



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 two years, 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 visitors (including contractors, service providers) while on the RCM premises. Where the plan specifies the term "individuals", it applies to all staff, students and 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:

- Screening
- Hand hygiene and cough etiquette
- Environmental cleaning and disinfection
- Use of masks

2.1 Screening

Update: As of March 1, 2022, the *RCM COVID-19 Proof of Vaccination Policy* is discontinued.

Updated: Health Screening Questionnaire

- 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

Update: All physical distancing requirements have been revoked as of March 1, 2022

2.3 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 nightly or daily.
- For spaces with singing and wind playing activities, cleaners/setup crew will use foggers to disinfect the space upon request.
- 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.

2.4 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.

2.5 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 provincial regulations and/or municipal by-laws permit specific exemptions, 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).
- Exceptions to removing a mask temporarily are permitted to consume food or drink. 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

Update: Staff are permitted to work onsite at the workplace without prior approval.

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.

Update: Self-Isolation Requirements

- Individuals are required to isolate in the event they experience symptoms, live with those who are experiencing symptoms (household contacts), or test positive for COVID-19.
- All personnel are required to adhere to the self-isolation guidelines outlined by Toronto Public Health, which are detailed [HERE](#).
- Please note, the isolation requirements may differ based on vaccination status or other criteria stipulated by Toronto Public Health. Visit the link specified for the most current information.

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 the HR Director at steve.macdougall@rcmusic.ca, and copy the Facilities Director at peter.thomas@rcmusic.ca who will log and track the positive case.
- 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.

Return to the Building

- Individuals will only be authorized to return to the premises if the respective timeframe indicated under the Self-Isolation Requirements subsection detailed above is satisfied.

5.0 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/>

6.0 Training

During onboarding, all new hires will be instructed to review and sign-off on an 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.

COVID-19 Educational Materials are available which covers:

- how COVID-19 vaccines work;
- vaccine safety related to the development of the COVID-19 vaccines;
- the benefits of vaccination against COVID-19;
- risks of not being vaccinated against COVID-19; and
- possible side effects of COVID-19 vaccination

7.0 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.

8.0 Contacts and Available Resources

- Information about the vaccines and where to get vaccinated [Toronto Public Health How to Get Vaccinated](#)
- Ontario Regulation 364/20: Rules for Areas at Step 3 details the specific requirements and exemptions relevant to the RCM and various program areas. It can be accessed [HERE](#).
- Provincial updates, announcements and key dates can be found by visiting the [Ontario Newsroom](#) online.

Additional COVID-19 information:

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

9.0 Glenn Gould School

The following contains important information about The Glenn Gould School for the 2021-2022 academic year. 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 were used to guide and support our planning, these include:

- Screening,
- Hand Hygiene and cough etiquette,
- 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 4.0) 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 THE 2021-2022 ACADEMIC YEAR

The 2021 Fall Semester at GGS began on September 7 and ended on December 17 for a total of 12 weeks of instruction, plus two project weeks and a final exam week. Full in-person programming resumed at the beginning of the Fall Semester.

The 2022 Winter Semester runs from January 6 to May 13 for a total of 12 weeks of instruction, three projects weeks, a common practice week and a final exam week.

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 have been 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. In Ontario, individuals are considered fully vaccinated once 14 days have passed following the recommended dose(s) based on:

- The full series of a COVID-19 vaccine authorized by Health Canada, or any combination of such vaccines, or
- One or two doses of a COVID-19 vaccine not authorized by Health Canada, followed by one dose of a COVID-19 mRNA vaccine authorized by Health Canada; or
- Three doses of a COVID-19 vaccine not authorized by Health Canada

Update: Effective March 1, 2022, pre-existing proof of vaccination or proof of a medical exception from vaccination requirements are revoked. The *RCM COVID-19 Proof of Vaccination Policy* is discontinued as of this date.

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 continue to be delivered both in-person and on rare occasion by videoconference, based on the in-person availability of the required faculty instructor.

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

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.

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.

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.

Recitals and Concerts

Restrictions for mask wearing is not required if it is necessary for the purposes of the performance or rehearsal.

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).

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

10.0 Oscar Peterson School of Music (formerly the Royal Conservatory School)

The following contains important information about the Oscar Peterson School for the 2021-2022 Academic year. 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.

As per provincial regulations, in-person instruction is permitted in compliance with set conditions. The following are the fundamental principles based on the public health authorities' guidelines that were used to guide and support our planning:

- Screening,
- 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 4.0) 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.

Update: Effective March 1, 2022, pre-existing proof of vaccination or proof of a medical exception from vaccination requirements are revoked. The *RCM COVID-19 Proof of Vaccination Policy* is discontinued as of this date.

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.

