



The Royal Conservatory of Music COVID-19 Safety Plan

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Table of Contents

Introduction.....	3
1.0 Purpose.....	4
1.1. Scope.....	4
1.2 Re-Opening Task Force.....	4
2.0 General Safety Measures and Protocols.....	4
2.1 Screening.....	4
2.2 Physical Distancing.....	6
2.3 Hand Hygiene & Cough Etiquette.....	7
2.4 Environment Cleaning and Disinfection.....	8
2.5 Air filtration for heating, ventilation, and air conditioning (HVAC).....	10
2.6 Use of Masks.....	10
3.0 Remote Working and Learning.....	11
4.0 Reporting COVID-19 Symptoms and Confirmed Cases.....	11
5.0 Food Consumption.....	13
6.0 Deliveries.....	14
7.0 Travel Restrictions.....	14
8.0 Health and Well-Being.....	15
9.0 Training.....	15
10.0 Plan Evaluation.....	16
11.0 Signage.....	16
12.0 Contacts & Available Resources.....	16
Addendums –Safety Measures and Protocols for Specific RCM Programming.....	17
13.0 Glenn Gould School.....	17
14.0 Royal Conservatory School.....	22
15.0 The Phil and Eli Taylor Performance Academy for Young Artists.....	24
16.0 Performing Arts.....	28

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:

- 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 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.
- Waivers must be completed by students (18 and over) and all authorized visitors (including patrons, contractors, service providers, suppliers), prior to entering the premises. Waiver must be received and retained by the appropriate department.
- Event and Concert Patrons will require a ticket to the event.
- General public will be denied entry to the building.

Health Screening Questionnaire

- All staff and students will be required to complete the online health screening questionnaire before entering the building (using Envoy App – details on how to use to follow).
- 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.
- Self-screening posters provided by Toronto Public Health 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.

Temperature Checks

One of the primary symptoms consistent with COVID-19 is an elevated body temperature 38°C (100.4°F) or higher.

- Security will screen all individuals upon entry into the premises using a touchless temperature scanner at designated entrances
 - Anyone with a temperature of 38°C (100.4°F) or higher will be asked if they would like to take a second temperature test after a 10-minute waiting period.
 - If the second reading is still 38°C or greater, and doesn’t have a medical certificate to explain a medical or physical condition that would result in an elevated temperature, the individual will be denied entry and will be provided with an information sheet advising individuals 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 always practice physical distancing.
- 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 for activities such as singing, playing of wind instruments.
- 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.

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) after approximately every 4 hours of use, in addition to the regular daily cleaning schedule.
- For spaces with singing and wind playing activities, cleaners will use foggers to disinfect space (including impermeable barriers) after each of these sessions for these activities.
- Impermeable barriers should not be handled by individuals in the classroom (do not touch signs will be placed on each barrier).
- 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 are permitted for purposes where a mask can't be worn for such activities which may include eating, drinking, performing on stage, singing, playing wind instruments) or 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

- Where staff are not required to perform work tasks in the building necessary for the delivery of in-person programs and activities, staff will be encouraged to continue to work remotely at such time.
- Students will be provided with the online option where available to continue their program, classes, lessons and other activities virtually.

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.
- If the health situation requires, 911 emergency services will be contacted.

If an individual reports COVID-19 symptoms

- 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.

Individuals should refer to the following chart as outlined by Public Health Ontario to determine requirements for self-isolation:

<p>What to do if:</p> <p>Your test result is <u>negative</u> and you:</p> <ul style="list-style-type: none"> • had an exposure to COVID-19; self-isolate for 14 days from your last exposure, regardless of the result. • Have traveled outside of Canada in the last 14 days; self-isolate for 14 days after your return, regardless of result. Self-isolation (quarantine) is required under the federal Quarantine Act. • have not had an exposure and are ill; self-isolate until you are feeling well. • have not had an exposure and you are well; continue physical distancing. If you develop symptoms, self-isolate right away 	<p>Your test result is <u>positive</u> and you:</p> <ul style="list-style-type: none"> • have symptoms; self-isolate for 14 days following the day your symptoms started. • do not have symptoms; self-isolate for 14 days following the day you were tested <p>If you test positive, your local public health unit will contact you. You will be asked for information to help determine who you were in contact with while you may have been contagious or where you may have acquired COVID-19. They will also advise you when you can stop self-isolating.</p>
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Reference:

