



The Show Must Go On

Reopening the Vancouver Symphony Orchestra
in the COVID-19 Era

OFFICE RE-OPENING PLAN FOR ADMINISTRATIVE STAFF

VSO

HEAR IT. FEEL IT.

REOPENING PRINCIPLES

The Vancouver Symphony Orchestra has based this reopening plan on guidelines from BC's COVID-19 Go-Forward Management Strategy and WorkSafeBC, as well as emerging research from Orchestra and Event Management communities.

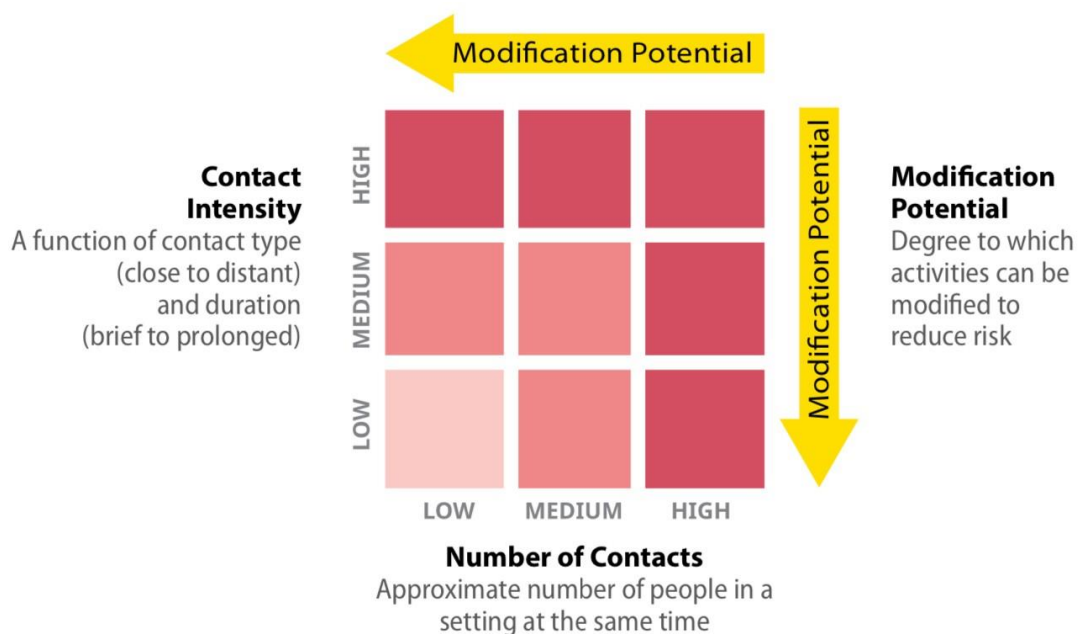
The plan lays out a process for how the VSO can safely open the administrative offices in the COVID-19 era. We are cognizant of the need for extreme caution and to abide by social distancing, health and hygiene best practices. Our goal in reopening is to find the right balance of activity and control measures to create a safe and productive environment. We will reduce normal on-site personnel by 60% and allow only essential staff into the office space adhering to hand hygiene, social distancing and face covering protocols.

Our goal for the organization in the 2020/21 season is to stream and record concerts starting in September with no audience initially. This type of activity will allow us to re-imagine our 102nd season, keep our musicians together, engage our community, and prepare for a return to full operations when the time is right.

This plan understands that the risk of transmission from social interaction in organizational settings and public institutions is a function of two variables (rated as low, medium, and high) supported by a range of actions we can take to further reduce the risk of transmission:

1. What is the contact intensity in your setting – the type of contact (close/distant) and duration of contact (brief/prolonged)?
2. What is the number of contacts in your setting – the number of people present in the setting at the same time

By completing these ratings, we can position our organizational setting on the following risk matrix.



In normal operations the VSO, by bringing many people together for concerts, is in a high-risk category. Our goal therefore is to dramatically reduce the number of contacts and contact intensity involved in VSO operations to bring our risk level to medium-low.

