

Vic Juba Community Theatre

Re-Open Plan



Venue Capacity

Audience chamber capacity will be as per Re-Open Saskatchewan Plan

General Operations

- All individuals, including board members, staff, artists, patrons, volunteers, and repairmen, **MUST** complete the Lakeland College's Covid-19 Daily Assessment before entering the building. The tool is available at lakelandcollege.ca/covid19, on the Lakeland College app, or on the Lakeland Safe app.
- Patrons **MUST** wear a 3-ply face mask. Staff and volunteers must wear a mask whenever 2-metre physical distancing cannot be maintained.
- All individuals must self-monitor for illness and stay home when sick.
 - Sick employees must use the Government of Saskatchewan's self-assessment tool for COVID-19, available at saskatchewan.ca/COVID19, and follow the subsequent directions.
 - Individuals who experience symptoms related to COVID-19 must immediately return home and call HealthLine 811.
 - When staff go home sick, their work areas must be cleaned and disinfected.
- All areas will be monitored by staff to ensure people are following 2-metre physical distancing and hygiene protocols.
- To prevent gatherings and close contact between individuals, there will be no intermission at events. Performances will not exceed 90 minutes.
- Patrons will be advised to use lower Theatre washrooms only.
- Stanchions will be placed to define the Theatre lower lobby area with signage "No Patrons Beyond This Point." Exceptions will be made for patrons using the elevator.
- Vic Juba Community Theatre will advise the gym staff at Lakeland College regarding any event times.
- Information racks have been removed from all public access areas.
- All sofas have been removed from the upper lobby and the 2-seat benches have been removed from the lower lobby.
- The coat check will not provide coat service at this time; however, event volunteers can continue to use this room to store their coats and personal belongings when working at events.
- Usher volunteers will be reduced from 6 to 3.

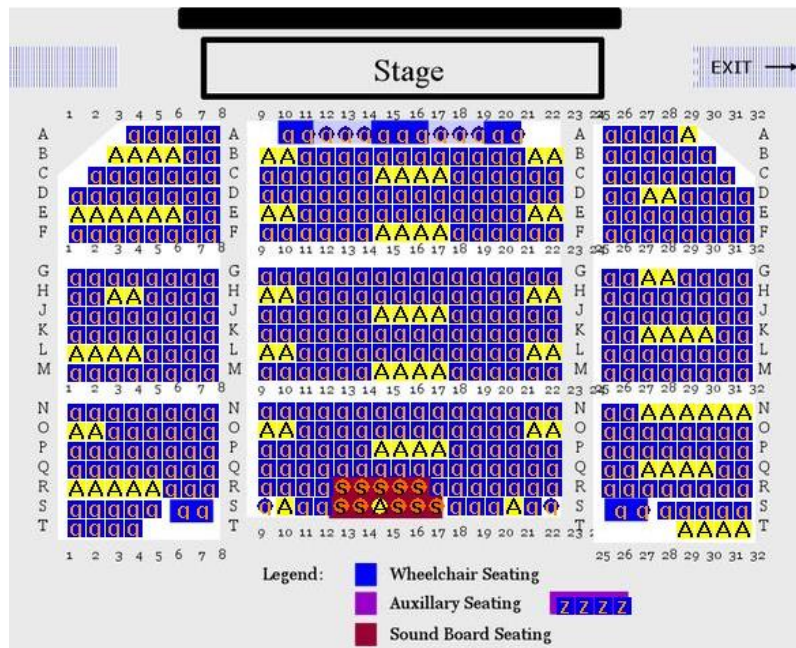
- Signage is posted throughout the venue to remind all individuals to wash hands often and practice good coughing/sneezing etiquette:
 - Wash your hands frequently with soap and water. Scrub for 20 seconds.
 - Avoid touching your face, mouth, nose and eyes.
 - Cough/sneeze into the bend of your elbow and then wash your hands with soap and water.
- All non-event business-related visitors will be scheduled and limited to essential services only. This includes tradespeople or repairmen.
- Individuals who handle cash or credit cards will practice proper hand hygiene. When hands are not visibly soiled and between patron interactions, alcohol-based hand sanitizers approved by Health Canada (DIN or NPN number) will be supplied and used. Staff will wash their hands with soap and water when hands are visibly soiled, before and after any breaks, at the beginning and end of their shift.
- Board members and staff will conduct business remotely (e.g. conference calls, video conferences, email), whenever possible.
- Board members and staff will limit the exchange of papers (e.g. signing contracts). If documents must be exchanged, they will be left on a clean surface while maintaining a 2-metre distance. Sharing pens and office equipment will be avoided. All equipment, including the photocopier, will be disinfected after each use.
- The maximum occupancy for the washrooms and lower bar area will be posted. This will serve as a reminder to keep physical distance and avoid crowding.
- The facility evacuation plan has been reviewed and re-assessed to accommodate reduced volunteer staff, reduced patrons, and to ensure physical distancing can be maintained.
- Vic Juba Community Theatre's health safety protocols will be posted on the website; staff will contact each patron to review protocols a day prior to the event; a printed version of the protocols will be distributed at the event; and the MC will also give verbal reminders.

