
COVID PROTOCOLS
GUIDEBOOK
FOR THE ARTS SECTOR
AND LIVE EVENTS

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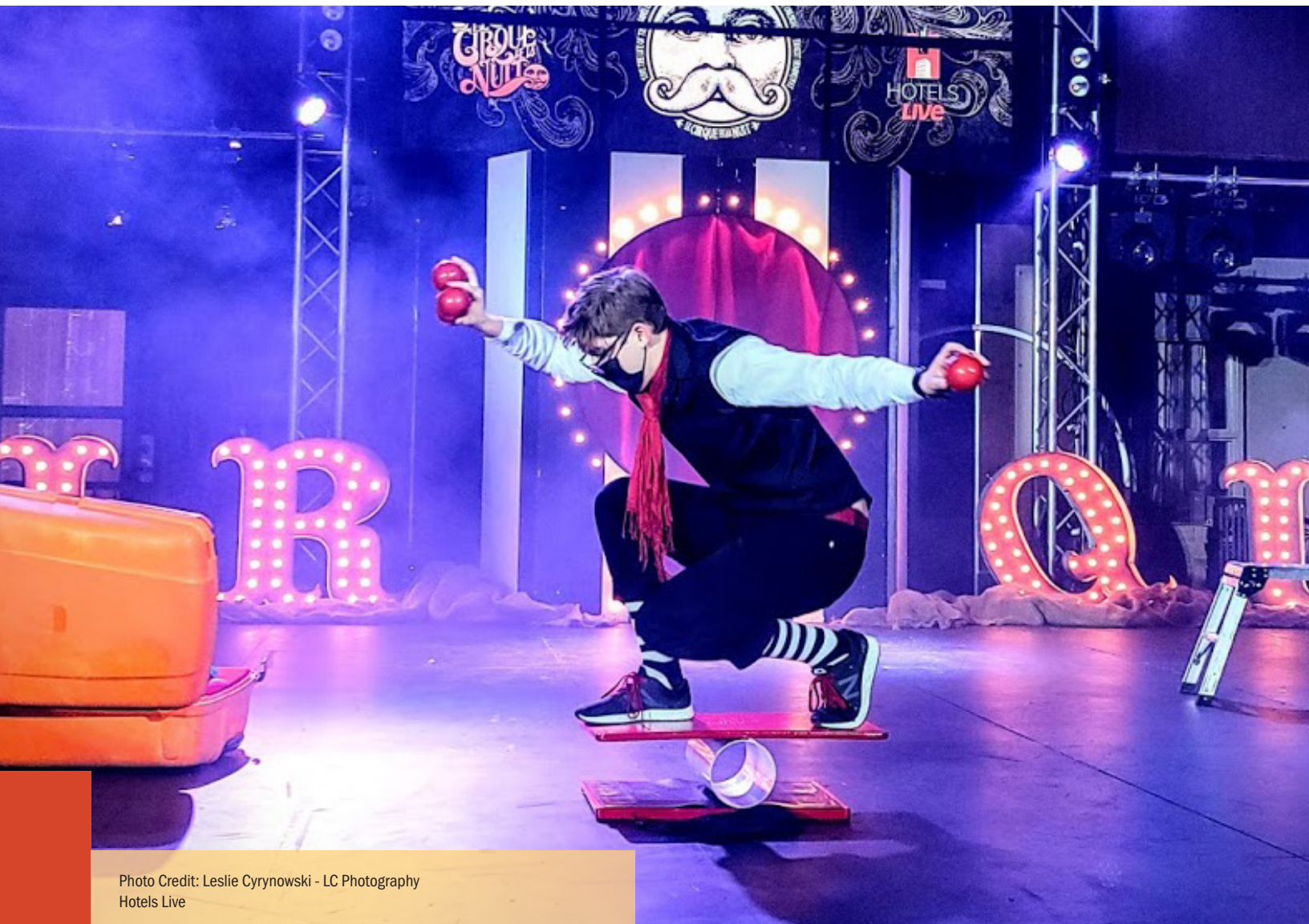


Photo Credit: Leslie Cyrynowski - LC Photography
Hotels Live

**RISE
Up**

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Introduction

This Guidebook is intended to mitigate risks stemming from COVID-19. Its contents can inform and complement operational plans and occupational and safety protocols, plans, and manuals already in place for an organization. Information regarding COVID-19, its health transmission, and Alberta Public Health Measures are constantly changing, and measures outlined in this document may become out-of-date as expert and public knowledge of the virus increases and the rate of transmission decreases and vaccination improves. It is the responsibility of every event organizer and organization to ensure their operations and plans are being informed by the most up-to-date information regarding COVID-19, and that they are adhering to the most current public health measures as mandated by their municipal and provincial health authorities.

This Guidebook offers practical considerations for the live experience and event sector recovery processes and does not constitute legal or professional advice. The intent is to help event professionals and arts organizations minimize the risk of contracting and spreading COVID-19. This is accomplished by introducing the concept of “duty of care” and sharing recommendations that take safety into account at every point of an event. No single measure or action is effective in every situation. Employ multiple actions whenever possible. Event organizers should look to provide a multi-layered approach to their safety planning and implementation to allow for the greatest chance of success in the prevention and suppression of COVID-19 transmission.

Event Organizer's Responsibility

Federal, provincial and municipal authorities having jurisdiction have developed, introduced and enforced COVID-19 public health legislation and measures to reduce and help prevent the spread of the virus.

Regardless of the size and nature of your workforce and audience, the information in this document may apply to you. Wherever possible, this information has been customized to represent the arts and live events industry.

As an event organizer—whether you are self-employed, employ others, utilize volunteers, hire contractors, suppliers or third-party services (workers)—you may be familiar with general event occupational health and safety requirements. However, COVID-19 has necessitated additional requirements, adding to your responsibility for the health and safety of everyone during setup, the event itself, and teardown of the event worksite.

There are two Duty of Care categories that event organizers need to be cognizant of:

1. The workers you have direct control over or to which you have a responsibility
2. The Public who attends or accesses the event site

Note: Occupational Health and Safety (OHS) requires that anyone accessing a worksite must be kept safe.

Taking the necessary measures and implementing COVID-19 health and safety protocols can help you meet both your moral and legal responsibilities.

MORAL RESPONSIBILITIES

Event organizers have the moral responsibility to take reasonable and practical steps to protect workers and attendees at their event. It is the right thing to do.

LEGAL RESPONSIBILITIES

Event organizers are required to comply with legislation and other requirements set by the federal, provincial and municipal authorities having jurisdiction including:

Provincial:

- Alberta Health Services (e.g., public health orders, food handling)
- Alberta Occupational Health and Safety Act, Regulation and Code (e.g., for employers, workers, volunteers, suppliers, contractors, and service providers)
- Alberta Municipal Affairs (e.g., safety codes, standards and regulation)
- Alberta Employment Standards
- Alberta Gaming, Liquor and Cannabis Commission (e.g., alcohol, tobacco and cannabis)
- Solicitor General (e.g., licensed security)
- Alberta Workers' Compensation Board

Municipal:

- Land/Property Owner
- City Support Services
- Special Events Team
- Parks and Recreation
- Roads, Waste and Water Services
- Bylaw
- Police Service
- Fire Department
- Parking Authority
- Public Transit

INTERNAL RESPONSIBILITIES SYSTEM (IRS)

Occupational Health and Safety (OHS) legislation is founded on an Internal Responsibility System (IRS). An IRS functions on the basis that everyone is responsible for workplace health and safety. Employers (event organizers) and workers each share in this responsibility, to their individual degree of authority and control. As such, the adoption of an IRS would be beneficial for any work-related tasks or activities. In the case of self-employed persons, OHS legislation clearly requires self-employed persons to address both the employer and the worker obligations along with those outlined for self-employed persons.

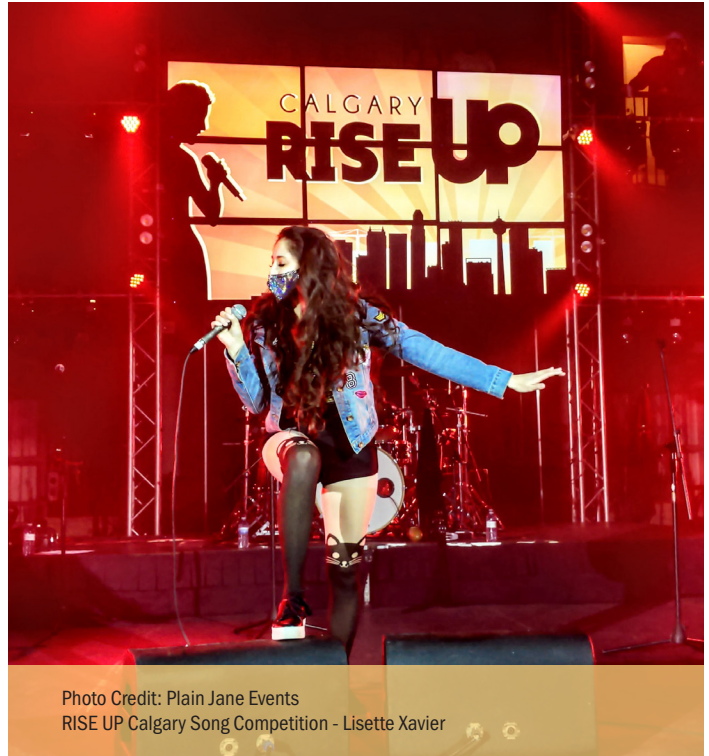
Everyone in the workplace contributes to health and safety. The responsibility for OHS grows with each level of control and authority in the workplace. Regardless of your title, role or level of responsibility, you must protect yourself and those around you.

DUTY OF CARE

Duty of care refers to the requirement that a person act toward others and the public with the watchfulness, attention, caution and prudence that a reasonable person in the same circumstances would. If a person's actions do not meet this standard, then the acts are considered negligent, and any damages resulting may be claimed in a lawsuit for negligence.

Establishing a duty of care plan and mission statement for your event demonstrates your commitment to mitigate risks associated with the pandemic. Event organizers should communicate their duty of care mission statement to all event stakeholders so that it is understood and agreed to by those working on-site. The statement should be actionable, affect your on-site activities and inform the rules that will be in place operationally. For more details please refer to the Event Leadership Institute's [Pandemic On-Site Protocol Training](#).

See an example of a [duty of care mission statement](#) from Meeting Professionals International.



DUE DILIGENCE

Due diligence is the ability to demonstrate that a person did what could reasonably be expected under their circumstances, in order to satisfy a legal requirement. A due diligence defence depends on your ability to demonstrate the reasonable actions taken before an incident occurs, not after.

Due diligence is not about meeting a standard of perfection, but showing reasonable efforts to comply with legislation. Even within the best health and safety systems, non-compliance can occur.