Update: As of March 1, 2022, Prior limitations to building access for students, faculty and family members of registered students have been revoked. Families with registered children are requested to limit attendance at The RCM to the registered student plus one (1) parent/caregiver only.

Physical Distancing

Update: Effective March 1, 2022, all indoor capacity limits have been eliminated and physical distancing is no longer required.

Private Lessons

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

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.

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 period, 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

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.

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 period, such that a 45-minute class will last 40 minutes, a 60-minute class will last 55 minutes, etc.

Recitals and Concerts

Recitals and concerts will be organized with or without an audience, with student performers observing appropriate face covering rules (except by wind and voice students while performing).

We will follow all provincial and federal guidelines regarding audience capacity for public performances

Restrictions for mask wearing are not required if it is necessary for the purposes of the performance or rehearsal.

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

11.0 The Phil and Eli Taylor Performance Academy for Young Artists

DETAILS FOR SPRING 2022

The 2021 Academy Spring Term **begins on January 14 and ends on May 14** for a total of 13 weeks of instruction and two weeks of final examinations and juries.

Registration

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

Update: Effective March 1, 2022, pre-existing proof of vaccination or proof of a medical exception from vaccination requirements are revoked. The *RCM COVID-19 Proof of Vaccination Policy* is discontinued as of this date.

Arriving at the Academy

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 have access to the building for the purposes of pre-arranged activities. Students will also have access to practice rooms through advanced and walk-in bookings.

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.

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

Lessons will continue to be delivered both in-person and on rare occasion by video-conference, based on the in-person availability of the required faculty instructor.

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

Piano and strings lessons will occur in-person.

Parents will be allowed in private lessons at the discretion of faculty.

Remote instruction equipment is available for use by students whose instructor is not able to visit the building in-person.

Performance-based Activities

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.

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 are expected to attend in person. If space does not allow for all students to be in person, priority will be given to performing students. Visiting artist will be in-person when possible or Zoomed onto a large screen in the classroom/hall.

Parents/caregivers or other family members may be restricted from observing due to capacity limitations and should plan accordingly.

Concerts

These will take place, with or without an audience, with performers observing appropriate face covering (except by wind and voice students while performing).

We will follow all provincial and federal guidelines regarding audience capacity for public performances. All performances will be recorded as usual.

Restrictions for mask wearing is not required if it is necessary for the purposes of the performance or rehearsal.

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 or chamber ensembles.

Parents are allowed into practice rooms.

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. Space availability will likely be very minimal given the increased use of large spaces, and therefore may make professional recording bookings unfeasible.

The Academy will continually assess recording feasibility and the needs of students, i.e., graduating students in need of post-secondary audition recordings.

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

12.0 Performing Arts

Update: Effective March 1, 2022, in-person concerts are permitted at full seating capacity for concert venues and theatres.

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 4.0) of this safety plan. These include:
 - Screening,
 - Health and Hygiene and cough etiquette,
 - Environment Cleaning and Disinfection
 - Use of masks

Concert Venues

Update: As of March 1, 2022, RCM's concert venues are permitted to operate at 100 per cent of the usual seating capacity.

- 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.
- **Safety Signage:** Signage regarding COVID-19 precautions will be placed at all entrances and in prominent areas in the building.
- **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 4.0) of this safety plan must be adhered to by all patrons

Ticketed Events

Update: Effective March 1, 2022, in-person patronage to live events permitted at 100 per cent of the usual seating capacity per provincial regulations.

The box office will be open on concert days. In addition, remote box office operations will continue, to sell tickets for future shows or for cancellations and postponements.

- **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 and COVID health screening questionnaire. 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 are adjusted accordingly to meet current provincial regulations.
- **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.
- **Intermissions:** Certain shows will have intermission; patrons will be notified accordingly.
- **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 continue to be offered.

- **Merchandise Stands:** Merchandise will be available for purchases for certain shows.
- **Staff:** Uniformed ushers will be trained to support the screening process upon entry, enforce safety protocols and assist patron entrances, 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 4.0) 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 go through the 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.
- **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.
- **General safety measures and protocols:** as outlined in detail in the preceding sections (2.0 to 4.0) of this safety plan must be adhered to by all artists and authorized visitors.

Rental Events

Update: Effective March 1, 2022, use of RCM facilities as a meeting and event space is permitted at 100% capacity. Limitations on the number of patrons allowed at each table have been lifted, as have restrictions on singing and dancing.

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

- **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.
- **Site Visits:** 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. Masks must 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.
- **General safety measures and protocols:** as outlined in detail in the preceding sections (2.0 to 4.0) 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.
- **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.
- **General safety measures and protocols:** as outlined in detail in the preceding sections (2.0 to 4.0) of this safety plan must be adhered to by all authorized visitor.