<https://www.publichealthontario.ca/-/media/documents/ncov/factsheet/2020/06/factsheet-COVID-19-test-what-you-should-know.pdf?la=en>

- For other illnesses, if individuals test negative for COVID-19, they should not return to the premises until they are symptom-free for at least 24 hours.

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 COO and CFO 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 will contact Toronto Public Health once notified that an employee or individual on the premises has tested positive and/or if there are concerns that employees may have been exposed to a person with COVID-19 in the workplace.
- Public Health will assess the situation and 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.
- Public Health will conduct contact tracing of all positive cases. The RCM will provide all available contact information to Public Health.
- Any personal information that is collected for COVID-19 contract tracing will only be what is required by Public Health 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 who need to be absent from work due to illness or being a close contact of a confirmed case of COVID-19.

Close Contact Defined

- Toronto Public Health defines "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.
- Close physical contact includes:
 - being less than two metres away in the same room, workspace, or area for over 15 minutes
 - living in the same home
 - if you are a health care worker, providing care to the individual without consistently wearing the appropriate personal protective equipment

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 Toronto Public Health guidelines.

Communications

- Communications will be provided to appropriate parties and may include:
 - Facts and timelines
 - 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 Public Health Ontario has been satisfied, along with review and confirmed written approval from the VP, HR has been received by the appropriate Department Head.
- Individuals will be given a consent form 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 must submit directly to Human Resources at nancy.vincent@rcmusic.ca. Public Health Ontario self-isolation requirements as outlined in the chart above must still be adhered to.

5.0 Food Consumption

- Staff should eat their meals at their personal workstations and ensure there is 2-metre distance between others.
- 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.

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 COVID-19 Resources & Facts](#)

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.

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
- Government of Canada recommended [Assessment questionnaire](#)
- Ontario Ministry of Health <https://www.ontario.ca/page/how-ontario-is-responding-COVID-19>
- Centre for Disease Control <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

Addendums – Safety Measures and Protocols for Specific RCM Program Areas

13.0 Glenn Gould School

The following contains important information about the re-opening of The Glenn Gould School for the upcoming 2020 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, 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 2020, 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:

- 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 2020

The 2020 Fall Semester at GGS **begins on September 8 and ends on December 18** 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 as soon as conditions permit – ideally for the start of second term (beginning on Thursday, January 7, 2021).

Based on our experiences with online course delivery from this past spring, GGS has developed a **hybrid model** for Fall 2020 – involving both in-person and online instruction. This will allow

students who consider themselves to be at risk, or who continue to experience travel restrictions into early fall, to continue their education from home.

Both new and returning students planning to attend by online instruction only should reach out to the Registrar (nicole.hulme@rcmusic.ca).

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.

As part of the registration process, students (age 18 and over) will be required to complete a waiver in order to attend classes/activities on the premises.

Student **orientation** will take place primarily online during the week of August 31st. This will include information about both academic and performance programming, as well as details relating to the RCM's COVID-19 Safety Plan. More details will be emailed by mid-August.

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

Work-study opportunities are currently being developed – for both remote and in-person positions. 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

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

14-day quarantine requirement is currently in place for anyone arriving to Canada as set out by provincial and federal health agencies. Click on this link for the most up to date information - <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html#ua>.

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 school activities. Therefore, access to lockers is only available when on-site for these activities.

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

All academic courses will be delivered online using Zoom, in order to maximize the use of space for performance-based activities – including practice, lessons, and ensemble rehearsals.

Course materials, syllabi, etc., will be stored in Moodle – a widely used online learning platform designed to provide students and faculty an integrated learning environment.

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 are looking into appropriate locations in the building.

Students impacted by time-zone issues should contact the Registrar (nicole.hulme@rcmusic.ca) to discuss asynchronous access to class video content.

