



COVID-19 OPERATIONAL PLAN TEMPLATE FOR BUSINESSES AND SERVICES

The use of this template is to develop an operational plan for your business or service to address public health measures during the COVID-19 recovery in Yukon. The template will walk you through the process of planning for and creating your own unique COVID-19 Operational Plan. The template includes sections to help address the following key public health measures:

- Physical distancing
- Requirements for self-isolation
- Staying home when sick
- Cleaning and disinfection of shared areas/surfaces
- • Hand washing/sanitizer stations

Note:

- All Yukon businesses may adopt this template regardless of their size.
- It is not intended to fit all operations. Industries and associations are encouraged and expected to develop plans relevant to their industry.
- Businesses such as restaurants, bars and personal care services are currently mandated to close under the *Civil Emergency Measures Act*. When these businesses receive direction that they can open there will be supporting guidelines to inform their operational plans. As these businesses are regulated under the *Public Health and Safety Act*, they must submit their operational plan to COVID19info@gov.yk.ca for review by Environmental Health Services.
- Businesses and service providers may submit their COVID-19 Operational Plans to the Yukon Workers' Compensation Health and Safety Board (YWCHSB) for review at worksafe@gov.yk.ca.

Drafting your operational plan

1. Review this template within the context of your business/service.
2. Identify additional areas of risk related to public health measures and include these in the draft of your operational plan.
3. You may submit your plan to the YWCHSB for review. Businesses are not obliged to do so.
4. Implement and monitor your operational plan.
5. Maintain a copy of your operational plan on site at all times. A YWCHSB inspector and/or an Environmental Health officer may review it at any time your business is in operation.

A note on privacy

Any personal information is collected for the purpose of operating a business pursuant to either Section 11 of the *Public Health and Safety Act* or Section 32 and 33 of the *Occupational Health and Safety Act*, and Section 29(c) of the *Access to Information and Protection of Privacy (ATIPP) Act* for the purpose of carrying out a review of operating plans for any employer during the COVID-19 pandemic. For more information about the collection, use and disclosure of your personal information, please contact COVID19INFO@gov.yk.ca for information about Public Health and Safety Act or worksafe@gov.yk.ca for information about the Yukon Workers' Compensation Health and Safety Board.

For any questions about the operational plan template or anything related to the operation of your business or service during the pandemic contact

Email: COVID19INFO@gov.yk.ca

Phone: COVID-19 InfoLine at 877-374-0425 between 7:30 a.m. and 8 p.m. seven days a week.

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Contact information

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Physical distancing

This measure is intended to prevent the transmission of COVID-19 by ensuring that employees and clients maintain a physical distance of 2 metres (6 feet).

Measures used to maintain physical distancing

Steps taken to ensure minimal interaction between people.

Between employees
(e.g. assigned workstations separated by at least 2 metres)

Assigned workstations located 2 metres apart at least (Staff Placement reflected in attached site map).

All performing Artists/Performers will arrive at least an hour before the show to set up and retreat to their "area" before the audience arrives at the Venue. Post Show, the Staff will make sure the Performers make it to their "area" safely before allowing the audience to leave.

Between clients
(e.g. directional signs on floor to avoid meeting in aisles)

Will take a headcount of staff and performers and make sure the Audience allowance for each show does not exceed the maximum of 84. This is the maximum capacity with social distancing measures in place.

There will be 2-4 Entrance Doors/Zones with numbers attached to tickets – so Audience will enter through their prescribed Zone. 6 ft separations for waiting in lines for entrance. The Audience will then be admitted by Zone number into the space.

One staff member will patrol the area from the parking lot through to the Entrance, making sure all separation protocols are being adhered to and understood.

In Urinal based Washrooms, either Plexiglass dividers will be installed between each urinal, or Urinals will be blocked off to support social distancing.

In the Theatre, all seating has been allocated to comply with the 6m rule (See Attached Map). All "Out of Bounds" seats will be clearly blocked off with a Staff Member in the Theatre to make sure the distancing is being adhered to.

Between employees and clients
(e.g. barrier in place between cashier and customer, curbside deliveries)

Online Box Office with print at home tickets only. Box office checking tickets and directing clients will have a Plexiglass Separator between them and clients. This will insure a minimum of 6' feet between clients and box office.

All Staff not working Box Office will ensure a minimum of 6 feet separation with appropriate PPE, if necessary.

Washrooms/Theatre Entrances/Exits. All doors from one point to another will be open so no client must touch door handles besides bathroom stalls. All access to the rest of the Arts Centre will be stanchioned off.