Key actions to achieve this reduction include:

- Enact physical distancing measures
- Take measures to reduce the density of people
- Review engineering controls – physical barriers or increased ventilation
- Enact administrative controls – clear rules and guidelines
- Invest in personal protective equipment – e.g. use of non-medical masks
- Create clear workplace policies that ensure people with cold or flu symptoms do not come to work
- Implement sick day policies that allow people to be off or work safely from home when they are ill or have symptoms of a cold or flu
- Provide work from home options, when possible, to reduce contact intensity. When it is not an option, consider measures such as staggered shifts and virtual meetings as much as possible
- Implement strategies that reduce the number and intensity of contacts – socially distanced seating options, online ticket purchases, streamed performances, and no audiences until it is safe to do so
- Clean “high-touch” areas in workplaces and retail outlets frequently and provide hand sanitizer at entrances
- Focus on higher-risk employees including those 60+ and those with underlying medical conditions – from more flexible hours, to work from home options and workspace accommodation.

ADMINISTRATION—OFFICE RE-OPENING PLAN

The office is 7,000 cubic feet with a normal density of approximately 140 cubic feet per person. The floorplan is a combination of 16 offices plus three open concept workspaces. In the reopening plan we will reduce this density by at least 60% to 350 cubic feet per person.

Principles

- **Reduce staff in the office to a maximum 16 people on site**
 - Prioritize staff in the office whose tasks require access to office facilities including customer service/box office services, fundraising/donation processing, financial processing, music library and computer infrastructure management
 - Ask all other staff to work from home and if occasional office time is needed to clear with the supervisor before coming to the office. This will enable Senior Managers to ensure we do not exceed reduced capacity limits.

- Create a rotation for staff that need semi-regular access to the office space to support social distancing and reduce the number of people in the office at any given time
- **Close the office to the general public**
 - Continue the suspension of in person customer service/box office services.
 - Continue phone and electronic box office services
 - Continue remote meetings for all non-essential staff and contacts
- **Manage on premises traffic flow**
 - Observe social distancing in hallways, wear a mask when 2 metres cannot be achieved.
 - Enter and exit the building through the VSO School of Music elevator. Observe the rule of maximum 2 people in the elevator car at one time. If coming to the office when the VSO School of Music is closed please observe the rule of 2 people in a car in the Capitol Six elevator bank for entering the building, and you can still exit the building through the school elevator by pressing "S" and leaving via the stage exit directly to the street. When you leave elevator exit the door directly in front of you that leads to the door to the street.
 - If accessing the Orpheum at any time, including when orchestra is recording you must enter and exit via stage door and provide details for contact tracing as per VCT's re-opening plan. The backstage stage pass through from the school to backstage or from the elevator to backstage is closed and must not be used even if you have a key.
- **Wear a face covering**
 - Masks must be worn in elevator entering and exiting the building.
 - Masks must also be worn inside the building in common spaces and hallways when 2 metre distancing cannot be adhered to.
 - Two reuseable/washable cloth masks will be provided to each employee
 - Masks are mandatory in Orpheum Theatre, Pyatt Hall and any other venue the musicians perform, including community engagement events/activities.
- **Increased hygiene and cleaning**
 - Hand washing with soap and warm water for 20-30 seconds is vital. Dry hands thoroughly with a disposable towel.
 - When a sink is not available hand sanitizer is provided throughout the office.
 - Thorough hand washing should be frequent, at least every 2 hours, and more often if touching door handles, office equipment or high touch surfaces. Staff should also wash their hands at the beginning and end of each shift and break, after using the bathroom, sneezing, touching their face, blowing their nose.
 - Disinfectant and paper towel will be available in the kitchen to wipe down surfaces as needed

- Increased cleaning and disinfecting schedule—cleaners will be in 5 times a week.
- **Personal Workspace**
 - Telephones, headphones, computer keyboards and other personal office equipment should not be shared.
- **Cough and Sneeze Etiquette**
 - Staff should cover their cough or sneeze with a tissue, or an elbow or shoulder if no tissue is available, followed by thorough handwashing.

