:** All equipment that is brought into the Concert Halls by artists will be disinfected by RCM crew before being brought into the stage area. All RCM equipment and instruments will be cleaned before and after each user and between performances.
- **Mandatory Masks:** All individuals are required to provide their own masks and must be worn prior to entering the TELUS Centre and while on the premises (except for when artists are on the stage performing, as long as the physical distance of 2 metres is maintained)
- **Physical Distancing While On Stage:** Physical distancing for artists and staff backstage must be adhered to during load-in, rehearsal, and load-out. Stage capacity limits needs to be adhered to.

Every performer and other person who provides work for the concert venue, theatre or cinema must maintain a physical distance of at least two metres from every other person, except,

- i. if it is necessary for the purposes of the performance or rehearsal that the performers, or
 - ii. persons who provide work for the concert venue, theatre or cinema must be closer to each other, or
 - iii. where necessary for the purposes of health and safety
- **Performance Protocols:** In accordance with provincial regulations, the performers must maintain a physical distance of at least two metres from any spectators.
- **Artist Meet and Greets:** Post-show meet and greets with artists backstage will be suspended (applies to artist's guests as well as donors, students, and staff).
- **General safety measures and protocols:** as outlined in detail in the preceding sections (2.0 to 5.0) of this safety plan must be adhered to by all artists and authorized visitors.

Rental Events

RCM is permitted to operate rental events and will comply with the following conditions:

- The number of members of the public permitted to be in a particular room in the indoor portion of the rentable meeting or event space at any one time must be limited to the number that can maintain a physical distance of at least two metres from every other person in the room and in any event may not exceed 50 per cent capacity of the room in the rentable meeting or event space. Current capacity for rental events and receptions in Galleries is at 40 guests.
- Signs posted in conspicuous locations visible to the public that states the capacity limits under which we are permitted to operate.
- The rented space will be configured so that patrons seated at different tables are separated by,
 - a distance of at least two metres, or
 - plexiglass or some other impermeable barrier.
 - Actively screening individuals in accordance with the advice, recommendations and instructions of the Office of the Chief Medical Officer of Health before they enter the indoor premises of the business or place.
- RCM Rentals will continue to record the name and contact information of every member of the public who attends a meeting or event, maintain the records for a period of at least one month, and only disclose the records to a medical officer of health or an inspector under the Health Protection and Promotion Act on request for a purpose specified in section 2 of that Act or as otherwise required by law.
- **Planning Process:** All rental events will be rigorously pre-screened for scope of work and special requirements while ensuring compliance with provincial and municipal guidelines and established safety protocols.
- **Documentation:** Safety measures and protocols outlined in the RCM COVID-19 Safety Plan must be reviewed signed in advance of the event. COVID-19 Waiver for the TELUS Centre for Performance and Learning must be signed by all individuals prior to accessing the premises.

- **Site Visits:** Must be pre-scheduled with venues and the number of client visitors on site will be limited. Prior to site tours, a Zoom or conference call will be scheduled to address questions in advance to minimize time spent at the venue. Visitors will be escorted by an RCM representative during the site visit. RCM can provide Wi-Fi info for FaceTime tours for those not able to attend.
- **Mandatory Masks:** All individuals are required to provide their own masks and must be worn prior to entering the TELUS Centre and while on the premises. Masks must be worn by guests at all times unless eating or drinking, while seated at a dining table, or standing at a cocktail table, per regulations. If dancing is permitted, masks must also be worn during dancing.
- **Food and Beverage:** Provincial and municipal guidelines related to restaurants and food services will be strictly adhered to at all times. Guests will be served while seated or can also order from the bar, as long as they are distanced from other households. They can also consume food and drink while standing depending on the configuration of the event.
- **Seating:** Tables and seats will be arranged to maintain 2 metre physical distancing, unless guests are from the same household.
- **General safety measures and protocols:** as outlined in detail in the preceding sections (2.0 to 5.0) of this safety plan must be adhered to by all guests.

Filming and Recording

- **Documentation:** Safety measures and protocols outlined in the RCM COVID-19 Safety Plan must be reviewed in advance of the filming/recording session.
- **Entrance Procedures:** Masks must be worn prior to entering the designated entrance and will go through the active screening procedures as RCM visitors and then escorted by a staff member directly to the backstage/dressing room area.
- **Mandatory Masks:** It is required that masks be worn at all times while on the premises except when performing or rehearsing in a film or television production or in a concert, artistic event, theatrical performance or other performance.
- **Cleaning and Disinfecting Equipment:** All equipment that is brought into Koerner Hall will be disinfected by RCM crew before being brought into the stage area. All RCM equipment and instruments will be disinfected before and after each user and between sessions.
- **Physical Distancing While On Stage:** Physical distancing for artists and staff backstage must be adhered to during load-in, rehearsal, and load-out. Stage capacity limits needs to be adhered to. Every performer and other person who provides work for the concert venue, theatre or cinema must maintain a physical distance of at least two metres from every other person, except,

- i. if it is necessary for the purposes of the performance or rehearsal that the performers, or
 - ii. persons who provide work for the concert venue, theatre or cinema must be closer to each other, or
 - iii. where necessary for the purposes of health and safety
- **General safety measures and protocols:** as outlined in detail in the preceding sections (2.0 to 5.0) of this safety plan must be adhered to by all authorized visitors.