There are many similarities between the concepts of “due diligence” and “doing what is reasonably practicable.” The key difference is “doing what is reasonably practicable” is a legal obligation that you must perform at all times. For more information on Due Diligence requirements see: [Due Diligence OHS information for employers](#)

Additional information and resources on COVID-19 mitigation from an OHS perspective are available from the [Canadian Centre for Occupational Health and Safety](#).

Context

PROFESSIONAL EVENT PLANNING AND OVERSIGHT

For the purposes of this document, “event” is an all encompassing word used to cover all types of indoor and outdoor gatherings including conferences, galas, fundraisers, formal functions, educational workshops, weddings, funerals, sporting events, trade shows, visual arts exhibitions, performances of all disciplines in traditional (and non) theatre spaces, concerts, festivals and more. It is intended to refer to a situation when guests have gathered in one location to witness or participate in an activity.

The [Alberta Live Events Coalition](#) states in their [Live Events Industry Relaunch Proposal](#) that the event profession encompasses many different roles within the industry including event planners (corporate, not-for-profit, private and public event planners), suppliers (rental companies, printers, graphic designers, prop designers, photographers, videographers, etc.), venues (hotels, convention centres, halls, restaurants and private facilities), caterers, audio visual and lighting companies, gig workers, event staff, event volunteers, event producers, stage managers, artists, entertainment and more.

DEFINING COVID-19

COVID-19 is transmitted person-to-person primarily via respiratory droplets that are generated when a person coughs, sneezes, talks, shouts or sings. The droplets range in size from large droplets (defined as $>5-10\ \mu\text{m}$ in diameter) that spread at close range (i.e., less than 2 metres) to smaller droplets (or aerosols) that, in certain circumstances, have the potential to be infectious over longer distances and remain suspended in the air for longer periods of time. These circumstances include specific settings such as indoor locations that may be poorly ventilated, crowded, where gatherings are taking place for prolonged periods or where heavy breathing or exertion is occurring.

For more information refer to the [Public Health Disease Management Guidelines, Transmission of SARS CoV-2](#), and [Considerations for aerosol transmission](#).



Photo Credit: Jason Lawrence
GlobalFest

COVID-19 can also spread via direct physical contact with another person (e.g., hand shake) or by touching contaminated objects or surfaces and then touching one's mouth, nose, or possibly eyes. Infected individuals can transmit the virus 48 hours before symptom onset or even if they have an asymptomatic infection (i.e., never develop symptoms) or when their symptoms went unnoticed.

Symptoms of COVID-19 include:

- Fever
- Cough (new cough or worsening chronic cough)
- Shortness of breath/difficulty breathing (new or worsening)
- Runny nose
- Sore throat
- Stuffy nose
- Painful swallowing
- Headache
- Chills
- Muscle/joint ache
- Feeling unwell/fatigue/severe exhaustion
- Nausea/vomiting/diarrhea/unexplained loss of appetite
- Loss of sense of smell or taste
- Conjunctivitis

If anyone planning to attend your event (including staff, volunteers, artists or audience) is experiencing or exhibiting any of the symptoms above, they should stay home and undertake the monitoring and testing recommended by Alberta Health Services here:

[Symptoms and testing | Alberta.ca](#)

Health screening should take place at the entrances to the event and be conducted by staff or volunteers. If anyone arrives on-site and is experiencing or exhibiting any of the symptoms above, they should be denied entry and sent home to undertake the recommended monitoring and testing.

PANDEMIC STATUS

As the pandemic status evolves and public health measures change, the recommendations in this Guidebook may be altered to reflect the current environment and shifting industry standards.

Information about the status of the COVID-19 pandemic in Alberta is available on the

Government of Alberta's website:

[COVID-19 info for Albertans | Alberta.ca](#) and from the

Government of Canada's website:

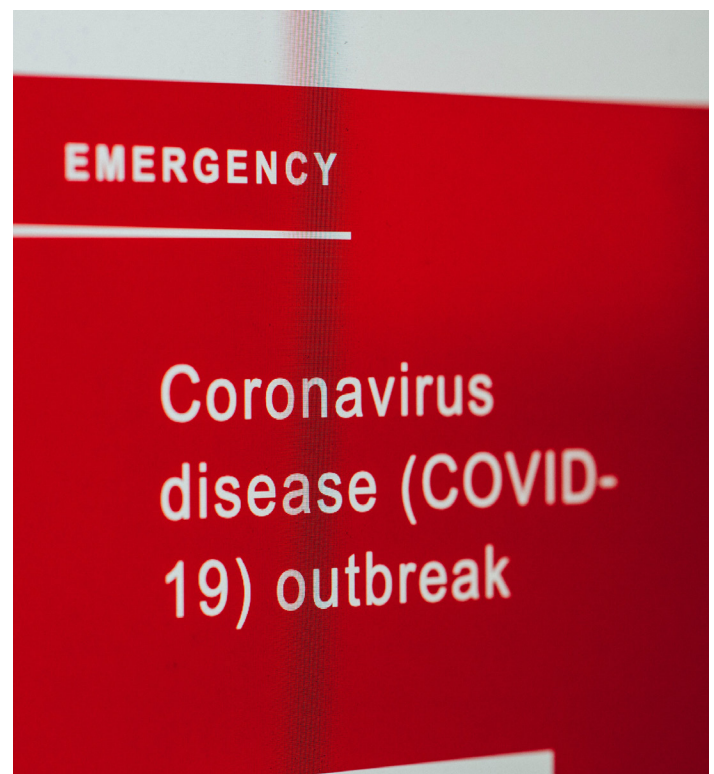
[Coronavirus disease \(COVID-19\)](#)

The Province of Alberta has provided guidance documents for reopening, available at:

[Guidance documents | Alberta.ca](#)

The site includes a "Relaunch considerations template" and guidance documents specific to performing arts and different types of events.

As event professionals, you are responsible to contact local municipal and provincial health authorities for further information on the status of the COVID-19 pandemic in your area and ensure all current guidelines and restrictions are being followed through the planning and operational stages.



Design and Planning Considerations for Events and Live Experiences

Undertaking any programming and plans to host in-person arts or live experience events needs to be done in consultation with the current public health guidelines and provincial restrictions that are in place regarding gathering.

See [Stronger public health measures | Alberta.ca](#) for more details.

Event planners and organizers will need to modify their traditional plans and should consider what changes are necessary to host a safe and successful event.

These considerations may include:

- Re-evaluating capacity and attendance numbers
- Pre-event communications
- Contact tracing
- Streaming online to increase the numbers of people who can participate
- Implementing a timed-entry system, directing when attendees can access the event and how long they can stay
- Hosting drive-in/through events
- Ensuring that the venue or space you are using has their own COVID-19 safety plans in place and can provide documentation of this
- Contractually requiring that all 3rd parties, such as outside crew, vendors, merchants artists, etc., involved with your event will follow your COVID-19 safety protocols as a condition of engagement
- Ensuring all event artists and/or guest speakers are aware of all safety expectations regarding your event as well as any applicable municipal and provincial regulations should they be travelling in to participate
- Reaching out to your public health authorities early in your design and planning process
- Ensuring events have pre-event registration, ticket sales and ordering requirements to control numbers and movement of crowds
- Developing ticketing options where guests need to opt in to agreement on safety protocols in order to finalize their purchase
- Hosting smaller micro-events in different geographic areas within your area to increase the number of people who can attend and spread out the crowds between locations
- Using a “Hub and Spoke” model for events where participants are in multiple areas or rooms and the presentation is either broadcast to them in that space or the presenter moves from space to space rather than the audience moving from space to space
- Developing pod-style participation spaces within events to control movement of crowds between areas
- Establishing a COVID-19 Compliance Officer and Health Safety Team as part of your staffing needs
- Developing protocols and staffing appropriately to handle enforcement of health-based safety requirements
- Creating site plans, assigned seating, physical markers, and implementation plans that clearly highlight and communicate traffic flow and physical distancing throughout the event space
- Limiting use of indoor facilities for event space and production areas where possible
- Considering indoor venues that have HVAC units which fully replace the air in the rooms and utilize filtration systems in their operations
- Reducing the number of days an event takes place
- Reducing the number of hours an event takes place
- Eliminating or reducing high-contact areas in your site plans and operations
- Re-evaluating food and beverage options and service options for your event
- Re-evaluating alcohol service at your event

HAZARD AND RISK ASSESSMENT

Hazard Vs Risk

HAZARD VS RISK



VS



A hazard is a potential source of harm or adverse health effect on a person or persons.

Risk is the likelihood that a person may be harmed or suffers adverse health effects if exposed to a hazard.

For more information see:

[Occupational health and safety guidance for workers during a pandemic](#)

[Hazard Assessment and Control: a handbook for Alberta employers and workers](#)

Hazard assessments look at all aspects of your activities to identify both existing and potential health and safety hazards. After all job positions, work areas and equipment have been assessed for hazards, they should be analyzed for safety control measures (controls).

The Assessment

Before any activities begin at a work site, the event organizer must conduct a Hazard and Risk Assessment (HRA) of the existing and potential hazards. COVID-19 is a health hazard and to address this it is recommended to develop a Health Hazard Assessment (HHA) document, an extension of the HRA, to identify and control COVID-19 exposure.

For the purposes of this document, see three examples of Health Hazard Assessments below:

1. Cleaning Team
2. Ushers
3. Event Guest participating in food and beverage options

1.

Site-specific COVID-19 health hazard assessment and control (template)

Event Name: Event Example #1	
Work to be done: COVID-19 Preventative Cleaning Measures	Date of assessment:
Role: Cleaning Team	Location: Specify: Beer tent - washrooms
Conducted by:	Signature:

Identify the tasks and COVID-19 health hazards below, and the plans to eliminate/control these hazards

Tasks (List all tasks/activities)	Hazards (List COVID-19 health hazards and consider surrounding area)	Controls (List the controls for each hazard: Elimination, Engineering, Administrative, Personal Protective Equipment)
Sanitize multi-touch surfaces	Potential exposure to COVID-19 through person-to-person contact or on the multi-touch surfaces	<p>Elimination: Not possible, no way to detect potential COVID-19 on a surface</p> <p>Eng: Not possible, surfaces will always be touched</p> <p>Admin: Hand washing protocols, training - WHMIS 2015 (cleaning product) - how to use the cleaning product correctly</p> <p>PPE: PPE as per the Safety Data Sheet - if no PPE requirements - Public Health Order requirements to be followed - Event organizer approved face covering, gloves (if needed), CSA approved Safety Eye Protection (if needed)</p>

Please print and have all members of the crew sign below prior to commencing work

By signing this form, you acknowledge that you understand the COVID-19 health hazards and how to apply methods to eliminate or control the COVID-19 health hazards.

