



# VCM Downtown COVID-19 Safety Plan

Effective: November 20, 2020 and until further notice

## VCM DOWNTOWN HOURS

Mo, Tu, We, Th	08:30 – 21:30 except...Flex Week - Dec.21, 22, 23: 08:30 – 19:00		
Fr	08:30 – 19:00	Winter Break	CLOSED Dec.24/2020 to Jan.03/2021
Sa	09:00 – 17:30	Su, Stat Holidays	CLOSED

## 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, all persons must check-in
- Door will either be propped open weather permitting. At other times, entrants may use their body to push the door auto-opener button for arrivals so no touching of door is necessary
- If someone is checking in at the Entranceway Greeting Station, subsequent parties are to wait outside the doors, spaced 2m apart along the wall (blue tape lines mark the line-up)
- Hand sanitizer station at entranceway; all persons to sanitize hands upon entering
- The following procedures limit building usage to those with business to conduct, but also ensure a complete record for contact tracing purposes as required by public health authorities:
  - All persons entering the building will have their names recorded on the ‘Building Entry Log’
  - Greeter will ask all Staff & Faculty whether they pass the Health & Safety Check list posted at the Station, if affirmative, a note “HC” (Health Check done) will be written beside their name on the log, if negative, the Staff/Faculty member may not be permitted access.
  - **Faculty to be checked against 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 Log’**
  - **Students to be checked against LISTS OF DAILY REGISTERED CLASSES / LESSONS / MASTERCLASSES and LIST OF BOOKED PRACTICE ROOMS:**
    - **If student has a paid-up lesson or has booked a practice room, they may proceed**
    - **If student has not paid, they and/or their parent/guardian/etc. 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 Log’ with a note**
    - **For students who are minors, a parent/guardian/caretaker and other related minors may accompany them and wait in common areas, though if possible, please wait outside and/or minimize the number of people coming.**
  - 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.



## Mask Protocol

The VCM is taking guidance from the BC Public Health Office, as such:

- **Masks are mandatory throughout the building** – studios, classrooms, halls, hallways, lobbies, washrooms, & library. Masks must be on, covering mouth and nose, before entering the building and worn at all times. ALL STAFF, FACULTY, STUDENTS, PARENTS, and OTHERS MUST WEAR MASKS.
  - Exceptions only in the following circumstances:
    - for any students unable to wear a mask for medical reasons, if you need to claim a medical exemption, it must be registered with the Registrar's office beforehand by sending a Doctor's note at least 5 business days before coming to the building; a list of exempt individuals will then be used to control entrance
    - For Music Therapy clients unable to wear a mask for medical reasons, entrance will be permitted by agreement with the Music Therapy Department Head
    - Administrative Staff sitting alone at their desks or in their offices, but anytime you leave your private work space, meet with someone, or serve a customer, all parties must wear a mask
    - For winds or brass instrument players, mask may be removed whilst playing only; student and teacher to keep mask on at all other times when not playing
- Bring your own mask, as it must be worn BEFORE entering the building.

## General Facility Protocols

- Hygiene, 'Keep your Distance', & 'Stay Home if Sick' notices to be posted on front door, bulletin boards, and all in-use classroom/studio doors
- 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 stating "This staircase UP ONLY"; West staircase, with signage stating "This staircase DOWN ONLY"
- Elevator: Signage stating "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; Every second stall/urinal/sink closed
  - OPEN: 1 South Wing washroom (First Floor/Metro Theatre)
  - RESTRICTED OPENING: 1 East Wing washrooms (1 lockable on Second), for Music Therapy only
  - CLOSED: 3 South Wing washrooms (1 lockable on Second & 2 not lockable on Third Floor); doors locked/blocked 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/blocked and signs posted directing people to Lobby
- If someone reports COVID-19 symptoms:
  - They should leave the building immediately, if they are on campus at the time
  - An incident report must be completed and emailed to [healthsafety@vcm.bc.ca](mailto:healthsafety@vcm.bc.ca)



- Prior to the individual returning to work or class, etc. they must complete the BC Government online assessment tool at: <https://bc.thrive.health/covid19/en>. The result of the assessment should be sent via a screen shot, PDF, or other ways to [healthsafety@vcm.bc.ca](mailto:healthsafety@vcm.bc.ca) to be logged.
- If the online assessment recommends a COVID-19 test, then the negative result of the test must be received and the actual document forwarded to [healthsafety@vcm.bc.ca](mailto:healthsafety@vcm.bc.ca) before the individual can return to the building.

## **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](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 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; stair 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 and between staff changeovers
- 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 2 metres 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 items must be deposited in the mailboxes directly, and not involve the Front Desk staff. It is up to Faculty whether they wish to check or empty their own mailboxes. Mailboxes will not be cleaned.
- Front Desk will not perform any photocopying or printing for faculty or students. As always, a public photocopier is available for use in the breezeway and a printer is available in the Library.

