

AUDIENCE SERVICES

Date Written: May 28th, 2020

Date Approved:

OVERVIEW

Purpose
Scope

RESPONSIBILITIES

For the Employer
For the Worker

RISK ASSESSMENT

Emergency Procedures
Close contact with others
Frequently Contacted Surfaces

EQUIPMENT

Provided

SAFE WORK PROCEDURE

SUPERVISION

REPORTING

SUGGESTIONS

OVERVIEW

This document is designed to serve two purposes:

- As a resource for information and direction to create your own procedure.
- As a template you can edit for your own use.

Audience services (Front of House) is likely the highest risk COVID-19 area of any live event.

Audience services can also include:

- Crowd Management
- Security
- Custodial Staff
- Contractors

Purpose

To provide instruction on how organizations can protect themselves, their workers, patrons, and the general public during a viral outbreak or pandemic.

Scope

Applies to any organization conducting events with an audience or the general public anytime, whether employee, contractor, or volunteer.

This procedure is a recommended guideline only. Consult all applicable rules and regulations.

RESPONSIBILITIES

For the Employer

Awareness

The Employer will ensure that everyone has access to a copy of this document.

The Employer will communicate this information to the workers, patrons, and public via website, at point of purchase, and visibly at the venue.

Collect patron information as part of a contact tracing program. See local guidelines for procedure*

**At the time this document was created, it was unclear which authority would be requiring contact tracing.*

Planning

The Employer will provide training on any of the procedures and use of PPE.

The Employer will ensure that anyone using a protective mask or respirator is trained to use the PPE properly.

Training

The Employer will ensure that workers are trained to use any required PPE properly.

Review

This procedure should be reviewed by the Employer with the workers and affected parties to ensure that it continues to protect the workers, participants, and patrons.

The Employer will keep informed regarding public health best practices and orders when a pandemic has been declared and will modify this procedure as necessary.

For the Worker

Reporting

The Worker will complete a 'Health Declaration' as required by the Employer.

The Worker will report any illness or symptoms to their supervisor immediately.

RISK ASSESSMENT

A risk assessment needs to be conducted for all the workers, volunteers, patrons and the general public.

Factors to consider when hosting a live event open to the public during an outbreak or pandemic.

Emergency Procedures

This procedure is a recommended guideline only. Consult all applicable rules and regulations.

Employers need to ensure they review emergency plans and the risk of contracting or spreading the coronavirus.

- Exit during an emergency. Can you do it while maintaining a physical distance?
- Muster points. Can they accommodate your audience size while maintaining a physical distance?

Close Contact with Others

- Ingress and egress. Can you get the patrons in and out while maintaining a physical distance?
- Are there areas patrons will congregate which will create a risk of group exposure?
- Are there pinch points that need to be controlled to maintain a physical distance? (Hallways, doorways, vestibules, etc.)
- Will your staff be required to assist patrons with mobility issues?
- Washroom use?
- Are our FOH staff or audience of vulnerable populations? Many organizations rely on volunteers who are often retired or senior members of the community and may be at higher risk.
- Are many frontline workers, or others, who are more frequently exposed to COVID-19 expected?
- Are children, who may have further trouble physically distancing, expected in large numbers?

Controls

- Elimination: Cancelled events (as necessary). Shorten the length of events.
- Substitution: Webcast events or move events outdoors.
- Engineering: Sneeze-guards, barriers to keep patrons apart, ventilation systems to increase airflow, hands-free door openers.
- Admin:
 - Limit the number of stalls to be used.
 - Limit access to the washrooms. One person at a time?
 - Signs on the floor to indicate safe distances to stand.
 - Keep patrons outside as long as possible to reduce exposure.
 - Cleaning/disinfecting. Establish a clear protocol for cleaning and sanitizing (pre-show, intermission, post-show?).
- PPE: Supply masks, gloves.

Concession

Another high transmission activity.

The first thing to determine is: "Are we allowed to open our concession service?" Check with the local health authority and the provincial health office.

The next question should be: “Can we operate without concession services?”

Make sure you consult the local health authority and comply with their instructions. Refer to the latest guidelines available:

- *Provincial Health Orders relating to Grocery Stores and Foodservice found [here](#).*
- *Province of BC guidance on BC Centre for Disease control found [here](#).*
- *WorkSafe BC industry specific documents found [here](#).*
- *BC Restaurant and Foodservices Association COVID-19 page is located [here](#).*

Box Office

Another high traffic contact area of live event operations. At some facilities or events, you may be able to wrap box office exposure control plans into the audience service plans.

Controls

Some common controls currently being used or explored;

- Elimination: No box office? Not likely!
- Substitution: Electronic kiosks (think fast food ordering stations), online or telephone sales.
- Engineering: Sneeze-guards, barriers to keep patrons apart, ventilation systems to increase airflow, wireless ticket scanners.
- Admin:
 - Staggered patron arrival
 - Keep patrons outside as long as possible to reduce exposure
 - Cleaning/disinfecting. Establish a clear protocol for cleaning and sanitizing (pre-show, intermission, post-show?). Make sure you update and follow your WHMIS program.
- PPE: Supply masks, gloves.

Frequently Contacted Surfaces

- Door handles and doorknobs.
- Countertops, side tables, chair arms, coffee tables.
- Bars, bar rails, coat hangers, auditorium doors, back of seats.
- Computer keyboards, computer mouse, telephones, printers, monitors, fax machines, power buttons related to FOH staff.
- Cash, debit machines.
- Directories, telephones, calculators, intercom systems.
- Brooms, mops, vacuums.

Controls

Some common controls currently being used or explored:

- Elimination: Remove unnecessary contact surfaces. Tables, chairs, etc.

Pandemic Operating Procedure

- Substitution: Bring your own device for work functions, bring your own water bottle instead of glasses, or the organization provides devices/equipment that don't get shared?
- Engineering: Cover surfaces with disposable material or fabric you can wash after every use? Washable keyboard skins.
- Admin - Cleaning/disinfecting. Establish a clear protocol for cleaning and sanitizing (pre-show, intermission, post-show?).
- PPE: Supply, gloves.

EQUIPMENT

This section does not include a list of tools and equipment that a worker may require to perform the required tasks during their workday. The Supervisor and Worker need to determine what tools are required and the proper procedure for disinfection.

Provided

- Cleaning/disinfecting. Establish a clear protocol for cleaning and sanitizing (pre-show, intermission, post-show?).
- Disinfectant wipes.
- Hand soap and paper towels.
- Hand sanitizer.

SAFE WORK PLAN

Before entering/beginning work

You will wash your hands.

Await instruction from your supervisor.

All pre-shift safety meetings will be done by department to reduce groups larger than six people gathering. Box office, ushers, and the technical crew will meet in predetermined locations to receive safety information prior to commencing work.

While in the work area

The Worker will:

- disinfect commonly touched tools and surfaces.
- follow general hygiene practices such as coughing/sneezing into your elbow.
- maintain a physical distance where possible. It is recommended to stay two meters (2m) apart where possible.

SUPERVISION

Employers and supervisors need to follow-up and ensure workers are following the procedure.

REPORTING

Any concerns including possible exposure to infected workers should be reported to the supervisor and Joint Health and Safety Committee immediately.

Give your patrons a method to communicate concerns.

SUGGESTIONS

- Include your staff in the planning process. They know the tasks better than anyone.
- Make sure you plan for enough staff to monitor and enforce the procedures. All the planning in the world is no good if you can't support it!
- Consider having a 'COVID ambassador' or a greeter to tell your patrons what is expected as they arrive and throughout the event.