Name (print)	Signature	Name (print)	Signature

Supervisor's name (print):	Supervisor's signature:
----------------------------	-------------------------

Notes:

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2. Site-specific COVID-19 health hazard assessment and control (template)

Event Name: Event Example #2	
Work to be done: COVID-19 Preventative Cleaning Measures	Date of assessment:
Role: Usher	Location: Specify: Booths, entry, exit
Conducted by:	Signature:

Identify the tasks and COVID-19 health hazards below, and the plans to eliminate/control these hazards

Tasks (List all tasks/activities)	Hazards (List COVID-19 health hazards and consider surrounding area)	Controls (List the controls for each hazard: Elimination, Engineering, Administrative, Personal Protective Equipment)
Sanitize multi-touch surfaces - self cleaning work area	Potential exposure to COVID-19 from public contact with the multi-touch surfaces	<p>Elimination: Not possible, no way to detect potential COVID-19 on a surface</p> <p>Eng: Not possible, surfaces will always be touched</p> <p>Admin: Hand washing protocols, training - WHMIS 2015 (cleaning product) - how to use the cleaning product correctly</p> <p>PPE: PPE as per the Safety Data Sheet - if no PPE requirements - Public Health Order requirements to be followed - Event organizer approved face covering, gloves (if needed), CSA approved Safety Eye Protection (if needed)</p>

Direct contact with the public	Potential exposure to COVID-19 through person-to-person contact while handling tickets, and giving out programs etc.	<p>Elimination: Not possible, no way to detect a person has COVID-19</p> <p>Eng: Separation (plexi-glass panels)</p> <p>Admin: Hand washing protocols, training</p> <p>PPE: Public Health Order requirements to be followed - Event organizer approved face covering, gloves (if needed), CSA approved Safety Eye Protection (if needed) when no other protection is available.</p>
Attendee temperature checks	Potential exposure to COVID-19 for person-to-person contact while taking their temperature	<p>Elimination: Not possible, no way to know a person has COVID-19</p> <p>Eng: Separation (plexi-glass panels)</p> <p>Admin: Hand washing protocols, training</p> <p>PPE: Public Health Order requirements to be followed - Event organizer approved face covering, gloves (if needed), CSA approved Safety Eye Protection (if needed) when no other protection is available.</p>

Please print and have all members of the crew sign below prior to commencing work
 By signing this form, you acknowledge that you understand the COVID-19 health hazards and how to apply methods to eliminate or control the COVID-19 health hazards.

Name (print)	Signature	Name (print)	Signature

Supervisor's name (print):	Supervisor's signature:
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Notes:

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3. Site-specific COVID-19 health hazard assessment and control (template)

This final example demonstrates how the health hazard assessment can be applied to attendee activities in addition to worker and volunteer roles. It may not be feasible to have attendees or audience members sign off on a health hazard assessment form. However, when done in advance, a health hazard assessment of attendee activities can help you anticipate and mitigate risks your guests could encounter, inform attendees of their risk of participation, and design a waiver form or release if appropriate.

Event Name: Event Example #3	
Role: Attendee	Date of assessment:
Conducted by (print name):	Signature:

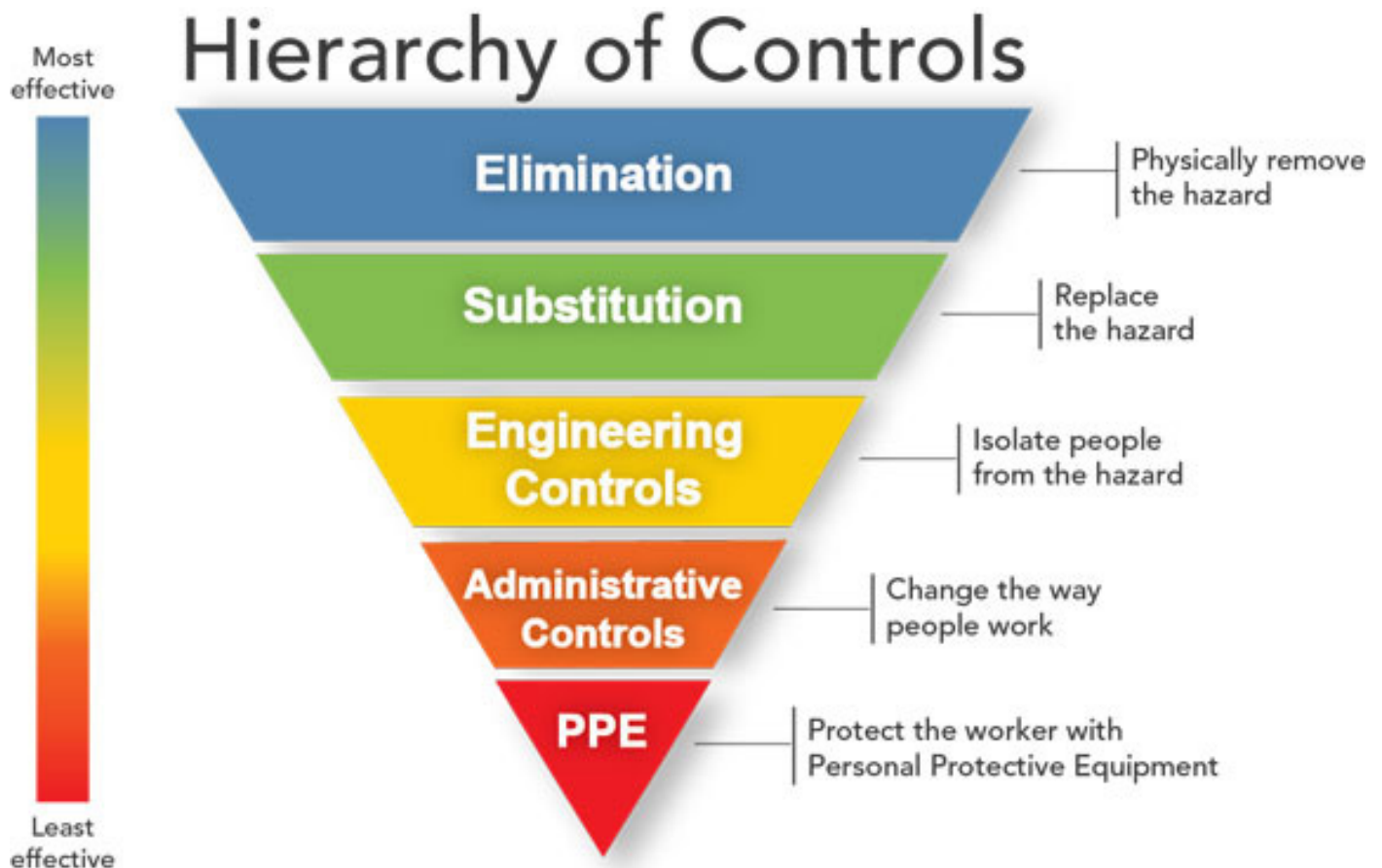
Identify the tasks and COVID-19 health hazards below, and the plans to eliminate/control these hazards

Activities (List all activities)	Hazards (List COVID-19 health hazards and consider surrounding area)	Controls (List the controls for each hazard: Elimination, Engineering, Administrative, Personal Protective Equipment)
Attending event Use public washroom Visit concession for refreshments	Potential exposure to COVID-19 through person-to-person contact and multi-touch surfaces	Elimination: Not possible, no way to detect potential COVID-19 carriers or on a surface Eng: Not possible due to close contact and surfaces will always be touched Admin: Post signage regarding hand washing, face coverings and physical distancing. Event staff could be utilized to control and direct movement of attendees.

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***See the Tools section on **page 40** for blank templates for your use

HOW TO APPLY HAZARD CONTROLS FOR ARTS AND LIVE EVENTS



The idea behind this hierarchy is that the control methods at the top of the graphic are potentially more effective and protective than those at the bottom. Following this hierarchy normally leads to the implementation of inherently safer systems, where the risk of illness or injury has been substantially reduced.

Until vaccination and eradication of the virus allows us to eliminate the hazard of COVID-19 transmission, it is most effective to use engineering and administrative controls in combination with personal protective equipment to mitigate risk. Consider applying the hierarchy of controls to jobs and activities associated with your event to assess your risk mitigation strategy.

For more information on Hierarchy of Controls please visit, SOURCE: [Hierarchy of Controls | NIOSH](#)

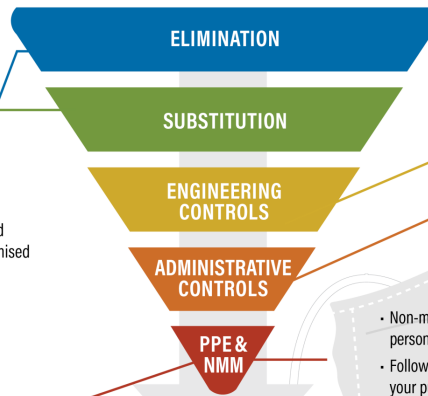
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Controlling COVID-19 in the Workplace

Apply the Hierarchy of Controls

Focus on the most effective methods first and then move on to the next level of control. **In all cases practice physical distancing, hand hygiene, and respiratory etiquette.**

Most effective



Least effective

Engineering Controls

- Physical barriers.
- Increased ventilation and high efficiency filters.
- Sensors or no- or low-touch controls for water taps, doors, and garbage lids.

Administrative Controls

- Communicate risks and rules.
- Limit occupancy, stagger shifts/teams.
- Use electronic communications for sign-ins and administrative work.
- Screen workers and/or customers.
- Clean and sanitize frequently.
- Practice physical distancing, hand hygiene, and respiratory etiquette.
- Change work practices to encourage physical distancing.

Elimination and Substitution

- Allow workers to work remotely where and if possible.
- Assess the need to report to the workplace in person on an individual or job role basis.
- People with immunocompromising health conditions (including chronic conditions such as diabetes, heart and lung issues, or cancer) or who live with immunocompromised individuals may need to continue to work remotely.
- Use technologies to facilitate working remotely, such as teleconferencing.

Personal Protective Equipment



NIOSH MASK

CSA Approved Safety Glasses or Goggles

Gloves

Non-Medical MASKS

- Non-medical masks are NOT personal protective equipment.
- Follow advice from your public health agency about when to use a non-medical mask.
- If your mask becomes damaged, wet or dirty, replace it with a fresh one.
- Wearing a non-medical mask or face covering is recommended when you cannot consistently keep 2 metres away from others, especially in crowded settings.
- Wearing a mask alone will not prevent the spread of COVID-19, but it can help. Continue to practice physical distancing and good hygiene.

