



VCM Downtown COVID-19 Safety Plan

Fall Term: September 08, 2020 to January 31, 2021

VCM DOWNTOWN HOURS

| | |
|-------------------|----------------------------------------------|
| Mo, Tu, We, Th | 08:30 – 21:30 |
| Fr | 08:30 – 19:00 |
| Sa | 09:00 – 17:30 |
| Su, Stat Holidays | CLOSED |
| Winter Break | CLOSED December 24, 2020 to January 03, 2021 |

DETAILED OPERATIONAL & HEALTH & SAFETY PLAN

This document is subject to change and will be updated and edited as necessary. Please check regularly.

Facility Entry & Exit

- Main entrance from 900 Johnson Street only, Entranceway Greeting Station to be staffed during opening hours to control entrance to building
- The following procedures are to limit building usage to those with business to conduct, but also to ensure a complete record of building users for contact tracing purposes in case requested by public health authorities:
 - Door will either be propped open weather permitting. At other times, entrants may use their elbow to push the door auto-opener button for arrivals so no touching of door is necessary
 - All persons entering the building will have their names recorded on the 'Building Entry/Exit Log'
 - **Faculty to be checked against LIST OF DAILY ROOM BOOKINGS, those who have not pre-booked space will not be permitted entrance except to interact with Front Desk/Facilities**
 - **Exception: Dept. Heads with permanently assigned studios will not be on list, but can be permitted access, record entry on 'Building Entry/Exit Log'**
 - **Students to be checked against LIST OF DAILY REGISTERED CLASSES/LESSONS and LIST OF BOOKED PRACTICE ROOMS:**
 - **If student has a paid-up lesson or have booked a practice room, they may proceed**
 - **If student has not paid, they must proceed to Front Desk to register and pay (or to sort out the situation)**
 - **If this is a make-up or sample lesson, record entry on 'Building Entry/Exit Log' with a note**
 - Please arrive early for your class/lesson as there may be line-ups during peak busy times. If raining, it is suggested that you bring an umbrella.
- Hand sanitizer station at entranceway; all persons to sanitize hands upon entering
- Hygiene, 'Keep your Distance', & 'Stay Home if Sick' notices to be posted on door, bulletin boards, and all in-use classroom/studio doors



Mask Protocol

The VCM is taking guidance from the BC public school system, as such:

- **Masks are mandatory in all common areas** – hallways, lobbies, washrooms, & library. Masks must be on, covering mouth and nose, before entering the building and worn at all times in the common areas. ALL STAFF, FACULTY, STUDENTS, PARENTS, and OTHERS MUST WEAR MASKS WHILE IN COMMON AREAS. Exceptions made only for those unable to wear a mask for medical reasons.
- The occupancy limit of each room is posted outside each room (see Tables at end of this document) and also specifies whether that includes masks, i.e. a few more people will be permitted in room if the teacher and students all wear masks. If non-masked occupancy is exceeded, ALL individuals in the room must wear a mask at all times.
- Please bring your own masks, as it must be worn BEFORE entering the building.

General Facility Protocols

- No tables (except for Sanitization Stations), toys, or brochures in common area spaces
- East Wing Staircases: Bi-directional, with signage asking “Keep to the right”
- Heritage Spiral Staircases: East staircase, with signage asking “This staircase UP ONLY”; West staircase, with signage asking “This staircase DOWN ONLY”
- Elevator: Signage asking “1 person/related party at a time”
- All drinking fountains closed off, except for Lobby water cooler
- All benches partially taped off to maintain physical distancing
- Washrooms to be limited to enable proper and frequent cleaning as staffing would be an issue with 13 separate washrooms in the buildings:
 - OPEN: 2 Main Lobby washrooms
 - OPEN: 1 South Wing washroom (First Floor/Metro Theatre)
 - CLOSED: 4 South Wing washrooms (2 lockable on Second & 2 not lockable on Third Floor); doors locked and signs posted directing people to Lobby
 - CLOSED: 6 East Wing washrooms (2 lockable on First, 2 lockable on Second, & 2 not lockable on Third Floor); doors locked and signs posted directing people to Lobby
- Open Washroom set-up:
 - Every second stall/urinal/sink closed
 - 1 touchless tap was installed in each Lobby washroom

Facilities Cleaning & Disinfecting Protocols

The Victoria Conservatory of Music has implemented a strict cleaning and disinfection policy for all areas of the building being occupied /used by Students, Faculty, and Staff. The main focus will be high contact surfaces, including but not limited to: Door & Cabinet Handles, Light Switches, Railings, Counters, and Computer Keyboards & Communication Devices.



Special attention will be given to Teaching Studios and Classroom Spaces, Washrooms, Office Spaces, and Common Areas.