Cleaning and Sanitation

- Cleaning and disinfecting of high-touch surfaces will be completed by our cleaning contractor. On evenings of performances, our cleaning contractor will clean and disinfect surfaces and areas used by Theatre patrons within the Lakeland College common area (lobby and entrance/exit door.)
- Hand sanitizer stations (motion activated) are stationed throughout the Theatre, including each public door, box office, concession, and backstage door. An alcohol-based hand sanitizer approved by Health Canada (DIN or NPN number) is placed in each dispenser.
- Staff will ensure liquid soap, paper towel, and warm running water is available in each washroom, dressing room, and kitchen area including concession and green room.
- Staff are provided with cleaning and disinfecting supplies for disinfection of high-touch locations, work surfaces and equipment. Cleaning and disinfection of commonly contacted areas will be completed at least twice daily, or when visibly soiled, including doorknobs, door handles, counters, railings, PIN pads, keyboards, and light switches.
- Arm rests and common touch areas within the theatres will be cleaned and disinfected frequently.
- Where possible, common touch items will be removed from all areas.
- Garbage bins will be emptied frequently.

Physical Distancing

- Staff will ensure patrons, volunteers, and staff, with the exception of household and extended household contacts, maintain a minimum physical distance of two metres in all areas, including the lobby, concession area, washrooms, green room, dressing rooms, control booth, loading dock area, coat check, and audience chamber.
- All patrons must purchase tickets in advance. All seating will be reserved. There will be no festival seating.
- Plexiglas will be installed at contact points where physical distancing cannot be maintained.
- Floor decals, markings, stanchions, and dividers will be used in common areas and lineups to ensure physical distancing.
- Entrances and exits to the building will be organized with tape markings and stanchions to support one-way traffic flow through the facility, where possible.
- Arrival time for patrons during events will be staggered based on their section, row, and seat number. See 3rd bullet under "Entering the Building."
- Patrons will be welcomed by an MC at the beginning of each performance and reminded to stay seated in their assigned seats, to leave 4 seats on either side of each household with the exception of aisle seats, and to stay seated at the end of the performance for directions on exiting the building. Patrons will be directed following the performance on when to exit the theatre so that physical distancing can be maintained. This will be done through calling sections, rows and seat numbers in reverse order of arrival.
- Elevator use protocol has been established by Lakeland College to ensure distancing requirements (1 per ride).
- Signage regarding 2-metre physical distancing is posted in all workplace areas, washrooms, concession, green room, dressing rooms, control booth, coat check, box office, and on each public door.
- Physical distancing of two metres between groups within the audience chamber will be done by:
 - leaving the seats empty for two rows directly behind and directly in front of the reserved seats;
 - leaving 4 seats empty to the right and left of each party, with the exception of aisle seats;
 - blocking off unavailable rows; and
 - communication to patrons reminding them to leave 4 seats between parties, with the exception of aisle seats, will be:
 - sent upon purchase of tickets in a follow-up email and/or phone call
 - featured in event program handout
 - featured in the pre-show PowerPoint running on the dropdown screen in the audience chamber
 - discussed by the MC during the welcome
 - listed on the theatre's website and posted on the theatre's social media sites.