Controls

Engineering controls to consider: Plexi screens, filtered ventilation

Administrative controls to consider: Training, notices, briefings, WHIMIS 2015 (required when looking at exposure to cleaning products needed for the proper sanitation of COVID-19 surfaces)

Personal Protective Equipment (PPE) and Community Protective Equipment (CPE) to consider (certain PPE may be required for specific jobs): N95 masks; respirators; CSA approved safety face protection such as glasses, goggles or face shields; chemical resistant gloves; face coverings; and nitrile gloves

For more information on PPE and CPE please see [page 17](#)

STAFF, CREW, CONTRACTOR AND VOLUNTEER CONSIDERATIONS DURING PLANNING STAGES

Consider the following when undertaking event training programs and placement of your personnel involved with your event:

- Develop reasonable schedules for the time it will take to develop, implement and conduct staff training that includes COVID-19 protocols.
- Review available training resources, policies and tools already in place AND additional COVID-19 safety materials that will be required.
- Develop and implement specific pandemic-related training for all personnel involved with your event.
- Ensure you communicate clearly to any third-party participants (outside crews, vendors, suppliers, artists, guest speakers, etc.) all safety requirements and expectations. Consider having them sign off on those requirements to finalize their participation.
- Ensure that all people working on your event understand your Duty of Care Mission Statement.
- Ensure training is delivered by skilled and knowledgeable individuals.
- Follow all AHS and municipal guidance when conducting in-person training and consider limiting gathering of individuals by conducting virtual training sessions when appropriate.
- Conduct individual role reviews to identify the nature of the specific tasks/duties conducted by each person, in order to align necessary training and expectations.
- Develop pandemic-appropriate volunteer positions and duties. Note that not all new roles that pertain to COVID-19 protocols are appropriate to give to volunteers.
- Examine the possibility of creating a COVID-19 Compliance Officer and Health Safety team for your event.



Photo Credit: Benjamin Laird Arts & Photo
Calgary Mayor's Lunch for Arts Champions

- Ensure that all new roles that will be required to implement your COVID-19 protocols have appropriate staffing levels dedicated to them.
- Consider having extra staffing and volunteers available who can step into different roles in the event that you become short staffed due to illness or quarantining situations.
- Develop appropriate wellness screening, assessments and reporting procedures for all personnel.
- Consider establishing “pods” for your workers to keep teams separated, thereby reducing interactions and opportunities for transmission across teams.
- Establish ways for those working together to maintain physical distancing whenever possible .
- Develop and implement pandemic-appropriate practices for supporting all personnel on-site (i.e., registration, check-in, performance tracking, meals, hydration, break rotations, etc.).
- Formalize processes to receive and respond to personnel’s public health concerns or concerns about their fellow workers.
- Determine and distribute required Personal Protective Equipment (PPE) and Community Protective Equipment (CPE) to all workers. Ensure that training occurs on how to use the equipment properly.

PERSONAL PROTECTIVE EQUIPMENT (PPE) AND COMMUNITY PROTECTIVE EQUIPMENT (CPE)

All personnel including staff, contractors, crew and volunteers should have and utilize the appropriate protective equipment, required from both OHS standards and current public health recommendations from AHS, while engaged in your event. The PPE or CPE required may depend on the nature of one’s role or responsibilities at the event. Continue to use the PPE required for existing occupational safety hazards and emergencies as directed by applicable laws and your employer.

Event organizers should plan to have materials available to personnel in the case they are unable to provide their own, forget to bring their own, or do not bring adequate materials. It is in the best interest of the event planner or organizer that they provide the appropriate materials to ensure a standard of quality is used by all staff and volunteers on-site.

PPE and CPE specific to COVID-19 that should be provided and used includes:

- Mask and/or face coverings (recommended to be used by EVERYONE on-site regardless of an indoor or outdoor venue)
- Hand washing stations
- Hand sanitizer stations
- Gloves (for cleaning and possibly when performing roles in high touch areas)

Consider what PPE and CPE is appropriate and REQUIRED for your workers and guests. Remember that some roles/tasks will require PPE even after pandemic restrictions are lifted, as with the first three examples in the table below:

	WHEN?	WHO?	WHY?
PPE - Mask	Cleaning	Worker	OHS WHMIS 2015
PPE - Gloves	Cleaning	Worker	OHS WHMIS 2015
PPE - Eye Protection	Cleaning	Worker	OHS WHMIS 2015
CPE - Face Covering	Attending	Attendee/Worker	Public Health Order



CORRECT USE OF MATERIALS AND BEST PRACTISES FOR HAND HYGIENE

Face Coverings

Note that specific style masks are required for certain jobs that are dealing with chemicals, flames, heat and so forth. These masks should continue to be utilized as per Occupational Health and Safety standards. Know the differences between respirators, surgical masks and non-medical masks and when to properly use each.

The face coverings discussed below are considered Community Protective Equipment and should be considered as a measure to protect others from germs you may have. Understand that people may choose to wear face coverings regardless if there is a formal requirement.

How to wear a mask

Before putting on a mask, clean hands with alcohol-based hand rub or soap and water. Open the mask fully to cover from **nose to below chin**. If the mask has a nose bar, pinch around your nose.

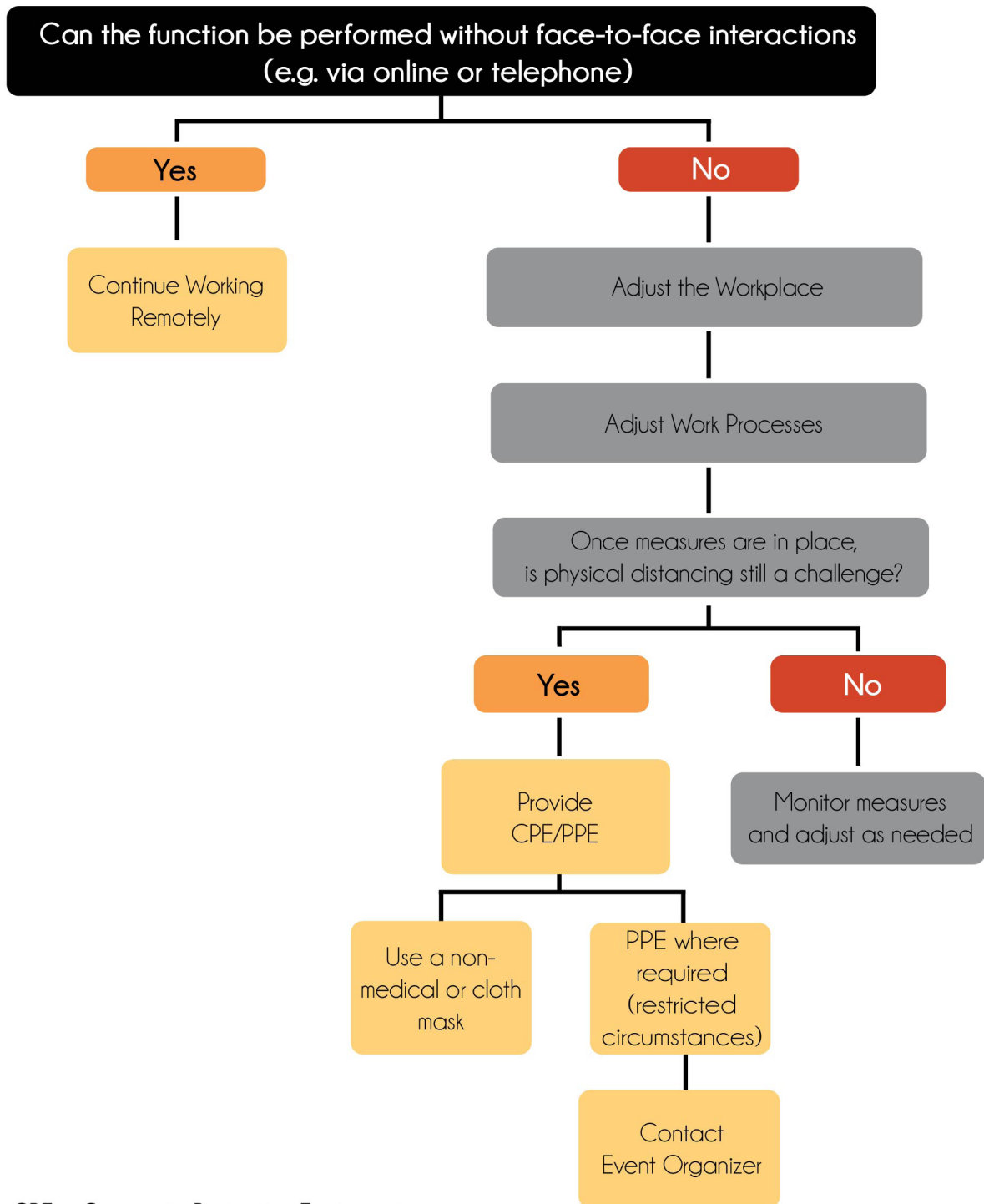
During use:

- Avoid touching the mask or your face under the mask. If the mask becomes damp, clean your hands and replace the mask.
- **Keep** your mask on
- **To remove the mask**, clean hands with alcohol-based hand rub or soap and water. **Do not touch** the front of the mask. Remove using the ties or elastic loops.
- **Discard** immediately in a garbage can.
- **Clean** hands with alcohol-based hand rub or soap and water. **Never** reuse disposable masks. If you are using a cloth face covering, ensure that it is being cleaned frequently.
- Note that face shields are not considered efficient in blocking droplets or aerosols from your face and should be used as an add-on to a mask, not the only means of coverage. Face shields can be useful when communicating with those that have hearing challenges, but a mask should be worn again as soon as the interaction is complete.

For more information, please visit Alberta Health Service's [When & How to Wear a Mask](#) guide.



Decision Tree Example for When to Choose Face Covering Protection for your Workers



Note CPE = Community Protective Equipment:
non-medical masks or face covering.

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Gloves

Gloves should be provided and utilized in circumstances of cleaning or possibly working in high touch areas. When shared equipment or tools cannot feasibly be disinfected, gloves may be worn as a method of transmission prevention.

Gloves can create a false sense of security. If not used and disposed of properly, gloves may provide another surface for the virus to live on, potentially encouraging virus transmission. Gloves are not a substitute for proper hand hygiene. It is recommended to undertake frequent and thorough hand washing—with soap and water for 20 seconds—or hand hygiene using an alcohol-based hand sanitizer, along with covering your mouth when coughing or sneezing. Avoid touching your face, nose or mouth regardless of whether gloves are being worn. These remain the best evidence-based ways to prevent the spread of respiratory illness.

Note that suggested PPE does not replace PPE required by OHS standards (e.g., chemical resistant gloves required when working with specific chemicals or cleaning products).

For those who choose (or are required) to wear gloves, proper glove use must be practiced:

- Hands should always be washed and/or sanitized prior to putting on gloves and after taking gloves off.
- Gloves should be changed when they become soiled or torn.
- Change gloves if you touch your face – eyes, nose or mouth – or cover a cough or sneeze with your hands while wearing gloves.
- Disposable gloves should be thrown out and not used again once they have been taken off.
- Reusable gloves must be cleaned and disinfected after each use.

