

Schedule “D”

Glenn Gould Studio

Events Guide for COVID-19 Period

This document is intended to inform and guide our Events and Operations during the COVID-19 Pandemic. It is based on information gathered from the current Government of Canada and Provincial (Ontario) Health & Safety Guidelines. Also, from Radio-Canada Operations, best practices as seen in the broader industry, and from Health & Safety CBC/Radio-Canada.

This is a living document, and guidelines will continue to be adjusted based on local conditions, and event requirements and recommendations from the
City of Toronto

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Guest Safety & Well-Being

Guest safety and well-being has always been paramount to our operations at the Glenn Gould Studio (GGS).

Vaccination and Self-declaration for audience/attendees/visitors

- Everyone entering the facility must be fully vaccinated. Client leads will confirm all audience, attendees, visitors, and any other representatives who will have access to CBC facilities are fully vaccinated according to federal guidelines.
- All attendees will be required to fill out a self-declaration form.
- Digital copies of the self-declaration form may be kept for archival purposes.

Masks

- It is recommended that all attendees wear a mask when circulating in our buildings and when physical distancing is not possible.
- GGS is not obligated to provide masks for attendees; however there will be a small supply of disposable masks available for anyone that is in need.

Audience capacities

- GGS is currently allowing full capacity audiences. Ontario and Federal guidelines for indoor gatherings will determine audience capacity and are subject to CBC Management approval. All clients will receive an updated floor plan as part of the planning documents.
- Seating capacities and floor plans will be reviewed with GGS on an event-by-event basis to ensure appropriate physical distancing. GGS Event Coordinator will work with clients to review what seats can be occupied and further details on assigned seating.
- GGS will work with clients to increase audience capacity including hybrid/virtual event options.

Cleaning & Sanitation

- Touchless hand sanitizing stations will be placed at each entrance to the GGS and throughout the venue.
- A hired cleaner is required on site during public events and will focus on high touch surfaces (i.e., door knobs, handles, faucets, washrooms, food prep areas, etc.)
- After every event, the facility will undergo a deep cleaning including all surfaces, and washroom facilities.
- Signage will indicate how many people are permitted into each washroom, green rooms and dressing rooms at a time. This will include sink usage.

Venue Flow & Signage

- When possible, clients will be encouraged to have all registration and ticketing completed prior to the event, in a digital format. This will reduce line-ups, and will ensure safe ingress and egress for all attendees and guests.
- For those groups who require onsite registration and ticketing pick-up, the GGS Event Coordinator will work with clients directly to ensure safe flow.
- Signage will be posted in highly visible locations throughout the venue reminding employees and guests of pandemic procedures



Catering, Bar Service & Coat Check

- Until further notice, the lobby bar will be closed and no communal beverages (water jugs, and dispenser) will be available.
- There will not be a coat check available until further notice. All attendees will need to hold onto their personal belongings.
- All food service requests need to be approved by GGS Management and will be approved based on current government and public health guidelines for indoor dining.
- When food service is permitted, all food will be served in prepackaged, individual servings. For all catered events, there will be no buffet or shared food services. Clients will be directed to work alongside their catering partners in order to customize their menus and best practices for food serving during this period.

Security

- A Duty Manager and/or Safety supervisor will be present at each event to oversee entry procedures (e.g., waivers, safe ingress/egress, etc.), and to make sure people are adhering to covid safety procedures.
- The GGS will remain on lockdown to maintain the cleanliness of the space after it is cleaned so that it remains untouched between events. The TP and Event Coordinator will send a list of front of house staff and technicians working on each event to security on a per event basis. No other CBC staff will have access to the facility without permission/appointment.



Communication

- Any updates to the procedures mentioned in this guide will be communicated in writing to each client group, in advance of their event. When possible, GGS management will strive to provide two weeks notice for an update to an existing policy. We recommend that once the client receives this update they post it on their event page to ensure their guests and attendees all have the latest information.
- New and updated procedures will also be listed on the GGS' website.
- Mandatory tie-down calls will be enforced between clients and GGS event teams 48-72 hours prior to each event. During this call, GGS staff will reinforce policies and procedures and work with clients on any updates that might have an impact on their event.

Best Practices for GGS Technical Production and Front of House Teams

- A unique risk assessment will be performed prior to production, by the GGS Technical Producer (TP). It will be shared with Health Services for validation, and all details which pertain to the crew or production team will be communicated prior to proceeding.
- Appropriate levels of PPE will be provided to all crew and front of house staff as required.
- Shared tools, supplies and equipment will be disinfected before, during and after each shift or anytime the equipment is transferred to a new employee or speaker.
- All microphones will be disinfected between each use - headsets, lavs, handheld, wired on stands, etc.