Private Lessons

Lessons will 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. Given the success of remote lessons during our spring term, this type of hybrid delivery model is also being considering for those who are located in Toronto for the Fall Term.

Face coverings must be worn at all times, except when playing a wind instrument or singing.

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. To facilitate these lessons, spaces will be equipped with impermeable barriers.

Collaborative pianists and vocal coaches will join in-person lessons in spaces (classrooms and performance spaces) where physical distancing can be maintained and will include the use of impermeable barriers for wind instruments and voice.

Five dedicated remote instruction studios will be equipped with high quality equipment, for use by students of our international visiting instructors and others whose instructor is not able to visit the building in-person.

Performing Ensembles and Performance-based Courses

Students situated in Toronto this fall will be assigned to ensembles and begin rehearsals during September. Students will be allowed to participate in approved, 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. Wind players will also have impermeable barriers placed to each side.

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.

Current provincial guidelines do not allow for indoor gatherings including ensembles of larger than 50 people, so traditional large ensembles may not be possible until guidelines change. We will be working to identify ways to supplement smaller group activities with additional opportunities for students to gain skills and experience related to large ensemble work.

Larger 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 studying remotely, alternatives to in-person ensemble rehearsals and performances will be provided to maximize music-making opportunities and learning to work with new technology.

Performance-based classes will be limited to an instructor and a piano-instrumental duo.

For **studio** and **master classes**, only the active students and faculty will gather in-person, with others joining online via Zoom (*for Term 1*).

Wind and voice studio classes will take place in performance halls and utilize impermeable barriers.

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

Will take place, with or without an audience, with performers observing appropriate face covering, physical distancing and impermeable barrier requirements.

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

An alternate format for the Fall Opera, utilizing pre-recorded material, is also being investigated

We will follow all provincial and federal guidelines regarding audience capacity for public performances. 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. Reservations will be required for all practice room and classroom use for personal practice or group rehearsals.

Practice rooms will be available by advance reservation only, as access to the building will be limited and closely monitored

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 be the primary video conferencing application used for online courses and lessons.

Wired and wireless internet throughout the building will support hybrid and remote learning.

The Library is increasing its digital resources, including both audio and video recordings and print resources (including non-public-domain scores). Access to the physical collection will be by “curbside” pickup only – arranged directly through the online catalogue. Users will receive a confirmation email with details about the contactless pickup process when their reserved item is available.

GGs will provide students with recommendations for microphones, speakers, recording devices, and internet connections to optimize sound quality for online courses, lessons, and performances.

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).

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

In planning for the upcoming 2020-21 Academic Year beginning **Saturday, September 19, 2020**, The Royal Conservatory School considered two primary factors; 1) the health and safety of our students, faculty, and staff, and 2) the integrity of the educational and musical experience.

The following are the fundamental principles based on the public health authorities' guidelines that was used to guide and support our planning process, 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 will be required to adhere to protocols for the specific activity type, 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.

Subject to guidelines from Public Health authorities and Ontario Provincial Reopening Frameworks, RCS will offer limited in-person instruction for students who have reached the age of majority.

All children's programming will be delivered via Zoom videoconferencing only. Any programming not itemized specifically below will be delivered via Zoom videoconferencing only.

Adult Private Lesson Students, In-person Opt-In

Adult students enrolling in private lessons for piano, violin, viola, cello, double bass, guitar, electric guitar, electric bass, and percussion will have the option to register for in-person lessons. Students will indicate their opt-in by registering via the RCS's third-party registration software ActiveNet for the appropriate activity labeled "in-person".

Registration will indicate acceptance of the RCM's COVID-19 safety protocols and procedures. In addition to this, students (age 18 and over) will be required to complete a waiver in order to attend classes/activities on the premises.

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

Students registering for in-person lessons will be 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.

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 must maintain a physical distance of 2-metres at all times during lessons.