More information on glove usage and other COVID-19 related questions can be found here: [Novel Coronavirus \(COVID-19\) Frequently Asked Questions - Public](#)

To remove gloves:

1. Remove gloves using a glove-to-glove/skin-to-skin technique. First, grasp the outside of one glove at the palm.
2. Peel glove away from the palm toward the fingers, rolling the glove inside-out. Be careful not to touch your skin with your gloved hand. The contamination is now on the inside. Ball the glove up and hold in your other gloved hand.
3. Carefully slide the un-gloved index finger inside the wristband of the gloved hand. Try and avoid touching the outside of the glove because that is the contaminated region.
4. Gently pull outwards and down toward the fingers, removing the glove inside out.
5. Pull the glove down so that the first glove ends up inside the second glove and no part of the outside is exposed. Throw away both gloves in an appropriate container. Perform hand hygiene.

Please visit the link to see the full [Steps to Take Off Gloves](#) including helpful pictures.



When the hand hygiene indication occurs before a contact requiring glove use, perform hand hygiene by rubbing with an alcohol-based handrub or by washing with soap and water.

I. HOW TO DON GLOVES:



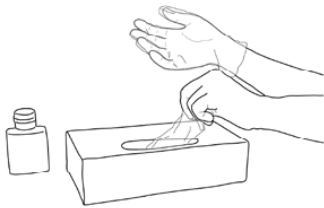
1. Take out a glove from its original box



2. Touch only a restricted surface of the glove corresponding to the wrist (at the top edge of the cuff)



3. Don the first glove



4. Take the second glove with the bare hand and touch only a restricted surface of glove corresponding to the wrist

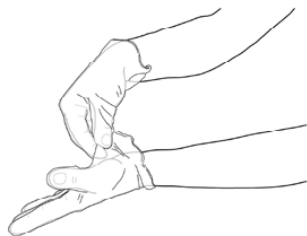


5. To avoid touching the skin of the forearm with the gloved hand, turn the external surface of the glove to be donned on the folded fingers of the gloved hand, thus permitting to glove the second hand

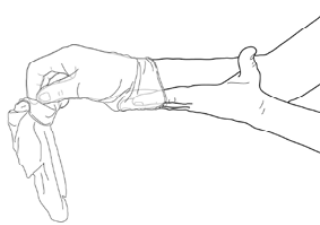


6. Once gloved, hands should not touch anything else that is not defined by indications and conditions for glove use

II. HOW TO REMOVE GLOVES:



1. Pinch one glove at the wrist level to remove it, without touching the skin of the forearm, and peel away from the hand, thus allowing the glove to turn inside out



2. Hold the removed glove in the gloved hand and slide the fingers of the ungloved hand inside between the glove and the wrist. Remove the second glove by rolling it down the hand and fold into the first glove



3. Discard the removed gloves

4. Then, perform hand hygiene by rubbing with an alcohol-based handrub or by washing with soap and water

Diagram from Alberta Health Service's [Glove Use and Selection](#) guide

PPE and CPE may be disposed of as regular (non-biohazard) waste. Ample trash receptacles should be made available throughout the event and emptied regularly.

Hand Hygiene

Given the potential concern about person-to-person transmission of COVID-19, enhanced hand hygiene measures are critical and considered key to infection prevention.


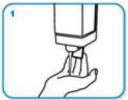

How to Wash Hands:

- Roll up long sleeves and push up any wrist accessories.
- Wet hands with warm water.
- Apply enough soap to cover surfaces of the hands.
- Vigorously rub soap over palms, backs of hands, wrists and space between fingers, fingertips and thumbs.
- Procedure should take 15 to 30 seconds. Rinse under warm, running water.
- Pat hands dry with disposable towel.
- Turn tap off with the disposable towel.



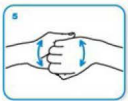

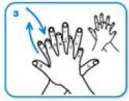
Please see Alberta Health Service's [How to Hand Wash](#) guide for more detailed instructions.

How to Hand Wash


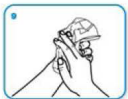

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If you have any questions or comments regarding this information please contact the Infection Prevention & Control Hand Hygiene Program at HandHygiene@ahs.ca



- Roll up long sleeves and push up any wrist accessories
- Wet hands with warm water
- Apply enough soap to cover surfaces of the hands



- Vigorously rub soap over palms, backs of hands and wrists
- Include space between fingers, fingertips and thumbs
- Procedure should take 15 to 30 seconds





- Rinse under warm, running water
- Pat hands dry with disposable towel
- Turn tap off with the disposable towel

Periodically apply AHS-provided hand lotion for skin integrity.

Adapted with permission from The World Health Organization

Original date: May 2017
Revised date: June 2019



Using Hand Sanitizer:

If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol.

- Depending on the size of your hands, the amount of hand sanitizer needed may vary.
- Use enough product to cover your hands and vigorously rub over your hands until all surfaces are completely dry (about 20 seconds).
- Do not rinse or wipe off the hand sanitizer before it is dry.
- Always follow the label directions on hand sanitizer products.
- Note that wet hand sanitizer is combustible so those using any heat source or open flame should ensure that hands are completely dry.

Hands should be frequently washed or sanitized:

- Upon arriving on-site at the event
- Before putting on and removing PPE
- Before and after touching your eyes, nose, or mouth
- Before and after eating or drinking
- When handling shared equipment or objects
- When touching an item or surface that may be frequently touched by other people
- When cleaning or disinfecting equipment, tools, or workspaces
- After leaving the event site

For further information on hand sanitizer please refer to the Government of Alberta's [Hand Sanitizer – What you need to know](#).

Cross-contamination Concerns:

It is important to not unintentionally spread COVID-19 from one surface to another.

To help minimize cross-contamination:

- Only touch surfaces and items as needed.
- Dispose of face coverings and gloves as instructed.
- Clean touched surfaces and objects frequently and following correct cleaning protocols.
- Wash reusable cloth face coverings daily.
- Replace damaged and damp face coverings as needed.



Operational Considerations for Events and Live Experiences

The following topics are areas of Operations (organized alphabetically) that should be considered by event planners in order to implement plans and operate an event with specific attention to COVID-19 concerns and protocols. The details below are considered recommendations that should be thought of and implemented where possible. This list is not exhaustive. These recommendations can be modified for multiple types of events including those with indoor and outdoor locations. Operational considerations should be undertaken along with the previously described Design and Planning Considerations.

ACCESS AND EGRESS

- Consider ways for timed entry to minimize lines for greeting, ticket scanning, security checks, bag checks, etc. Timed entry could be based on ticket types or seating areas.
 - Develop flexible refund policies for visitors to promote staying home when sick.
 - Consider all the implications of any re-entry policy you may have.
 - When developing access and egress plans, consider the amount of space needed for a waiting crowd and the activities that occur here.
 - Where possible, consider lining up guests outdoors rather than in confined foyers or lobbies.
 - If lineups are anticipated to extend onto a road or pedestrian thoroughfare, consult with public safety authorities on where to queue guests and still allow for traffic flow and emergency access.
 - Maintain appropriate distancing requirements (2 metres) when attendees arrive and check into the event including the distance from the person(s) checking them in. Note that up to 4 square meters per unrelated group will be necessary in your line up requirements.
- Where possible establish plexiglass barriers for staff and volunteers to communicate through in order to eliminate transfer of droplets between them.
 - All those working on-site for an event should have their own clear entrance and exit point to the venue which incorporates the same distancing and health screening requirements as guest access points.
 - Consider coordinating site egress from back to front in an ordered fashion where possible or utilize multiple exits and zoning from where people should exit the venue where possible.
 - Consider staggering exiting times from the venue where possible.
 - Consider implementing possible one-way patron traffic flow, where safe.
 - Communicate expectations and requirements for entrance and exiting to all event stakeholders before and at the event.
 - Establish ways in which ticket taking or registration can be as contactless as possible including app technology or scanning devices, rather than exchanging paper.
 - Limit the amount of items that are given to attendees when they arrive at the event.



Photo Credit: Marc J Chalifoux Photography
Edmonton Fringe Festival

ACCESSIBILITY

- Consult and collaborate with local accessibility advocacy groups and stakeholders.
- New health screening measures may require new accommodations for persons with disabilities.
- Consider, when needed, utilizing face coverings that are more accessible to those with hearing challenges. For example, using face masks with a see-through window over the mouth or using a face shield. Note: face shields only are NOT recommended as they do not protect against aerosol transfer. The accompanying mask should only be removed as needed when working with those with hearing challenges.
- Announcements, instructions and signage should be both audible and visual, where possible, to accommodate people with sensory challenges and different language skills.
- Venues that reduce capacity should ensure that they still have sufficient accessible seating options available.



AIR FILTRATION SYSTEMS

- Air filtration is an important consideration for the mitigation of COVID-19 and should be considered when looking at indoor venues.
- Determine whether the venue you have selected has an air filtration system available in the space. If so, does that system recycle the air, filter the air, or bring new air into the system from the outside?
- Ideally you want a system that swaps the air in the space entirely by bringing in fresh air from the outside.
- In spaces with a closed air system, consider opening windows when available. Place fans in windows that pull fresh air from the outside and push old air out. Avoid pushing air directly across guests in the room.
- Consider using a portable air filtration system, such as a HEPA filtration unit, to filter the air in your space. These can be useful when in a room 1000 sq. ft. or smaller. A portable unit will not be effective in a larger space. Note: filtration alone should not be the only mitigation effort undertaken. When used along with other practices it can be part of your plan to reduce airborne transmission. For more information see: [Air Cleaners, HVAC Filters, and Coronavirus \(COVID-19\) | Coronavirus \(COVID-19\)](#)
- Where possible, look at setting your humidity in a space to 40-60% as this will assist in droplets and aerosol falling to the ground faster.

For more details on Air Filtration and Ventilation see: [CDC Covid-19 Ventilation in Buildings](#)

BACK OF HOUSE AND PRODUCTION

- Consider rapid testing programs for staff, crew, volunteers and artists as part of the agreement to access and work backstage. Details on rapid testing and government supports can be found at: [Rapid testing program | Alberta.ca](#)
- Make necessary changes to the layout and design of your back of house areas to take into consideration COVID-19 needs of physical distancing and zoning. These areas include craft and food service areas, dressing areas, stage and production areas, and the storage of materials and equipment.
- Limit the amount of people in back of house areas to only those that are essential.
- Establish dressing room and stage capacities, clearly post those numbers.
- Cohorts in the back of house and production areas should be pre-determined based on function and/or areas of access and should not intermingle wherever possible.
- Eliminate areas for people to gather in backstage areas.
- Develop a strategy, or load-in/out schedule, which allows for physical distancing and avoids crossover between crews.
- Allocate the appropriate storage backstage that keeps gear in bubbles according to the crews.
- Ensure all equipment is properly sanitized and eliminate shared items both onstage and off.
- Allow enough time for all equipment to be properly disinfected between performers.
- Wherever possible, encourage artists to provide their own backline for performances.



