

REPORTING & COMMUNICATION

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OVERVIEW

Communication and reporting are key elements to any successful safety initiative. Clear plans that are communicated well will help all involved feel safe and comfortable working in your space.

This document is designed to serve two purposes:

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

Purpose

To provide instruction on how employers can promote proper reporting both internally and with external groups during a viral outbreak or pandemic.

Scope

Applies to anyone conducting business in the live arts and entertainment community anytime, whether employee or contractor.

RESPONSIBILITIES

For the Employer

Information

The Employer will:

- ensure that everyone will have access to a copy of this document.
- post warning signs outside common areas or in prominent locations when this procedure applies.
 - An example of which, regarding health checks, is [here](#).

Planning

The Employer will:

- arrange training prior to commencing work.
- provide advance communication of policies and procedures related to the prevention of spread of COVID-19 to attendees.
- call the local public health authority when COVID-19 symptoms are present at the space.
- ensure that anyone using a protective mask or shield is trained to use the PPE properly.

Review

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.

This procedure should be reviewed annually by the Employer with the workers to ensure that it continues to protect the workers.

For the Worker

Reporting

The Worker, regardless of whom they work with, will stay home when sick.

The Worker will complete a 'Health Declaration'.

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

Any suggestions or comments regarding the procedure should be directed to the COVID-19 representative, supervisor, JHSC, or any reporting process outlined in the employer's safety program.

RISK ASSESSMENT

Protecting people at the workplace is a priority for the organization. Receiving reports of suspected illness and knowing what to do with them will make responses more effective.

Use your existing (or recently modified) sick policy to encourage sick workers to stay home (include workers in the creation of this).

Always consider the privacy of individuals when requesting information - especially in regard to health. When available, involve your HR department or consider engaging a consultant.

If a suspected case of COVID-19 is present at your venue, call your local health authority. Have them call 8-1-1 or complete the Thrive Health self-assessment form [here](#).

When receiving reports of a suspected case, possible questions to ask patrons, contractors, visitors, rental clients, workers, or others will include:

- **To the best of your knowledge, are you experiencing any of the following:**
 - Severe difficulty breathing (e.g. struggling to breathe or speaking in single words)?
 - Severe chest pain?
 - Having a very hard time waking up?
 - Feeling confused?
 - Losing consciousness?
 - Mild to moderate shortness of breath?
 - Inability to lie down because of difficulty breathing?
 - Chronic health conditions that you are having difficulty managing because of difficulty breathing?

Immediate intervention is suggested if the answer to any of the above is Yes. Report to First Aid immediately.
- **Are you experiencing any cold, flu, or COVID-19 symptoms, even mild ones which may include:**
 - fever, chills, cough, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue, or loss of appetite?
- **Have you travelled to any countries outside Canada (including to the United States) within the last 14 days? Have you passed through an airport within the last 14 days?**
- **Did you provide care or have close contact with a person with confirmed COVID-19? (will have already been contacted by the health authority).**
- **Are symptoms of COVID-19 present? Has the person completed the self-assessment or called 8-1-1 to receive further instructions on what to do next?**

- **What, if any, were those instructions and do any instructions relate to the workplace or environment?**
- **Has the person received a request or been ordered to self-isolate or quarantine by the public health unit?**

COMMUNICATION

Communication and training are key elements of the prevention of the spread of COVID-19.

Many communications can take place prior to presence in the space. Some ideas include:

- contracts.
- websites and social media messaging.
- on ticket sales websites or through telephone sales at the box office.
- on tickets themselves.
- in rental agreements, or as attachments.
- in key documentation regarding performances.
- Preshow/set-up documentation to be provided.

Once on the site, reminder signage should be posted in prominent areas such as:

- on the safety board, entrances, washrooms, wings of stages, near fly rails, in lunchrooms/break rooms/greenrooms/dressing rooms.
- audio or video booths.
- Loading and unloading zones or docks.
- Stage doors or holding areas.

In addition to signage, there should be training for people who are present. Provide an opportunity to ask questions after a short safety talk regarding expectations of how everyone has a part to play in the prevention of the spread of COVID-19.

For staff that are asked to help promote physical distancing and respiratory or hand hygiene measures consider providing a review of 'Bullying and Harassment' or 'Workplace Violence' policies to help them understand when they should report potential incidents.

Provide anonymous comment cards or COVID-19 ambassadors to collect feedback and comments from patrons, workers, volunteers, and contractors regarding the steps taken to increase resilience. This could be a great way for the space to improve communication or take new steps that are discovered - increasing the confidence that safety is a priority for the team.

Designate one person to communicate with outside organizations that may be interested in the steps being taken at your location. Interested groups may include the media, public health authorities, WorkSafeBC, municipal representatives, or others.

Ensure that everyone is aware of what information is being collected to assist in contact tracing, as applicable.

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

Pandemic Operating Procedure

- First and last names, contact information (telephone number or email address), dates and times of attendance.
- When that information would be disclosed (after a lawful request by public health or others).
- How that information is being protected (under password protection or lock and key).
- When that information will be destroyed (recent information suggests 30 days minimum).

SAFE WORK PROCEDURE

All present at the space are encouraged to ask questions and report suspected cases of COVID-19 early.

If symptoms are reported (as above) or possible illness, direct the employee, patron, volunteer, or contractor to first aid - ensure these protocols are in place for administration of [first aid](#).

The individual(s) with symptoms should be directed to complete the Thrive Health self-assessment form [here](#).

Call the local public health authority whenever someone with COVID-19 symptoms is detected at your site for information on what to do next.

At all times, respect confidentiality and the privacy of the individual(s) while responding, and after response. Treat everyone with dignity and respect throughout the reporting and communication process.

COVID-19 representatives or ambassadors, who may receive reports of suspected illness or confirmed illness and or contact, may include multiple supervisors in an organization, such as

- First Aid
- Crew Chief
- Department Head
- Stage Manager
- Technical Director

Workers and others present at the site shall provide information so that the organization can protect the others present at the space including, but not limited to: performers, volunteers, contactors, and clients. You may need to provide contact tracing information to public health authorities as required under law. Information to be provided will include:

- First and last name
- Contact information (telephone number or email address)
- Dates and times of attendance

If there is a suspected or confirmed case of COVID-19 within the space the other participants will be provided information by the group receiving that report, or as directed by the health authority.

Pandemic Operating Procedure

The health authority is likely to conduct an investigation (which may or may not require site access). Upon completion of their assessment, direction will be given regarding how to maintain safe operations, whether parts of the space require remedial disinfection, whether areas might be isolated for a period of time, or whether further consideration may be deemed necessary in the protection of public health.

SUPERVISION

What level of compliance and enforcement (including authority levels for supervisors) is going to be needed to promote and enforce (if needed) venue protocols? Remember to consider areas where an expectation of privacy is present such as dressing rooms.

Ensure you have enough staff on hand to administer the controls in your plan.

The employer will continue to cooperate with public health, WorkSafeBC, and other authorities as requested.

Make sure you include COVID concerns in your regular reporting structure, ensuring the JHSC can track and respond to changes needed to the protocols created in response to the pandemic.

CONTACT TRACING

Upon lawful request by the public health authority this organization is committed to provide required information that it holds to help prevent the spread of COVID-19.

Keep contact tracing records for 30 days at minimum and follow the same privacy measure you use for first aid records.

SUGGESTIONS

Communicate! Distribute your plans far and wide. The better you communicate your COVID plans, the more comfortable your clients, volunteers, and patrons will be with returning to your events.

Consider engaging an HR consultant to help with confidentiality concerns.