A daily cleaning and disinfecting schedule has been implemented that ensures high touch surfaces are frequently cleaned at least twice during the day with thorough general cleaning and disinfecting done daily.

Protocols will be reviewed with all Facilities Staff as will correct cleaning/sanitizing methods and products as outlined by BCCDC for Public Settings.

http://www.bccdc.ca/Health-Info-Site/Documents/CleaningDisinfecting_PublicSettings.pdf

PRE-OPENING

- Disinfecting cleaning of all common area high contact surfaces
- Ensure all garbage receptacles are emptied and clean
- Vacuum high traffic, occupied carpeted areas with commercial HEPA vacuum
- Verify that each Hand Sanitizing Station is fully supplied

DURING OPERATIONAL HOURS

- Disinfecting of studios/classrooms between bookings including high contact areas, door handles, chairs/benches, and music stands, with PerCept disinfectant
- Regularly disinfect high contact common areas including but not limited to doorknobs, railings, and counters
- Empty studio/classroom garbage receptacles between each class/session
- Conduct Washroom Checks & Disinfecting protocols once every 2 hours at minimum with attending staff member initialing date & time on that washroom's Cleaning Log

AFTER CLOSE

- Disinfect all high contact points including; stir rails, doors, handles, counters, washroom surfaces, shared office spaces, teaching studios, and venues
- Ensure all garbage receptacles are emptied and clean
- Vacuum all areas that were in use with commercial HEPA vacuum
- Clean & disinfect all hard surface floors using approved methods & products

Front Desk/Registration

- Front Desk staff person to wipe down countertops with PerCept every hour
- Plexiglas shield installed at Front Desk between computer work station area and public with the lattices only partially open to restrict people to the Plexiglas protected space only.
- Instructors and students to proceed directly to booked rooms after dealing with Entranceway Greeter; all interactions occur in rooms/studios; no hanging out in common areas; leave facility when done



- ALL STUDENTS MUST be registered and paid, either beforehand, or at the start of the lesson (exception for first time sample lesson)
- Registrations or interactions at Front Desk:
 - Signage in lobby asking customers to wait 2m apart
 - Sign posted saying “Debit Card preferred, cash & cheques discouraged” “Ask us about paying by Email Money Transfer”
 - Moneris machine payments:
 - Enabled for contactless tap payment – Max. \$100 for Debit Card, \$100-\$250 for Credit Cards (limits may vary based on Customer’s bank)
 - Clear plastic cover on machine for easy cleaning
 - Front Desk staff member to enter all information on Moneris machine up to and including pushing the Green “OK” button, then place machine on countertop for customer to pay (with tap whenever possible)
 - If customer does not have tap and/or touches the machine, then machine to be wiped after receiving back from customer using PerCept
- Front Desk will not accept any materials for storage or to pass on to Faculty. The Faculty mailboxes may be used, but you must use them yourself, and not via Front Desk. It is up to Faculty whether they wish to check or empty their own mailboxes. Mailboxes will not be cleaned.
- Staff & Faculty who do not work in the Administrative Office area are not permitted to enter the space, except to access the Kitchenette or attend meetings in one of the offices.

Facilities Office (Room 318)

- Other Staff, Faculty, and Customers are not permitted in the Facilities Office, there will be a waist-high barrier across the door way and business can be transacted with Facilities staff from the hallway

Room Usage

- ALL INSTRUCTORS/THERAPISTS MUST book their rooms with Facilities beforehand, NO DROP-INS or same-day room changes upon arrival at VCM
- Practice Rooms will be available ONLY to students registered for ongoing lessons or classes in the Fall 2020/21 term and for Postsecondary students registered for the Fall 2020 term under the following conditions:
 - One person per room, one booking/timeslot maximum per day. Please do not show up early.
 - Must be booked by phone in advance, on the day prior (CANNOT book more than one day ahead)
 - Available timeslots: 10:00-10:45, 11:00-11:45, 12:00-12:45, 13:00-13:45, 14:00-14:45, 15:00-15:45, 16:00-16:45, 17:00-17:45, 18:00-18:45
 - Postsecondary students will be permitted to book 2 timeslots i.e. (1hr 45min or two separate 45 min slots) per day
 - NO rooms given to drop-ins, so as to avoid extra or unnecessary drop-in traffic