Photo Credit: Benjamin Laird Arts & Photo
Calgary Mayor's Lunch for Arts Champions

COLLECTION OF PERSONAL INFORMATION AND PRIVACY

See “Contact Tracing” on [page 28](#)

- To support public health contact tracing efforts in the event that an attendee tests positive, operators should collect the name and contact information of attendees.
- Providing information is voluntary for attendees. An organization must obtain an individual's consent and notify them about the purpose and legal authority for the collection.
- AHS will only request information about attendees if a potential exposure occurs on-site. This includes staff, workers and volunteers on shift along with event attendees.
- Records should be kept for four weeks. An organization must make reasonable security arrangements to protect the personal information and dispose of it properly.
- Personal information that is collected for COVID-19 contact tracing must only be used for this purpose, unless an individual provides their consent.
- When notifying anyone of a possible close contact COVID-19 exposure, care should be taken to ensure the privacy of the person who has been diagnosed with the virus.
- For more information, the Office of the Information and Privacy Commissioner has released [Pandemic FAQ: Customer Lists](#) about collecting customer lists or contact logs during the COVID-19 pandemic.

COMMUNICATIONS

Clear communication of expectations and requirements will be key to the success of an event. Pre-event meetings with all stakeholders to establish clear expectations will be important.

Clear communication should occur before and during the event so all workers and guests know what to expect and what safety measures are being taken.

Keep safety messaging clear and concise, using plain language and visual graphics where appropriate.

The presence of staff or volunteers managing lineups outside the venue will communicate safety and instill confidence in the processes in place.

Messaging should take place before, during and after the event. Consider the following locations:

- On your website, the more prominently expectations and rules are displayed the more serious the organization appears about safety and compliance
- At point of ticket sales with confirmation check boxes to ensure patrons have read and agree to the requirements
- On ticket confirmation notices via email or text
- Through social media posts leading up to and during the event
- Through the use of mobile apps that highlight health rules and expectations
- Signage
- Through verbal messaging and modelling good behaviour by guest service staff and volunteers

Develop necessary crisis communication plans and messages to support the decision-making and communication process for cancelling or postponing (prior to or during the event) related to COVID-19.

Consider post-event surveys to determine how guests and workers felt about communication prior to and during the event, and the level of safety they felt while participating. This information can then be used for changes and improvements for your next event.



Photo Credit: Benjamin Laird Arts & Photo
Calgary Mayor's Lunch for Arts Champions

CONTACT TRACING

- Record each patron's name and contact information to support effective contact tracing. This can be incorporated into registration or ticket sales.
- Create a record of all on-site workers (staff, performers, contractors and volunteers). Gather details including name, contact details, affiliation, area(s) of work on-site, time entering the event and time of leaving the event.
- Document all circumstances of illness to help with contact tracing.
- Develop necessary reporting documentation templates.
- Develop necessary communication processes for reporting potential infection to all necessary stakeholders. It is the responsibility of the event organizer to communicate any possible exposure.
- When notifying anyone of a possible close contact COVID-19 exposure, care should be taken to ensure the privacy of the person who has been diagnosed with the virus.
- For more information regarding contact tracing for workers and volunteers, as well as a script template on how to notify, see: [COVID-19 Workplaces & Employers Contact Tracing](#)

COVID-19 CODE OF CONDUCT

Most events and venues already have codes of conduct and lists of prohibited items and behaviour for workers and attendees. New health procedures and expectations must now be added to these.

- Develop ticketing options where guests need to opt in to agreement on safety protocols and a COVID-19 Code of Conduct in order to finalize their purchase.
- Display COVID-19 and event regulation signage in high-traffic areas to help inform and educate guests of requirements.
- Establish or enhance existing code of conduct

procedures and signage with information supporting new health procedures and expectations.

- Communicate expectations and requirements to all event stakeholders before and at the event as part of ticket purchasing requirements.
- Clearly communicate repercussions of non-compliance to guests and workers. Have a response plan prepared.

COVID-19 COMPLIANCE OFFICER AND PUBLIC HEALTH TEAM

- Consider creating a COVID-19 Compliance Officer position for your organization and event. This person will be responsible for overseeing that COVID-19 safety considerations are layered in from design of the event through to execution and post event.
- The role is considered the authority and/or final decision maker on COVID-19 based issues. All workers on-site are accountable to the role.
- While COVID-19 safety remains the responsibility of everyone, creating a COVID-19 Compliance Officer identifies where decision making authority rests.
- Ideally, this role should brief all personnel on-site as to COVID-19 safety measures and can assist in policy decisions and enforcement issues.
- Ensure the person undertaking this role has the appropriate medical and risk management knowledge for the role.
- Consider development of a Public Health Team that will work under your COVID-19 Compliance Officer. The team members should be available to event workers and guests to answer questions, troubleshoot issues, and assist with COVID-19 compliance on-site.
- Ensure that your Public Health Team has the appropriate medical and risk management knowledge for the role.
- Public Health Team members should perform daily check-ins with all on-site vendors to ensure that all COVID-19 protocols are followed within their operations.



CROWD MANAGEMENT

Refer to “Access and Egress” considerations on [page 24](#)

- Ensure that distancing requirements are followed in lineups. Tools such as lines or decals on the ground, barricades, rope and stanchion, etc., may be useful.
- Physical distancing of at least two metres while inside an event space is required. Use visual markers where appropriate to illustrate this.
- Consider markings to indicate physical distancing spots where guests should sit or stand which allow for maximum site capacity. Marking can be used to indicate designated seating plans, chair positions, blocked off seating banks, and directional signage for flow of traffic, etc.
- Examine site plans and layouts to identify areas of congregation. Correct and possibly redesign areas to move guests through an area from point A to B, rather than congregating.
- Design programming that encourages guests to move through a space rather than congregate.
- Stagger arrivals and departures of both audiences and workers.
- Designate staffing and consider additional staffing requirements: to monitor crowd flow; implement and enforce distancing in lineups as well as throughout the event space; and educate, communicate with, and direct guests.
- Post appropriate signage to communicate expectations in high traffic areas.
- If you anticipate that lineups may extend onto a road or pedestrian thoroughfare, consult with public safety authorities on where to queue guests and still allow for traffic flow and emergency access.
- Review all emergency response plans that are typically developed for your event and make any adjustments or additions needed, with COVID-19 considerations in mind.

DOCUMENTATION

- Establish a procedure addressing how to capture and submit health data and screening information regarding all staff, crew, contractors and volunteers on-site.
- Develop and use templates for health screening of staff.
- Determine a primary point of contact (possibly your COVID-19 Compliance Officer or Health Team member) for sharing information as needed with authorities.
- Ensure privacy of any documentation relating to a guest's or worker's personal health.
- Plan for proper storage of documentation to ensure records are not lost.

ENFORCEMENT AND SECURITY

- Establish responsibilities among workers and volunteers to deal with non-compliance of COVID-19 protocols and incident escalation, when appropriate.
- Workers and volunteers dealing with non-compliance issues should know the COVID-19 specific rules, understand why the rules are in place, and have clear options on how to deal with non-compliance.
- Develop a clear plan as to which members of your team will deal with escalation situations. Develop necessary worker and volunteer training and resources related to escalation protocols for your event.
- Establish a relationship with all COVID-19 enforcement authorities in your area, such as bylaw services and police. Confirm what assistance they will make available in response to COVID-19 non-compliance issues.
- Consider using third-party, licensed security officers to undertake or supplement your enforcement requirements. Security teams can be used for escalated situations.
- Consider using Safety Ambassadors who can help with messaging and modelling good behaviour to lessen the visual impact of security on-site.

FIRST AID PROTOCOLS

- Develop your first aid plans with a layer of COVID-19 safety embedded into all practices. For more information see: [First aid protocols and considerations for an ill or injured person during COVID-19](#)
- Develop plans to respond to illness at the event, while considering the requirements for movement through crowds. If guests or workers become ill on-site they should remove themselves from the site.
- Consider the provision of isolation space on-site to accommodate anyone who becomes ill during the event and cannot immediately leave.



FOOD AND BEVERAGE

- Avoid individual paper menus by posting menus electronically, printing on large signage or using QR codes.
- Consider implementing touchless sales and service experiences. Look to remove things like drink tickets and cash handling. Design food and beverage pick up areas that eliminate handing items directly to guests.
- Consider bringing food options to guests where they are seated rather than having the guests move to concessions or food service areas. This will help to reduce lines and gathering of people.
- Where possible, install plexiglass barriers between workers and attendees at food service windows and payment registers.
- Ensure all equipment, service and consumption areas are properly sanitized and eliminate shared items.
- Eliminate communal food options, self-serve food options and shared items such as beverage dispensers, garnishes and buffets.
- Look for pre-packaged food options.
- Develop COVID-19 appropriate training programs and resources for food service workers, food vendors, concession operators, etc.
- Ensure all outside vendors participating in your event have their own COVID-19 protocols in place.
- Stagger break times and consider zoning so that volunteers and crews can spread out at meal times and avoid gathering.
- Where possible, locate food options and eating areas outdoors.
- For more information on Food Service recommendations see the Government of Alberta's [Guidance for restaurants, cafes, pubs and bars](#)

GARBAGE

- PPE can be disposed of in regular garbage receptacles, as non-biohazardous waste.
- Provide additional garbage receptacles at entrances, exits and parking lots, for people to dispose of masks.
- Due to the likelihood of additional garbage from masks and single serve food and beverage options, ensure there are additional waste receptacles available throughout the site and they are emptied frequently.
- Ensure that touch points on garbage receptacles are sanitized frequently.
- Ensure COVID-19 safe protocols are in place for any staff or volunteers assigned to garbage removal duties including the use of gloves and sanitation supplies as needed.

GROUND TRANSPORTATION

- Physical distancing should be enforced in all ground transportation. This will require larger vehicles with less people and possibly additional vehicles or multiple trips.
- Passengers should wear face coverings in vehicles.
- It is recommended that windows be kept open during transportation, when possible.
- Assign a worker to disinfect high-touch surfaces inside buses, vans and other ground transportation between trips.
- Consider waiting to load a vehicle until all passengers have arrived to avoid people sitting and waiting in an enclosed space.
- Ensure that distancing measures are in place in pick up areas and consider zoning pick up areas to avoid large numbers of people from congregating in one spot.
- Consider scheduling ground transport to limit intermingling of people across work teams (pods) and be aware of who is travelling with whom.