In-Person Adult Group Classes

The following group classes for adults will be offered in-person:

- Adult Samba
- Fusio Small Ensembles
- Jazz Combos
- Learn to Play: Cello
- Learn to Play: Fiddling
- Learn to Play: Guitar
- Learn to Play: Piano

Adult students enrolling in one or more of the classes listed above will register via the RCS's third-party registration software ActiveNet for the appropriate activity labeled "in-person". Such registration will indicate acceptance of the RCM's COVID-19 safety protocols and procedures. All students who register for in-person instruction will do so with the understanding that a transition to online learning may be required.

No woodwind, brass, or voice registrations will be accepted for Adult Samba, Fusio Small Ensembles, or Jazz Combos.

All group classes will be scheduled at a recurring weekly day and time. All group classes will include a 10-minute turnover buffer, such that a 60-minute class will last 50 minutes, a 75-minute lesson will last 65 minutes, etc.

Group class enrolment will be subject to capacity limits based on physical distancing. Group classes will be set up in advance by RCM facilities such that seating, instruments, and equipment are set up to accommodate a physical distancing of 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.

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 the available disinfectant wipes.

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 disinfectant wipe

15.0 The Phil and Eli Taylor Performance Academy for Young Artists

The following contains important information about the re-opening of The Phil and Eli Taylor Performance Academy for Young Artists for the upcoming 2020 Fall Term. It has been determined that the Academy will start the 2020 Fall Term with online-only instruction. Safety measures and timelines to re-instate in-person instruction will remain flexible and adjusted according to conditions at such time. Our priority is the health and safety of students, faculty, and the integrity of the educational and musical experience.

The following are the fundamental principles based on the public health authorities' guidelines that was used to guide and support our planning for Fall 2020, 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 2020

The 2020 Academy Fall Semester **begins on September 11 and ends on December 20** for a total of 13 weeks of instruction and one orientation week. Current plans include the resumption of performance-based in-person programming as soon as conditions permit – ideally no later than the start of second term (beginning on Thursday, January 15, 2021).

Based on our experiences with online course delivery from this past spring, and further assessment of similar RCS courses this summer, Academy has developed an eventual hybrid model for Fall 2020 – involving both in-person and online instruction. This will allow students who consider themselves to be at risk, or who continue to experience travel restrictions into early fall, to continue their education from home.

Orientation and Registration

At the end of August 2020 students will register online for courses via ActiveNet.

Once a re-opening date has been determined, students' guardians will be required to complete a parental agreement & waiver form in order for students to attend classes/activities on the premises. 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 online on September 11–12. This will include information about both academic and performance programming, as well as training for online tools.

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 academic class sizes and the difficulty of delivering them with physical distancing, we do not anticipate being able to transition these to in-person learning in the 2020–21 academic year.

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 building as set up by GGS. These will be setup for pre-booking, not for drop-in access.

Private Lessons

Upon reinstating in-person lessons, they will be delivered both in-person and by video-conference, based on space availability and whether students and/or faculty have opted in to in-person activities.

Face coverings must be worn at all times, except when playing a wind instrument or singing.

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 additional physical distancing between faculty and students. To facilitate these lessons, spaces will be equipped with impermeable barriers.

Collaborative pianists and vocal coaches will join in-person lessons in spaces (classrooms and performance spaces) where physical distancing can be maintained and will include the use of impermeable barriers for wind instruments and voice.

Five dedicated remote instruction studios will be equipped with high quality equipment, for use by students of our international visiting instructors and others whose instructor is not able to visit the building in-person.

Performance-based Activities

Students will be assigned to ensembles and begin online activities in September. Upon re-opening, students will be allowed to participate in approved, physically distanced ensembles, with required face coverings (*except by wind and voice students when playing*).

All students and instruments will be distanced at least 2-metres apart. Wind players will also have impermeable barriers placed to each side. 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.

Larger 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. Due to space constraints, backstage areas will not be used as holding spaces for ensembles. Holding spaces will be assigned for performances.

Current provincial guidelines do not allow for indoor gatherings including ensembles of larger than 50 people, which all Academy Fall ensembles fit within. However, orchestra rosters may need to be adjusted to fit distancing within available spaces.