- For active practicing only; NO food/drink, sleeping, reading, electronic device usage, or other activities unrelated to practicing. Violation will result in being asked to leave and suspension of future practice room usage.
- Facilities staff person to spray & wipe room door handles, music stands, and chairs/benches after each use, with PerCept disinfectant and wipe down keyboards with CaviWipes
- No extra chairs or music stands in any spaces; chairs and stands in each space must match the posted occupancy of each space
- Instructor & Student to be on opposite sides of room or minimum 2m apart, and for groups, chairs/people to always be spaced at least 2m apart, at separate pianos (if applicable)
- Larger Rooms – priority given to use for Group Classes/Ensembles, and individual lessons involving voice or higher risk instruments that need larger spaces, specifically winds and brass (due to higher chance of moisture spread)
- A limited number of free-standing clear “sneeze” protection panels will be available as needed (approximate size of each panel is 3 ft wide x 6.5 ft tall)
- Instructors must plan to have between 5 - 15 minutes between subsequent lessons/classes for cleaning time depending on size of room, number of people, and amount of equipment involved and in order to air out the room. During air out time:
 - Instructor to spray & wipe Room door handles, music stands (if used), and chairs/benches (if used) after each lesson/class, with PerCept disinfectant (gloves available to limit skin contact)
 - Instructor to wipe down (if used) piano keys, fall board, and desk with CaviWipes
 - Music Therapists should refer to the Music Therapy Protocol document for room usage and additional protocols in the therapy studios (sent by or obtained from MT Dept. Head)
- All Room doors to be kept locked after cleaning if not in use
- All room keys to be cleaned by Front Desk staff person between uses
 - After keys are returned into the drop container, ALL KEYS should be emptied onto a towel reserved only for this use, spray the keys with PerCept, leave for 2 minutes before drying and hanging back up.



Occupancy Limits – Classrooms & Studios

| Available Halls/Theatres | Occupancy Limit | Details |
|--------------------------------------|----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Wood Hall | 1 to 14 Masks by choice of Instructor / Students | <ul style="list-style-type: none"> Note: HVAC should be running to ensure air circulation; Session durations (or consecutive sessions) longer than 90 minutes will require a 15 minute break every 90 minutes to allow the room to air out. Individual lessons with pianist/coach and instructor Group Classes/ Instrumental Ensembles/combo up to max. 14 including instructor (all individuals spaced with minimum 2m radius) |
| | 15 to 30 Masks mandatory (except on-stage performers) | <ul style="list-style-type: none"> Where winds/brass instruments are played, to have moisture-absorbent bell-socks or similar devices attached) Small performances (instrumental only, maximum 6 performers on stage, audience and performers spaced with min. 2m radius spacing) |
| Alix Goolden Performance Hall | 1 to 14 Masks by choice of Instructor / Students | <ul style="list-style-type: none"> Group Classes/Ensembles and small performances, max. 14 on stage with min. 2m distancing, audience total max. 49 for hall less # on stage, audience spaced with min 2m radius in pews Voice master classes – students in balcony space min. 2m radius, instructor in main floor audience centre, one performer at a time descends one rear staircase and proceeds to stage, remains at one side of stage, while accompanist is at other side of stage, student then returns to balcony via other rear stair case |
| | 15 to 50 Masks mandatory (except on-stage performers) | <ul style="list-style-type: none"> Groups including singing, max. 14, spread out throughout the main floor audience area with min. 3m distance, no closer than 5m from stage, instructor/director and pianist on stage (distanced) |
| Metro Theatre | 1 to 14 Masks by choice of Instructor / Students | <p>Available Mondays & Tuesdays</p> <p>Note: dual HVAC systems should be running to ensure good air circulation, and max. session length should be 1 hour before 15 min break to air out room and clean</p> <ul style="list-style-type: none"> Group Classes /Ensembles/Combos and small performances: max. 14 on stage floor with min. 2m distancing, audience total max. 30 less # on stage, audience spaced with min 2m radius, Combos may include a vocalist |
| | 15 to 30 Masks mandatory (except on-stage performers) | <ul style="list-style-type: none"> Groups including singing, max. 14, spread out throughout the audience area with min. 3m distance, no closer than 3m from stage, instructor/director and pianist on stage (distanced) Individual lessons, including Winds, Brass, Voice Academy Flute choir possible in this space with HVAC running |



| Instruction Rooms | Occupancy Limit | Details |
|-------------------|---------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 102 | 7 | Music Therapy only; 3 groups/pods of 2 + 1 Therapist |
| 103 | 7 | Music Therapy only; 3 groups/pods of 2 + 1 Therapist NOTE: Plan is for bulk of ECM classes to be online for 2020-21 |
| 105 | 2 | No Winds, Brass, Voice. No piano. |
| 113 | 4 Masks Mandatory | Library |
| 114 | 2 | No Winds, Brass, Voice. No piano. |
| 115 | 2 | No Winds, Brass, Voice. No piano. |
| 116 | 2 | Drum set only, no combos. No piano. |
| 203 | 9 | Music Therapy only; 3 groups/pods of 2 + 1 Therapist |
| 205 | 2 | Piano only |
| 206 | 2 | No Winds, Brass, Voice. No piano. |
| 208 | 2 | Piano only |
| 209 | 1 to 3 Masks by choice of Instructor / Students 4 Masks mandatory | Strings only (Dept. Head) |
| 210 | 2 | Piano only |
| 215 | 2 | Piano only |
| 216 | 1 to 2 Masks by choice of Instructor / Students 3 Masks mandatory | Guitar/Harp, Strings (no groups) |
| 217 | 1 to 2 Masks by choice of Instructor / Students 3 Masks mandatory | Strings only, no groups |
| 219 | 1 | SCM Artistic Director only |
| 224 | 1 to 5 Masks by choice of Instructor / Students 6 to 9 Masks mandatory | <ul style="list-style-type: none"> Digital Piano group class; max. 7 [6 + Instructor] Chamber string ensemble; max. 5 [4 + Instructor] If Individual lessons in Winds or Brass, then max of 1 student + Instructor |