## **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

## **Administration Office (Front Desk off Main Lobby)**

- Persons who do not work in this area are not permitted in the Administration Office
  - Exception: other VCM staff may enter only access the kitchenette or photocopier
  - Exception: Facilities staff may enter to perform maintenance or janitorial work
- All meetings are to be held in the Green Room, not in the Administration Offices in order to limit any others from entering this work space
- The kitchenette is limited to one person at a time



- The west side door will be EXIT ONLY and be locked, to prevent traffic jams in a small space and too many people near several desks/offices
- The east side door will ENTRANCE ONLY and will be kept closed at all times to physically remind persons of the above rules

## 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 as follows:
  - ONLY to current students registered for ongoing sessions (lessons or classes)
    - “ongoing” defined as, at least 5 sessions, no fewer than one session per month
    - if first session date has not happened, you are not yet a current student
    - if last session date has passed, you are no longer a current student
  - 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 business day ahead. (Note: closed Sundays, so book by phone on Saturday for Monday.)
  - Available timeslots:

Mon-Thu	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; 19:00-19:45
Fri	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
Sat	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

- Postsecondary students will be permitted to book 2 timeslots i.e. (one 1hr 45min time slot or two separate 45 min slots) per day
  - Organ students are permitted to practice in AGPH via a separate pre-booked schedule
- 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 2 metres apart, and for groups, chairs/people to always be spaced at least 2 metres 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)



- A limited number of air purifiers are on order and will be stationed in high volume spaces, and are to be serviced and/or relocated as necessary by Facilities staff only.
- FLUTE, VOICE: free-standing clear “sneeze” protection panels must be placed between the each individual in the room if flutes are being played or if any vocal instruction is taking place.
- Instructors must plan to have 5 to 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.
- NOTE: Please carefully review specific measures listed in the tables further below for Studios, Classrooms, and Performance Halls.

### ***Events, Visiting Artists and/or Instructors***

As per Public Health Order, NO events are permitted. Academic classes, exams, group activities will continue; however, no outside persons are permitted to watch or attend. That means no parents, no public, and no persons other than registered students (of that specific class), staff, faculty, instructors, or adjudicators may attend. NO EXCEPTIONS. This will continue even if the Public Health Order is lifted, until this plan is officially otherwise amended.

Until further notice, no instructors, adjudicators, or guest faculty from outside the Vancouver Island Health Authority region may physically come to the VCM to perform, teach, or work in any manner.



## Occupancy Limits – Classrooms & Studios

Available Halls/Theatres	Occupancy Limit	Details
<b>Wood Hall</b>	30 Masks mandatory	<ul style="list-style-type: none"> <li>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.</li> <li>Air purifier(s) when available and stationed in this space should be running during all activities.</li> <li>A minimum of one hour is required for cleaning/airing/disinfecting between unrelated activities.</li> <li>Limited Individual lessons (voice, winds/brass) with pianist/coach and instructor</li> <li>Group Classes/ Instrumental Ensembles/combo (all individuals spaced with minimum 2m radius)</li> <li>For any activities that include singing, individuals must be spread out throughout the entire space with min. 3m distance, including from instructor/director and instrumentalist(s). Performances only allowed without audience, and should involve only those performing, instructor(s), and where applicable, filming/recording crew.</li> </ul>
<b>Alix Goolden Performance Hall</b>	50 Masks mandatory	<ul style="list-style-type: none"> <li>Group Classes/Ensembles and Masterclasses</li> <li>Performances only allowed without audience, and should involve only those performing, instructor(s), and where applicable, filming/recording crew.</li> <li>A minimum of one hour is required for cleaning/airing/disinfecting between unrelated activities.</li> <li>For any activities that include singing, individuals must be spread out throughout the main floor audience area with min. 3m distance, including from instructor/director and instrumentalist(s)..</li> <li>Whenever someone is on stage performing into the audience space, there must be a 3 metre distance between the front of the stage and anyone else in the room offstage Air purifier(s) when available and stationed in this space should be running during all activities.</li> </ul>