Common Areas

- **Kitchen**
 - At this time the kitchen is limited to one person in the space for essential use and the lunch room is closed. Staff are encouraged to bring their own lunch and beverages and refrain from using shared appliances/supplies such as the fridge, microwaves, cups, utensils, coffee machine and water cooler. If necessary to use the kitchen, please wash/sanitize your hands before entering and using the appliances/supplies etc. It is safest to bring your own food and beverage from home.
- **Meeting Space**
 - If in-person meetings are needed in the office, staff must adhere to social distancing and wear a mask.
- **Workroom (with large copier)**
 - This workroom is limited to one worker in the space at a time. Sanitize hands upon entering and using any equipment in that room. Sanitize hands again upon completion of task.
- **Copiers mid-office and in library)**
 - Sanitize hands before and after using copier. Remain 2 metres away from copier if someone is using the copier ahead of you.

Washrooms

- Ensure good hand hygiene practice of 20-30 seconds of washing with soap and warm water.
- Sanitize hands when returning to the office after touching door handle (hand sanitizer provided on recycle box inside that door).
- Washrooms are cleaned daily.
- Maximum 2 people in the ladies and 1 in the mens washroom and any time.

Reception | Customer Service | Parcel delivery

- No Receptionist on site as office is closed to general public. Customers will be served via telephone or email response to enquiries

- If you are expecting a parcel to be delivered to the office, please make appropriate arrangements with the supplier to deliver the parcel when you are in the office to receive it by providing a direct number to reach you. If you will not be in the office, please make appropriate arrangements with your supplier and another person scheduled to be in the office to receive the parcel, again with a direct number for the supplier to reach them. In either case, you or the appointed staff person will go down to the FDA desk in the School lobby to collect the parcel. Please wear your mask to do so and practice physical distancing when accepting the package. After receiving the package and returning to the office, ensure you wash/sanitize your hands.
- In the next phase of re-opening, when outside guests are permitted into the building, if this is before a vaccine, we will install a shield at reception

General Health and Safety

- Maintain a distance of two metres between workers and others wherever possible, including elevators, washrooms, small spaces. When this can not be achieved you must wear a face covering.
- Wash or sanitize hands a minimum of every 2-3 hours.
- Anyone with COVID-19-like symptoms such as a sore throat, fever, chills, muscle pain, headache, sneezing, coughing or shortness of breath must not come to work. They should notify their supervisor and self-isolate at home. Contact HealthLink BC at 8-1-1 for an assessment and to determine necessary next steps.
- If symptoms develop while at the office, put on your mask and go home immediately. Notify supervisor electronically and self-isolate at home. Contact HealthLink at 8-1-1 for an assessment and to determine necessary next steps. If others were in the office at the same time, notify supervisor of who they were as they will need to self-isolate for 14 days as well.
- Workers who live in the same household as a confirmed or clinical COVID-19 case must stay home and follow instructions provided by the BC Centre for Disease Control or your medical provider until you are cleared to return to work.
- Workers who return from International travel must have an isolation plan and will need to self-isolate for 14 days.
- Workers who have been exposed to anyone confirmed to have COVID-19, or to anyone with possible symptoms of COVID-19 should contact HealthLink BC at 8-1-1 for an assessment and to determine any necessary next steps.

Responding to a confirmed case of COVID-19.

- If a team member is confirmed by a doctor or BC Health to be infected with COVID-19, they should follow the recommendations of their health care provider and also notify their supervisor on the SMT. If that person has not been in the office, then there is no risk to other employees. If they have been in the office, anyone working at the same time as that employee, or in the building on the same day, will be asked to self-isolate and monitor their symptoms until receiving further instruction from the VSO who will be guided by the Public Health Officer's findings. Staff will not be allowed to return to the office without an "all-clear" from their health care provider or the public health office.

The Office Manager will also order a thorough deep cleaning/disinfecting of the building and staff will be notified when it is safe to return.

Ongoing Plan Evaluation

- The Senior Management Team will continue to monitor the plan. Upon government and industry policies and protocols changing, the plan will be revisited and modified as appropriate. Any such changes will be communicated to all staff.
- If people will not or cannot follow these outlined protocols for medical, religious or other reasons we will work with you to come up with an appropriate solution.
- In the case of a report from staff that someone is not following protocol, that person's supervisor will meet virtually one-on-one with them to review the policies and procedures and ensure they are aware of the importance of following safety protocol for their own and others wellbeing.