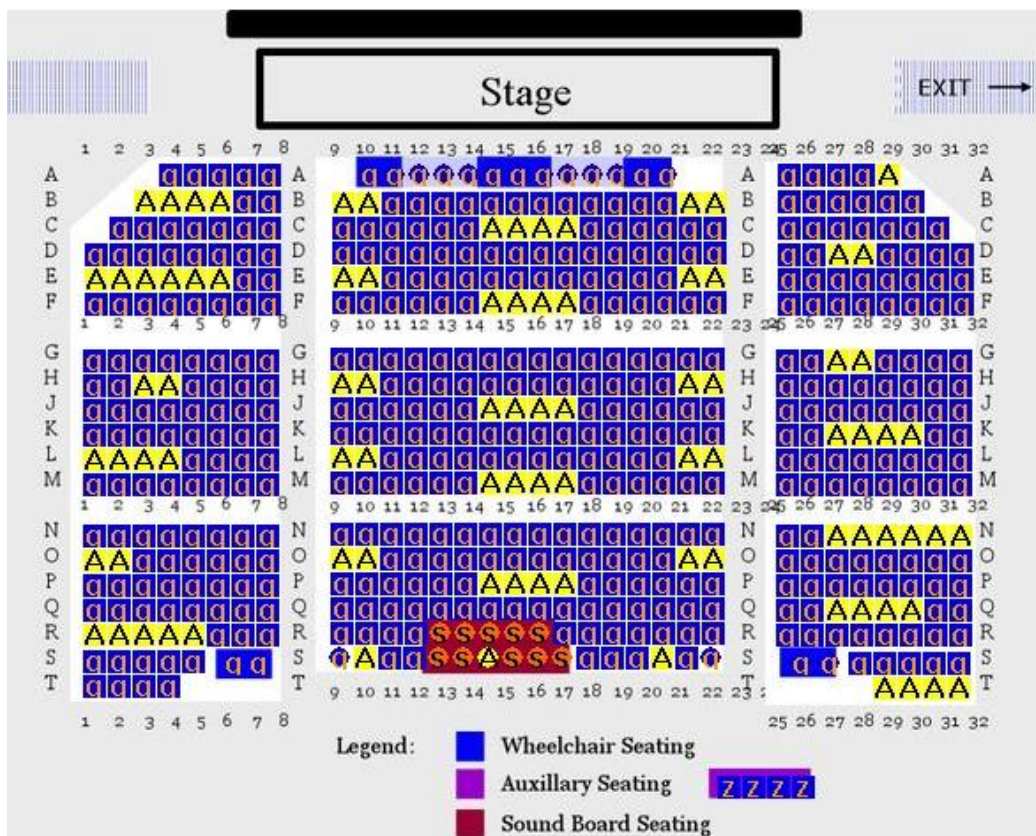
Ticket Sales

- Ticket sales will be processed online or via phone only. There will be no walk-up ticket sales at this time. As ticket sales will be processed online or via phone only, there will be no cash sales. When tickets are purchased online or over the phone, the ticket software is now automatically programmed to place a 2-metre “bubble” or “cocoon” around the reserved party by placing seats on hold so they cannot be purchased.
- With each ticket sale, the patron’s first and last name, address, phone number, and email (if available) will be collected within the ticket database system. For contact tracing purposes only, patrons will be asked to provide the name and phone number of the people they purchased tickets for online or over the phone. Before completing an online purchase, patrons will have to accept “Terms and Conditions of Sale” that will detail what is required; i.e., Lakeland College Daily Assessment, 3-ply mask requirement, etc. Patrons who purchase tickets over the phone, will be advised on the requirements verbally.
- All patrons who purchase a ticket will receive a follow-up email or phone call prior to the event with the following reminders:
 - scheduled arrival time
 - requirement to complete the Lakeland College’s Covid-19 Daily Assessment prior to entering the building
 - requirement to wear a 3-ply face mask
 - direction on where to enter the building
 - direction on where to pick up merchandise
 - requirement to stay home if patron feels ill or shows COVID-19 symptoms (tickets will be refunded.) (A wait list will be started if an event sells out.)
- “Print at Home” tickets will be enabled for online ticket sales. Tickets purchased over the phone will be mailed. If tickets are purchased one week or less, prior to the event, tickets can be picked up at the Box Office 10 minutes prior to their scheduled arrival time on the evening of the performance.

Entering the Building

- The Front of House Supervisor will greet patrons at a designated door upon arrival (physically distanced) and direct traffic flow. The audience chamber will open 30 minutes prior to show.