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Employees requiring self-isolation

Employers will clearly communicate to all employees the requirement for any employee to self-isolate if they have just returned to the territory or have been in contact with someone diagnosed with COVID-19. Information on self-isolation is available here: yukon.ca/en/information-self-isolation

Action taken: (Example: This information was communicated to all staff verbally and by email on May 10, 2020.) All staff have been instructed on May 21st, 2020 to review all regulations from the Yukon Government (self isolation/cleaning procedures/reopening documents.)
1 week before the first event, all staff will be resent the information as a refresher on all updated and pertinent information.

YG(6933HSS) 05/2020

Staying home when sick

Employers will clearly communicate to all employees the requirement for any employee displaying symptoms of COVID-19 to stay home and arrange testing.

Sample communication to staff:

- All employees must self-monitor for symptoms and report to their supervisor if they have concerns about possible COVID-19 exposure or possible symptoms.
- Any employee developing symptoms of COVID-19 at work must immediately perform hand hygiene, report to their manager, avoid contact with other employees and leave as soon as it is safe to do so. Call 811 to arrange testing.
- Symptomatic employees will be required to self-isolate until tested for COVID-19 and then follow the guidance of the public health professional (e.g., nurse).
- If the test results are negative for COVID-19 but the employee remains ill and/or symptomatic, they should remain on sick leave and follow the guidance of the public health professional.

COVID-19 symptoms include:

- cough.
- fever and/or chills; or • difficulty breathing.

If someone has travelled OR has had close contact with a person with a recent travel history who was or is now symptomatic OR are a known close contact to a confirmed case of COVID-19, there is a longer list of symptoms that warrant testing for COVID-19. See Yukon.ca for more information: yukon.ca/en/find-out-about-symptoms-covid-19.

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Cleaning and disinfection of shared areas/surfaces

This measure is intended to prevent the transmission of COVID-19 by ensuring that high-traffic surfaces and those frequently touched are correctly disinfected on a regular basis.

- Cleaning products remove visible soil and/or dirt from surfaces.
- Disinfecting products destroy bacteria and viruses.

Cleaning product: Dustbane All Purpose Cleaning Detergent

Mixing instructions:	
Cleaning location (e.g. floors)	Frequency (e.g. at closing time)
Whole Facility (Floors/Knobs/Offices/Theatre/Bathrooms)	3x a Week - Janitorial Visits Cleaning to occur before/after each performance

Disinfecting product: Fantastik Antibacterial Spray

Mixing instructions:

Disinfecting location (e.g. point-of-sale terminal)	Frequency (e.g. after each use)
Door Handles	Before/After each show (Also during Janitorial Visits)
Bathroom Surfaces	Before Show/After each visit/After Show
Whole Facility	3x a Week - Janitorial Visits (Before and After each show)

Hand washing/sanitizer stations

Practicing good hygiene is an essential and effective part of preventing the spread of COVID-19. Take these measures to protect yourself and others from getting sick:

- Wash your hands often (in addition to routine times such as after using the washroom, before eating and when handling food for the public).
- Cough/Sneeze into your elbow or tissue and throw away.
- Avoid touching your eyes, nose and mouth with your hands; and
- Use alcohol-based hand sanitizer if soap and water are not readily available.

Hand washing stations	Location
Employees (e.g. lunchroom, washrooms, etc.)	Main Office, Main Washrooms, Accessible Washroom
Public (e.g. portable(s) located at store entrances)	Accessible and Main Washrooms located in the Arts Centre.
Hand sanitizer stations	Location
Employees (e.g. behind cash counter)	At all Entrance locations, outside all Washrooms, at the Tech Booth, and in the main Admin Office.

Public (e.g. at entry (with signage))	At Entrance locations and outside Washrooms (all with signage).
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Additional measures (optional)

Add any additional health and safety measures that your business is implementing to mitigate the risk of COVID-19 infection. These could be measures that are specific to your operations, or reference to additional policies and guidance material that your business is following.

Total audience will be kept at 84, as this is the maximum number allowable in the space with social distancing measures.

Performance will not be longer than 50 minutes.
 There will be no intermission.
 No concession will be sold.

YAC staff working event will meet to review each staff roll and conduct a hazard assessment for each roll. We will use the Hierarchy of controls to create a safe environment for staff and clients. Elimination, Substitution, Engineering controls, Administrative Controls, and lastly PPE.

There will be a Health and Safety meeting and sweep by all staff before and after each show, followed by Handwashing/Sanitizing before all staff leave.

As the audience enters Theatre, the MC/Staff will help by greeting clients and direct traffic flow over the PA.

During the shows "Pre-Show Speech" we will address all Health and Safety protocols and location of supplies for the clients. We will also address our "Patron Exit Plan" where we instruct clients that they will be released to exit by section to maintain social distancing.

Signature: _____ Date: _____