<b>Metro Theatre</b>	30 Masks mandatory	<p><i>Available Mondays &amp; Tuesdays</i></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"> <li>• A minimum of one hour is required for cleaning/airing/disinfecting between unrelated activities.</li> <li>• Group Classes /Ensembles/Combos</li> <li>• Performances only allowed without audience, and should involve only those performing, instructor(s), and where applicable, filming/recording crew.</li> <li>• For any activities that include singing, individuals must be spread out throughout the audience area with min. 3m distance, including from instructor/director and instrumentalist(s).</li> <li>• Limited Individual lessons, including Winds, Brass, Voice and pianist/coach.</li> <li>• Academy Flute choir possible in this space with HVAC running</li> <li>• Whenever someone is on stage performing towards the audience space, there must be a 3 metre distance between the front of the stage and anyone else in the room offstage.</li> </ul>
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Instruction Rooms	Occupancy Limit	Details (NOTE: Mask Mandatory at all times except if playing wind instrument)
<b>102</b>	7	Music Therapy only; 3 groups/pods of 2 + 1 Therapist
<b>103</b>	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
<b>105</b>	2	No Winds, Brass, Voice. No piano.
<b>113</b>	4	Library
<b>114</b>	2	No Winds, Brass, Voice. No piano.
<b>115</b>	2	No Winds, Brass, Voice. No piano.
<b>116</b>	2	Drum set only, no combos. No piano.
<b>203</b>	9	Music Therapy only; 3 groups/pods of 2 + 1 Therapist
<b>205</b>	2	Piano only
<b>206</b>	2	No Winds, Brass, Voice. No piano.
<b>208</b>	2	Piano only
<b>209</b>	4	Strings only (Dept. Head)
<b>210</b>	2	Piano only
<b>215</b>	2	Piano only
<b>216</b>	3	Guitar/Harp, Strings (no groups)
<b>217</b>	3	Strings only, no groups
<b>219</b>	1	SCM Artistic Director only





224	9	<ul style="list-style-type: none"> <li>Digital Piano group class; max. 7 [6 + Instructor]</li> <li>Chamber string ensemble; max. 5 [4 + Instructor]</li> <li>If Individual lessons in Winds or Brass, then max of 1 student + Instructor</li> <li>Theory group classes max. 9 [8 + Instructor]</li> </ul>
302	9	<ul style="list-style-type: none"> <li>Classes/Ensembles of String/mixed instruments (other than Cello) max. 9, (Cello groups max. 8); minimum 2m distancing</li> <li>Masterclasses &amp; Performance classes max. 9; minimum 2m distancing</li> <li>Individual lessons primarily in Winds, Brass, Voice, and piano (using 2 pianos)</li> <li>Usage that includes Winds, Brass, or Voice limited to max. 5, and sneeze guards/plastic separators must be used</li> </ul>
303	9	<ul style="list-style-type: none"> <li>Classes/Ensembles of String/mixed instruments (other than Cello) max. 9 (Cello groups max. 8); minimum 2m distancing</li> <li>Masterclasses &amp; Performance classes max. 9; minimum 2m distancing</li> <li>Individual lessons primarily in Winds, Brass, Voice, and piano (using 2 pianos)</li> <li>Usage that includes Winds, Brass, or Voice limited to max. 5, and sneeze guards/plastic separators must be used</li> </ul>
304	2	Keyboard Dept. Head only; Individual lessons (1 student + instructor) in piano (using two pianos – Instructor on one, Student on other)
305	2	Piano only (using two pianos – Instructor on one, Student on other)
306	2	Individual lessons for lessons for Strings, Winds, Brass; No Piano, No Voice
307	2	Individual lessons for lessons for Strings, Winds, Brass; No Piano, 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	Individual lessons for lessons for Strings, Winds, Brass; No Piano, No Voice
319	6	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	Piano only (using two pianos – Instructor on one, Student on other)
325	2	Piano only (using two pianos – Instructor on one, Student on other)
326	2	Piano only (using two pianos – Instructor on one, Student on other)
329	4	<ul style="list-style-type: none"> <li>Small strings group (max. trio + coach)</li> <li>Individual Piano, Strings, Winds, Brass lessons (one student + Instructor) (using two pianos – Instructor on one, Student on other)</li> </ul>
339 (330 on facilities plan)	6	<ul style="list-style-type: none"> <li>Groups/combo of up to 5 + instructor/coach</li> <li>Individual lessons (except for Voice)</li> <li>Usage that includes Winds, Brass, or Voice limited to max. 5, and sneeze guards/plastic separators must be used</li> </ul>
337	2	Piano only (using two pianos – Instructor on one, Student on other)



Practice or Online Class Rooms	Occupancy Limit	Details (NOTE: Mask Mandatory at all times except if playing wind instrument)
106	1	Practice Room only (has a piano)
107	1	Practice Room only (has a piano)
116	1	Postsecondary students ONLY, must pre-book through David Visentin
121	1	Student Lounge: Postsecondary online class attendance only (Camosun students must book through David Visentin)
204	1	Postsecondary online class attendance only (Camosun students must book through David Visentin)
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	Storage Room – only Facilities to access
211	1	Closed until further notice (has a piano)
212	1	Storage Room – only Facilities to access
335	1	Closed until further notice (has a piano)