- Patrons for events will be advised via email or phone call (as applicable) prior to the event to arrive at scheduled arrival time (see below). Patrons will be advised to go directly to their seats and to leave immediately following the performance to discourage gathering in common areas.
- Arrival time for patrons during events will be staggered based on their section, row, and seat number. All patrons must purchase tickets in advance. Patrons in:
 - Centre Section, Rows D - T, Seats 14, 15, 16, 17, 18, 19 will be seated 25 minutes prior to performance
 - Left Section, Row D – T, Seats 1, 2, 3, 4, 5, 6 will be seated 20 minutes prior to performance
 - Right Section, Rows D – T, Seats 27, 28, 29, 30, 31, 32 will be seated 20 minutes prior to performance
 - Left & Centre Sections, Rows D – T, Seats 7, 8, 9, 10, 11, 12, 13 will be seated 15 minutes prior to performance
 - Right & Centre Sections, Rows D – T, Seats 20, 21, 22, 23, 24, 25, 26 will be seated 10 minutes prior to performance
 - Centre Section, Rows B & C, Seats 14, 15, 16, 17, 18, 19 will be seated 10 minutes prior to performance
 - Rows A, B, C will be seated 5 minutes prior to the performance.



Merchandise Sales Guidelines

- Patrons will be offered artist merchandise options when tickets are purchased via a VIP ticket. The VIP ticket will include CD and admission.
- Merchandise will be available for pick-up at Box Office on the evening of the performance 10 minutes prior to scheduled arrival time. Tape markings will be used on the floor on the evening of the performance to promote 2-metre physical distancing. Stanchions will be used to ensure one-way traffic flow.

Bar & Concession Guidelines (When guidelines permit consumption of beverages in audience chamber)

- When guidelines permit consumption of beverages in the audience chamber, the theatre's lower bar & concession will only be open. The theatre's upper bar & concession will remain closed. The lower bar & concession will be open 40 minutes prior to event time and then close after the event begins. Beverages will be available for pick-up at the Bar & Concession on the evening of the performance 10 minutes prior to scheduled arrival time.
- Tape markings will be used on the floor on the evening of the performance to promote 2-metre physical distancing. Stanchions will be used to ensure one-way traffic flow.
- Only one staff member will work in the lower bar & concession to allow for physical distancing.
- Patrons will be encouraged to use credit or debit cards for payment. Patrons will scan/tap/swipe their own cards.
- Plexiglas will be installed at the concession.
- Patrons will be directed to consume beverages in the audience chamber only. To ensure patrons do not to congregate in the lobby, consumption of beverages from the bar will not be permitted in the lobby.
- A garbage bin will be placed near each exit in the audience chamber for patrons to dispose of their drink containers.

Backstage Areas, Control Booth, and Stage

- There shall be no more than two people in the control booth, adhering to 2-metre physical distancing measures.
- Artists onstage shall adhere to public health guidelines as to physical distancing.
- Dressing room and green room usage will be limited to allow for 2-metre physical distancing.

Sound & Lighting Equipment

- All common touch equipment will be sanitized before each event.
- There will be no sharing of microphones or stands.
- Sound and light consoles will only be operated by one operator and sanitized before and after each event following manufacturer guidelines.
- Each communication headset will be sanitized by the person using it, before and after each event. A headset station will be set up backstage to minimize traffic to control booth.

Post Show

- To encourage patrons not to congregate following the performance, we will not be hosting post-show meet-and-greets at this time.

In the Event of Illness

If a patron or employee becomes ill and/or symptomatic while at Vic Juba Community Theatre, they will be encouraged to leave immediately. If the employee or patron is not able to leave immediately, the Coat Check (or other designated area which is not being used by the public) will be used as a Safe Room. The patron or employee will stay in the safe room until they can leave Vic Juba Community Theatre. All surfaces that a patron may have touched will immediately be disinfected.

If an employee becomes ill, their work station will immediately be cleaned and disinfected. They will be required to leave work and will be able to return when:

- they have been 48 hours without symptoms (Sick employees must use the Government of Saskatchewan's self-assessment tool for COVID-19, available at saskatchewan.ca/COVID19, and follow the subsequent directions.)
- or they have received a negative result to a COVID-19 test