HEALTH SCREENING

- All persons entering your event site must be health screened prior to receiving access. This includes all guests, staff, volunteers, crew, suppliers, etc.
- Ensure that all screening is done quickly and efficiently, with enough staffing to keep lines moving. This helps reduce the number of people waiting at any one time.
- Where possible, conduct health screening outdoors.
- All persons should be asked to answer a standard health screening questionnaire. This can be done electronically either before arrival and shown at access points, or asked and answered upon entry.
- An example of a screening questionnaire can be found [here](#).
- Post self-screening signage at access points to the event site.
- Consider temperature taking at points of entry. While not infallible, guests with a high temperature can be easily eliminated from the site with this testing. Note that with a temperature of 38 degrees Celsius or above, one should be given the opportunity to potentially cool down and be retested. Those that re-test at 38 degrees Celsius or higher should be denied access to the space. Consult health authorities for proper training on best practices for temperature taking. For more details please refer to the Event Leadership Institute's [Pandemic On-Site Protocol Training](#).
- Explore incorporating health and safety requirements into agreements with contractors and service providers to ensure standardized screening and compliance is taking place across the site.
- Develop appropriate Illness Response Plans for responding to worker and attendee illness on-site.



- Consider rapid testing options for your event. Depending on the size of your event, it may not be feasible for your guests, however, it could be considered as a practice for your staff, volunteers, crews and artists.
- Testing should be undertaken when people arrive on-site or depending on the test, could be done just prior to arrival.
- Where appropriate, make available a central service location for event organizers, performers, staff and volunteers to be tested before executing an event. Ensure that you plan for the space and time needed for people to wait for test results.
- Resources may be available from the Alberta Government to assist in Rapid Testing. Click [here](#) to determine if you are eligible.

INSURANCE

- Review your current insurance policy and coverage with your insurance company to understand the policy and ensure accurate and sufficient coverage for claims related to public health, pandemic, or illness risks. Understand what is covered.

MERCHANDISE

- Consider using contactless ordering and payment systems that allow for pre-ordering or mobile ordering and on-site pickup.
- Only workers should touch items for sale rather than guests being able to handle merchandise.
- Ensure that appropriate cleaning and disinfection of high touch areas takes place.
- Establish physical distancing around merchandise areas to space out lines and avoid crowding.

PARKING

- Consider spreading out parking areas and keeping space between parking spots to assist with physical distancing.
- Add directional signage to/from parking spaces to highlight safe flow patterns for guests.
- Ensure parking payment terminals are disinfected regularly.

INTERMISSION

- Avoid or lengthen intermissions to reduce potential for congestion in lobbies or food service areas.

MONEY HANDLING

- Consider using contactless payment systems or RFID bands for payment systems on-site.
- Discourage physical cash transactions if possible.
- Limit the amount of people touching point-of-sale terminals, where possible.
- Sanitize point of sale terminals between guest transactions.
- Consider advance ordering and payment of food and beverage items and merchandise to eliminate on-site money handling.
- Communicate expectations and requirements to all event stakeholders beforehand, so they are prepared for methods of payment.

PERFORMERS AND STAGE PRESENTATIONS

- Performers onstage need to be physically distanced from each other by two metres (unless in an established family or artist cohort) and from the first row of audience members by four metres.
- Vocalists should be placed in front of the other performers and, where possible or mandated, singing and non-singing performers should remain masked.
- Consider staggered arrival times for all performers to avoid cohorts overlapping.
- Establish which equipment is designated to which performer onstage. Sharing of equipment and microphones is not recommended.
- Ensure all equipment is properly sanitized before and after each use.
- Examine your backline needs for performers and determine if it is best to have it provided by the event organizer or brought by the artist. Backline that is provided by the organizer can be sanitized and controlled by the professionals on your team while equipment brought by individuals can reduce crew touching surfaces that have been in contact with someone from outside their cohort.
- Allow sufficient time in the schedule for a proper stage flip and sanitation to take place.
- Eliminate shared items on and offstage.
- Re-imagine performer meet-and-greets and how they can be done safely, distanced or virtually.
- Reconsider hospitality practices and offerings when negotiating contracts to provide pre-packaged items and single serve options for rider fulfillment.

For more details please visit: [COVID-19 Guidance for Singing & Vocal Performance](#)

PERSONAL PROTECTIVE EQUIPMENT (PPE) AND COMMUNITY PROTECTIVE EQUIPMENT (CPE)

Personal Protective Equipment (PPE) and Community Protective Equipment (CPE) refer to items worn and used to protect the user from a hazard. In the case of COVID-19, the most utilized PPE and CPE include masks/face coverings, gloves and hand sanitizers.

- There is not a requirement in OHS legislation for employers to provide or pay for face coverings / masks, however, an employer may do so optionally if they choose.
- Adhere to municipal and provincial legislation concerning mandatory face covering policies for indoor spaces.
- Consider creating a mandatory face covering policy for outdoor events. Communicate this policy clearly and enforce it consistently.
- Event organizers should have masks available on-site for those guests who require them.
- Ensure staff, contractors, service providers and event attendees have and use PPE as required. Ensure that workers are wearing the mask type that is appropriate for the tasks they are assigned to do as outlined by OHS and public safety requirements.
- Consider providing all PPE (including masks) to your on-site workers and volunteers to ensure there is a high standard of equipment being used and everyone has the pieces they need.
- Communicate and educate staff, contractors, service providers and event attendees on proper use of PPE, including masks.

See CORRECT USE OF MATERIALS AND BEST PRACTISES FOR HAND HYGIENE on [page 18](#) for further details



Photo Credit: Marc J Chalifoux Photography
Edmonton Fringe Festival

PROGRAMMING

- Limit or eliminate activities involving contact between participants like contact sports, mosh pits, partner dancing, etc.
- Limit or eliminate activities that involve high levels of contact with shared surfaces or equipment such as inflatables or crafts where supplies are shared, etc.
- Examine activities that have more risk of spreading COVID-19 such as singing, yelling, whistling, groups talking during networking events, and consider how to mitigate these risks.
- Ensure that appropriate spacing of 4 meters is set up between stage performers and audience members.
- Consider having performers or activities come to the audience rather than moving an audience to the next stage or activity.



Photo Credit: Marc J Chalifoux Photography
Edmonton Fringe Festival

SANITATION

- Note that cleaning is defined as the removal of dust, debris and dirt from a surface by scrubbing, washing and rinsing. Disinfecting destroys or inactivates both bacteria and viruses.
- Minimize opportunities for COVID-19 transmission through frequent cleaning and disinfecting of high touch surfaces like doorknobs, tabletops, railings, contactless payment units, etc.
- Limit the sharing of tools, equipment and supplies. Disinfect any shared items between uses.
- When using indoor spaces for your event, consider allowing time for the room to air out between guests rather than putting the audience in back-to-back.
- Explore incorporating cleaning and sanitization requirements into agreements with contractors and service providers. Ensure that all expectations and requirements are clearly communicated.
- Establish cleaning and sanitization protocols for materials and equipment upon delivery, set-up, use, strike, and return.
- Establish a schedule for when cleaning will take place during the event and to whom the task is assigned.
- Consider using an electronic atomizer sanitation unit (fogging unit) for your cleaning needs. Ensure that manufacturer's instructions are followed and workers are trained on how to use the equipment safely and properly.
- Ensure the safe use of approved cleaning and disinfection products for COVID-19. See [Hard-surface disinfectants and hand sanitizers \(COVID-19\): List of disinfectants with evidence for use against COVID-19](#)
- For more information on cleaning practices and standards see [COVID-19 Public Health Recommendations for Environmental Cleaning of Public Facilities](#)

SEATING ARRANGEMENTS

- Design your seating areas to ensure distancing requirements amongst your audience.
- Consider allocating seating arrangements by household group or established cohort.
- Plan for staffing and signage to monitor and correct individuals moving between allocated seating areas.
- Consider removing seats from an area to allow for the spacing of guests.
- Ensure distancing requirements between performers, performance area(s) and audience. Guests should be a minimum of 4 meters from a performer on stage.
- Develop a cleaning and disinfecting schedule for fixed seating areas before the next set of audience members use the area.
- When using indoor spaces for your event, consider allowing time for the room to air out between guests rather than putting the audience in back-to-back.

SHELTERING

- If you are providing covered space in the case for sheltering from inclement weather, ensure that there is a capacity max on that space that allows for distancing within.
- Consider how much covered space you need to have in order to accommodate your audience.
- If using tenting on-site for either sheltering or work spaces, it is recommended that all walls are removed from the tents to allow for airflow through the space.

SITE MAPS AND EVENT FLOORPLANS

Refer to “Access and Egress” on [page 24](#) and “Crowd Management” on [page 29](#)

- Develop event site plans that take into account and indicate illness prevention, mitigation and protection efforts.
- Consider establishing standardized legends with icons/symbols that explain COVID-19 measures in place.
- Incorporate the necessary details and diagrams to indicate COVID-19 specific requirements such as:
 - » Maximum number of people permitted in each area
 - » Location of sanitation stations
 - » Expected line up locations
 - » Access and egress points/health screening areas
 - » Healthcare access points
 - » Areas where traffic flow directions have been designated

STAFF AND WORKER SAFETY AND MANAGEMENT

- Communicate and coordinate expectations and requirements with staff, crew, volunteers and artists prior to their arrival so they are aware of what COVID-19 safety measures will be required of them and what will happen in a case of non-compliance or the need to be removed from site due to illness or suspected illness.
- Maintain a list of the names, contact information and attendance records of all workers, for contact tracing purposes.
- Conduct training virtually, where possible.
- Explore incorporating health and safety requirements into agreements with contractors and service providers so that expectations are clearly outlined prior to arriving for work.

VOLUNTEERS

- For the purpose of this document volunteers are considered workers and should have the same health screening, safety equipment and physical distancing requirements as anyone else on-site.
- Consider having your volunteer leads assist in the development of your risk assessment.
- Communications should be clear to volunteers to illustrate what safety measures are in place, what is expected from them as to their compliance and the assistance they may be required to give regarding the compliance of others.
- Consider outlining how their volunteer experience may differ from previous volunteer opportunities and what volunteer benefits they may (or may not) receive in this instance.
- Establish what is considered a reasonable task to ask volunteers to undertake and ensure that is communicated before people commit.
- Volunteer training should include a COVID-19 focus over and above their typical training for the role.
- Where possible, consider virtual orientations and training and the use of training videos for volunteers.

WASHROOM FACILITIES

- Post washroom capacity outside of washroom space and provide lineup signage as required.
- Ensure that hand washing and hand sanitizing supplies are well stocked in the washrooms throughout the event and that garbage receptacles are available and emptied regularly.
- Consider having disinfecting wipes available for use by your guests.
- Consider the length of your event, food and beverage service to avoid high washroom usage.
- Consult with your portable washroom rental company and share applicable guidelines on placement, rotation and sanitation.



- Consult with your portable washroom and hand wash equipment vendor, to ensure proper amounts of equipment are available and compliant with infection prevention and control measures.
- Develop and implement an appropriate cleaning and sanitization schedule along with replenishing supplies for all washroom facilities throughout the site. This could involve zoning the washrooms on-site so there is a rotation for airing out and cleaning facilities.
- Some washroom stalls, urinals and sinks may need to be marked as “Out of Service” to maintain distancing requirements.
- For more information on cleaning practices and standards see [COVID-19 Public Health Recommendations for Environmental Cleaning of Public Facilities.](#)

ZONING

- Where possible, consider establishing pods for your workers to keep teams separated and reduce interaction and opportunities for transmission across teams. These could be broken up by function or role and could be extended to areas within your event site to reduce movement of all workers into all areas on-site.
- Consider providing work pods with their own office and eating areas where possible.
- Consider color coding the various work pods so they are easier to identify and can visually see who they are intermingling with.
- Consider zoning concessions and washroom facilities close to guest seating, to reduce traffic throughout an entire venue.