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|------------------------------------|----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 302 | 1 to 5 Masks by choice of Instructor / Students | <ul style="list-style-type: none"> Classes/Ensembles of String instruments (other than Cello) max. 9 [8 + Instructor]; minimum 2m distancing (no winds, brass, voice) Classes/Ensembles of Cello groups max. 8 [7 + Instructor]; minimum 2m distancing (no winds, brass, voice) |
| | 6 to 9 Masks mandatory | <ul style="list-style-type: none"> Masterclasses & Performance classes max. 9; minimum 2m distancing Individual lessons in Winds, Brass, or Voice (student, pianist, and instructor) max. 5 [3 + Instructor + Accompanist] |
| 303 | 1 to 5 Masks by choice of Instructor / Students | <ul style="list-style-type: none"> Classes/Ensembles of String instruments (other than Cello) max. 9 [8 + Instructor]; minimum 2m distancing (no Winds, Brass, Voice) Classes/Ensembles of Cello groups max. 8 [7 + Instructor]; minimum 2m distancing (No Winds, Brass, Voice) |
| | 6 to 9 Masks mandatory | <ul style="list-style-type: none"> Masterclasses & Performance classes max. 9; minimum 2m distancing Individual lessons (1 students + Instructor + Accompanist) in piano (using two pianos) Individual lessons in Winds, Brass, or Voice (student, pianist, and instructor) max. 5 [3 + Instructor + Accompanist] |
| 304 | 2 Masks mandatory | Keyboard Dept. Head only; Individual lessons (1 student + instructor) in piano (using two pianos) |
| 305 | 2 | Piano only |
| 306 | 2 | No Voice |
| 307 | 2 | No Voice |
| 308 | 2 | Voice Dept. Hd; indiv lessons for Strings, Winds, Brass; No Piano, No Voice |
| 309 | 2 | Individual lessons for lessons for Strings, Winds, Brass; No Piano, No Voice |
| 310 | 2 | Individual lessons for lessons for Strings, Winds, Brass; No Piano, No Voice |
| 311 | 2 | No Voice |
| 319 | 6 Masks mandatory | Music Tech Room: Music tech or theory groups or lessons only, up to max. 5 + instructor (no performance groups or other types of lessons) |
| 320 | 2 | Flute, reeds, and guitar only |
| 324 | 2 Masks mandatory | Piano only |
| 325 | 2 | Piano only |
| 326 | 2 | Piano only |
| 329 | 1 to 3 Masks by choice of Instr / Students | <ul style="list-style-type: none"> Small strings group (max. trio + coach) Individual Piano, Strings, Winds, Brass lessons (one student + Instructor using both pianos) |
| | 4 Masks mandatory | |
| 339 (330 on facilities plan) | 6 | <ul style="list-style-type: none"> Groups/combos of up to 5 + instructor/coach (no winds, brass, voice) Individual lessons (one student + instructor + accompanist as applicable) in Winds, Brass, or Voice |
| 337 | 2 | Piano only |



| Practice Rooms | Occupancy Limit | Details |
|----------------|-----------------|----------------------------------|
| 106 | 1 | Practice Room only (has a piano) |
| 107 | 1 | Practice Room only (has a piano) |
| 212 | 1 | Practice Room only |
| 218 | 1 | Practice Room only (has a piano) |
| 332 | 1 | Practice Room only (has a piano) |
| 333 | 1 | Practice Room only (has a piano) |
| 334 | 1 | Practice Room only (has a piano) |

| CLOSED Rooms | Occupancy Limit | Details |
|--------------|-----------------|---------------------------------------------------------|
| 108 | 2 | Music Therapy Sensory Room: closed until further notice |
| 109 | 1 | Closed until further notice (has a piano) |
| 110 | 1 | Closed until further notice |
| 121 | 2 | Student Lounge: closed until further notice |
| 204 | 1 | Closed until further notice |
| 211 | 1 | Closed until further notice (has a piano) |
| 335 | 1 | Closed until further notice (has a piano) |