For those students 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 become in-person only after the transition to hybrid learning.

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.

Wind and voice will not be partaking in master classes, though will be invited to relevant workshops when space allows. In these cases, students will not be performing so will stay masked throughout workshop.

Concerts

Once in-person activities resume, concerts will take place, with or without an audience, with performers observing appropriate face covering, physical distancing and impermeable barrier requirements.

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 not be available for Academy students. This will be reassessed for the Spring Term.

Recordings

Professional recordings will not be a priority, though will be assessed for re-opening. Space availability will likely be very minimal given the increased use of large spaces for performance classes and lessons, and therefore may make professional recording bookings unfeasible.

Technology and Digital Resources

Moodle, an integrated online learning environment, will provide the framework for all academic courses and general Academy information. It is our intent to continue to use the Moodle system to deliver information even after the transition to in-person instruction. Zoom will be the primary video conferencing application used for online courses and lessons.

Wired and wireless internet throughout the building will support hybrid and remote learning.

The Library is increasing its digital resources, including both audio and video recordings and print resources (including non-public-domain scores). Once Academy in-person programs resume access to the physical collection will be by “curbside” pickup only– arranged directly through the online catalogue. Users will receive a confirmation email with details about the contactless pickup process when their reserved item is available

Academy will provide students with recommendations for microphones, speakers, recording devices, and internet connections to optimize sound quality for online activities.

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

Koerner Hall

- **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 is large and can accommodate up to 31 people practicing 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 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:** Koerner Hall employs 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)

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. Ticket purchasers must agree to the COVID-19 Waiver for the TELUS Centre for Performance and Learning to complete the purchase for the event.
- **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 Koerner Hall will be reduced to meet provincial guidelines to ensure appropriate physical distancing.
- **Performance Protocols:** In accordance with provincial guidelines, a minimum distance of at least two metres between performers and audience seating will be maintained by blocking off the front two rows of spectator seating, A plexiglass shield or other impermeable barrier is required between the audience and singers as well as players of brass or wind instruments.
- **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 Koerner Hall during the event.
- **Mandatory Temperature Checks:** All patrons will be checked using a touchless thermometer device upon arrival at the building.
- **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.
- **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 assist patron entrances, ensure physically distanced seating, and controlled exits. Staff will have appropriate personal protective equipment, such as face shields as required.
- **Security:** Will be onsite for all events to support the screening process upon entry and enforce safety protocols.
- **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 signed in advance of the event. COVID-19 Waiver for the TELUS Centre must be signed by artists and all accompanying authorized visitors prior to accessing the premises.
- **Entrance Procedures:** Artists will arrive backstage through the designated entrance and will go through the same screening procedures as RCM visitors, which includes temperature check 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 Koerner Hall 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, concert and load-out. Artists will be required to physically distance on stage, unless the artists attest that they travel in a social circle bubble, some physical distancing rules may be relaxed. In these cases, information audience will be made aware at the start of the performance.
- **Performance Protocols:** In accordance with provincial guidelines, a minimum distance of at least two metres between performers and audience seating will be maintained by blocking off the front two rows of spectator seating. A plexiglass shield or other impermeable barrier is required between the audience and singers as well as players of brass or wind instruments.
- **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

- **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.
- **Food and Beverage:** Provincial and municipal guidelines related to restaurants and food services will be strictly adhered to at all times. Guests will only be served while seated.
- **Seating:** If required, tables and seats will be arranged to ensure appropriate physical distance.
- **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 signed in advance of the filming/recording session. COVID-19 Waiver for the TELUS Centre must be signed by all performers/artists and other authorized visitors engaging in filming and recording activities prior to accessing the premises.
- **Entrance Procedures:** Masks must be worn prior to entering the designated entrance and will go through the same screening procedures as RCM visitors, which includes temperature check 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 for when artists are on the stage performing, as long as the physical distance of 2 metres is maintained).
- **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. Performers will be required to physically distance on stage, unless the performers attest that they travel in a social circle bubble, some physical distancing rules may be relaxed.
- **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 visitor