Credits

This Guidebook has been informed by the following COVID-19 and public health and safety resources and documents available to the arts and live events sector.

Alberta Health Services: <https://www.albertahealthservices.ca/>

Alberta Live Events Coalition: <https://albertaliveeventscoalition.ca/>

Canadian Centre for Occupational Health and Safety: <https://www.ccohs.ca/products/publications/covid19-tool-kit/?&orig=/products/publications/covid19/>

Center for Disease Control Website: <https://www.cdc.gov/>

Event Leadership Institute - Pandemic On-Site Protocols Training Course: <https://eventleadershipinstitute.com/courses/training/pandemic-on-site-protocol-training/>

Event Safety Alliance - Reopening Guide and Safe and Sound Reopening Checklist: <https://www.eventsafetyalliance.org/>

Government of Alberta - Alberta Health: <https://www.alberta.ca/coronavirus-info-for-albertans.aspx>

Government of Alberta - OHS: <https://www.alberta.ca/occupational-health-safety.aspx>

Government of Canada: <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

IATSE Stage Craft Safety Committee Recovery Plan and Stage Craft Reopening Booklet: https://www.iatse.net/sites/default/files/stagecraft_reopening_guidelines_final.pdf

Network for Municipal Event Planners - Municipal Return to Events Guide: <https://www.festivalsandeventsontario.ca/images/2020/09/NMEPMunicipalReturntoEventsGuide.pdf>

NIVA - Venue Reopening Resources: <https://www.vermontartscouncil.org/uploads/media/documents/NIVA-VenueReopeningResourceGuide.pdf>

Office of the Information and Privacy Commissioner of Alberta: <https://www.oipc.ab.ca/>

World Health Organization: <https://www.who.int/>

Queensland Government: https://www.covid19.qld.gov.au/_data/assets/pdf_file/0014/132701/covid-safe-event-checklist.pdf

This project has been created in collaboration with the following partners and their associated representatives:

- Alberta Live Events Coalition
- Alberta Music Venues Coalition
- Alberta Outdoor Festivals Coalition
 - » Alberta Ballet, Beakerhead, Calgary Bluesfest, Calgary Folk Music Festival, Edmonton Fringe Festival, GlobalFest, Sled Island, Stampede Entertainment
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Sponsored by:

- Calgary Arts Development
- Calgary Economic Development
- The City of Calgary
- RISE UP Calgary



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Photo Credit: Marc J Chalifoux Photography
Edmonton Fringe Festival

Site-specific COVID - 19 health hazard assessment and control (Attendee)(template)

Event Name:	
Activity:	Date of assessment:
Conducted by: (Print name)	Signature:

Identify the tasks and COVID - 19 health hazards below, and the plans to eliminate/control these hazards

Activity (List all activities)	Hazards (List COVID -19 health hazards and consider surrounding area)	Tasks (List the controls for each hazard: Eliminate, Engineering, Administrative, Personal Protective Equipment)

Task brief for workers who will be tasked to control & direct movement of attendees.
Please print and sign below (all members of the crew) prior to commencing work

By signing this form, you acknowledge that you understand the COVID - 19 health hazards and how to apply methods to eliminate or control the COVID - 19 health hazards.

Name (print)	Signature	Name (print)	Signature

Supervisor's name (print):	Supervisor's signature:
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Notes:

Note that as per Alberta Occupational Health and Safety Act: Part 1, legislation requires the completion of a Hazard Assessment prior to work commencing by a trained and competent person.

This form is for example purposes only. Completing this form alone will not necessarily put you in compliance with the legislation. It is important and necessary that you customize this document to meet the unique circumstances of your work site. Further, it is essential that this document is not only completed, but is used, communicated, and implemented in accordance with the legislation. EHSpro its agents, employees or contractors will not be liable to you for any damages, direct or indirect, arising out of your use of this form.

Site-specific COVID - 19 health hazard assessment and control (template)

Event Name:	
Work to be done:	Date of assessment:
Task/Activity:	Location:
Conducted by: (Print name)	Signature:

Identify the tasks and COVID - 19 health hazards below, and the plans to eliminate/control these hazards

Tasks (List all tasks/activities)	Hazards (List COVID -19 health hazards and consider surrounding area)	Tasks (List the controls for each hazard: Eliminate, Engineering, Administrative, Personal Protective Equipment)

Please print and sign below (all members of the crew) prior to commencing work

By signing this form, you acknowledge that you understand the COVID - 19 health hazards and how to apply methods to eliminate or control the COVID - 19 health hazards.

Name (print)	Signature	Name (print)	Signature

Supervisor's name (print):	Supervisor's signature:
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Notes:

Note that as per Alberta Occupational Health and Safety Act: Part 1, legislation requires the completion of a Hazard Assessment prior to work commencing by a trained and competent person.

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COVID-19 Safe Event Checklist

Before Event:

PERMITTING AND GOVERNANCE:

- Check with the Alberta Provincial Government’s website to determine if you can operate your event in accordance with current public health guidelines and what restrictions may apply. Visit: <https://www.alberta.ca/enhanced-public-health-measures> for details.
- Ensure you comply with legislation and other requirements set by the federal, provincial, and municipal authorities having jurisdiction, and have obtained the proper approvals, including, but not limited to:
 - Provincial:**
 - Alberta Health Services - Public Health Orders – Food Handling
 - Alberta Occupational Health & Safety Act, Regulation & Code – Employers, Workers (Volunteers), Suppliers, Contractors, Service Providers
 - Alberta Municipal Affairs – Safety Codes
 - Alberta Employment Standards
 - Alberta Gaming & Liquor Corporation – Alcohol, Tobacco & Cannabis
 - Solicitor General – Licenced Security
 - Alberta Workers Compensation Board
 - Municipal:**

<input type="checkbox"/> Land/Property Owner	<input type="checkbox"/> Water Services
<input type="checkbox"/> City Support Services	<input type="checkbox"/> Bylaw Services
<input type="checkbox"/> Festival and Events Office	<input type="checkbox"/> Police Service
<input type="checkbox"/> Parks	<input type="checkbox"/> Fire Department
<input type="checkbox"/> Recreation	<input type="checkbox"/> Parking Authority
<input type="checkbox"/> Roads	<input type="checkbox"/> Public Transit
<input type="checkbox"/> Waste and Recycling	
- Adopt COVID-19 best practices as applicable to all aspects of your event and make operational by embedding them into organizational policy.
- Ensure key staff members are trained in organizational COVID-19 safety protocols, and are responsible for their review, operational implementation and communication to team members. Review information often and ensure it is up-to-date and communicated in a timely way.
- Ensure staff and volunteers are adequately informed and trained on up-to-date COVID-19 safety protocols as they pertain to their role and the organization.
- Adopt a duty of care plan and communicate your duty of care mission statement with event stakeholders.
- Review your due diligence legal and ethical requirements, and put a plan in place on how you will meet them.
- Review your insurance policy with your broker and know what you are, and are not, covered for.

EVENT OPERATIONS AND DESIGN:

- Conduct a hazard risk assessment of all staff, volunteer, and participant activities. Document and operationalize plans for risk mitigation and compliance. Consider all aspects of your event including, but not limited to:
 - Access and Egress
 - Accessibility
 - Air Filtration
 - Back of House and Production
 - Collection of Personal Information
 - Communications
 - Community Impact
 - Contact Tracing
 - COVID-19 Code of Conduct
 - COVID-19 Compliance, and Compliance Officer
 - Crowd Management and Capacity
 - Documentation
 - Emergency Response Plan
 - Enforcement and Security
 - First Aid Protocols
 - Food and Beverage
 - Garbage
 - Ground Transportation
 - Health Screening
 - Insurance
 - Intermission
 - Merchandise
 - Money Handling
 - Parking
 - Performers and Stage Presentation
 - Personal Protective Equipment
 - Programming
 - Sanitation
 - Seating Arrangements
 - Sheltering
 - Site Maps and Floorplans
 - Staff and Worker Safety and Management
 - Volunteers
 - Washroom Facilities
 - Zoning

* Consider using the **COVID-19 Protocols Guidebook for the Arts Sector and Live Events** and other resources to help in your planning.

COMMUNICATIONS:

- Ensure you have pre-event COVID-19 symptoms screening for all staff, volunteers, and participants, so no one exhibiting symptoms comes on-site.
- Ensure your organizational COVID-19 safety protocols and expectations are clearly communicated with all event stakeholders prior to volunteers, staff, and participants arriving on site. Consider displaying publicly on website and event marketing materials where appropriate.

During Event:

PERMITTING AND GOVERNANCE:

- Have all relevant federal, provincial and/or municipal permissions (permits) and compliance documents on-site, so it might be produced if requested by the relevant authority.
- Consider carrying a signed copy of this completed checklist, along with supporting governance and operational plans, as evidence of your COVID-19 risk mitigation and safety plan compliance.

EVENT OPERATIONS AND DESIGN:

- Ensure your COVID-19 mitigation and compliance protocols and public health measures are being regularly monitored and complied with.
- Monitor changing public health measures to ensure you are in compliance throughout the duration of your event.
- Have a response plan in case of changes in public health measures, changes to organizational COVID-19 mitigation and compliance protocols, or if a new hazard is identified during the event.
- Have clear protocols and escalation steps for issues with non-compliance. Ensure all staff and volunteers are aware of the steps and have the contact of the staff member responsible for issues of non-compliance. Have the contacts of the relevant authorities on-hand.
- Document compliance with all safety and sanitation protocols (e.g., washroom sanitation schedule with sign-off).

COMMUNICATIONS:

- Ensure adequate easy-to-read signage communicating public health measures, safety guidelines and expectations is displayed frequently throughout the event site.
- Consider making amplified announcements regarding public health measures, safety guidelines and expectations frequently throughout the event.
- Ensure staff, volunteers, and participants have a way to communicate concerns regarding safety and non-compliance so they can be dealt with swiftly.

After Event:

PERMITTING AND GOVERNANCE:

- Save all documentation pertaining to the lead-up and operation of your event that demonstrates you fulfilled your legal and moral obligations.

EVENT OPERATIONS AND DESIGN:

- Conduct a review of the event to examine all activities and identify areas that need more support or adjustment. Adjust protocols and policy if appropriate.

COMMUNICATIONS:

- Ensure you have a strategy to communicate post-event with all stakeholders, including health and compliance authorities, for purposes including, but not limited to, your contact-tracing protocols and strategy.