

NOVEMBER 10, 2020



## OJF EVENT SAFETY PLAN

OTTAWA JAZZ FESTIVAL INC.  
602-294 Albert St., Ottawa, ON K1P 6E6

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# Disclaimer

You **must review and comply** with all local, provincial and federal legislation and recommendations with respect to COVID-19. This document provides guidance based on advice from public health authorities and medical experts. However, it is based on current knowledge of COVID-19 which is rapidly evolving, and is not intended to provide exhaustive answers to all questions or to confirm all published official recommendations. The measures presented encourage reflection. In addition, this guide will be updated regularly as new findings and recommendations become available.

## Company details

Business name: **Ottawa Jazz Festival Inc.**

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## Scope

These safety measures are in response to a pandemic or virus outbreak. This directive applies to all employees, artists, volunteers, associates granted access, contractors, guests and spectators of Ottawa Jazz Festival events, in conjunction with any venue-specific regulations.

## Purpose

The purpose of this document is aimed to provide adequate and appropriate control measures on the related hazards, as identified, in order to facilitate the prevention of contracting an illness resulting from a pandemic, virus or disease. The foundation of this document will be determined in keeping with the guidelines, best practices and/or regulations from official authorities including but not limited to: The Canadian Government Public Health Agency, Ontario Public Health, the City of Ottawa Public Health or other levels of public health authorities.

# Preparing the Venue

The following measures will be taken at each venue to ensure a safe environment:

- On-site evaluation completed in advance and changes made to ensure all recommended health and safety guidelines are followed (floor plans, directional signage, physical distancing signage, safety barriers, identifying problem areas, sanitization stations, PPE)
- Access prior to and between shows is limited to essential personnel only (as determined by the Operations Manager and/or on-site Supervisor)
- Evaluation of flow of traffic, paying attention to distancing (i.e. floor markers, mask wearing, directional signage)
- Reconfigured all areas to maintain 2 m distancing and installed barriers where necessary
- If staff, volunteers, technical crew or artists are unable to keep a minimum distance of 2 m, or appropriate safety barriers are not in place, masks must be worn, and sufficient stock will be onsite
- Appropriate clear signage and indicators will be planned and installed
- There may be limited access to certain areas (i.e. limited number in bathroom). Signage will be posted to indicate maximum number of people allowed at a given time
- Please note if the venue has identified spaces requiring proximity (stairwells, elevators), and refer to their posted signage or directions from OJF staff/volunteers
- Test-runs have been performed to assess logistics and safety measures prior to opening
- High contact areas in each venue will be sanitized prior to and between all performances

## COVID-19 Safety Measures for Staff, Volunteers and Technical Crew

- 1) Do not enter the venue if you are not feeling well. Immediately contact your supervisor.
- 2) The following two measures are required by the Ottawa Jazz Festival, as per their safety protocols, and the Province of Ontario, as per their **COVID-19 Response Framework: Keeping Ontario Safe and Open**, “Measures for Performing Arts Facilities” (as of November 10, 2020, the City of Ottawa is in the Orange or “Restrict” reopening phase.)
  - Complete a self-assessment every day you are at the venue. If it has not been completed prior to attending, a self-assessment poster must be read through onsite. An answer of “Yes” to any question will prohibit entry to the venue.

- Provide contact information to your supervisor, who will ensure it is added to the Ottawa Jazz Festival contact tracing form should it be needed by Ottawa Public Health.
- 3) Arrive at least 15 minutes prior to your shift to ensure the supervisor on site can check you in.
  - 4) As per the City of Ottawa By-law 2020-186, it is mandatory to wear a mask in all enclosed public spaces. Keep your mask on at all times except in the break room where physical distancing measures have been put in place. The break room is the only area where eating/drinking is permitted.
  - 5) Follow guidelines and wash your hands frequently.

## COVID-19 Safety Measures for Performers

- 1) Do not enter the venue if you are not feeling well. Immediately contact the Operations Manager.
- 2) The following two measures are required by the Ottawa Jazz Festival, as per their safety protocols, and the Province of Ontario, as per their **COVID-19 Response Framework: Keeping Ontario Safe and Open**, “Measures for Performing Arts Facilities” (as of November 10, 2020, the City of Ottawa is in the Orange or “Restrict” reopening phase.)
  - Complete a self-assessment every day you are at the venue. If it has not been completed prior to attending, a self-assessment poster must be read through onsite. An answer of “Yes” to any question will prohibit entry to the venue.
  - Provide contact information to the Operations Manager, who will ensure it is added to the Ottawa Jazz Festival contact tracing form should it be needed by Ottawa Public Health.
- 3) Arrive at least 15 minutes prior to your allotted time to ensure the supervisor on site can check you in.
- 4) As per the City of Ottawa By-law 2020-186, it is mandatory to wear a mask in all enclosed public spaces. When physical distancing can be maintained, or barriers are in place, masks can be removed if necessary.
- 5) Follow guidelines and wash your hands frequently.

# COVID-19 Safety Measures for Spectators

- 1) Do not attend if you are not feeling well. Contact the Ottawa Jazz Festival office for a full refund (contact@ottawajazzfestival.com).
- 2) All Spectators must complete a self-assessment the day of the performance. If it has not been completed prior to attending, a self-assessment poster must be read through onsite. An answer of “Yes” to any question will prohibit the patron from attending the event. They will be asked to leave immediately, and a full refund will be issued.
- 3) Please arrive 30 minutes before the show.
  - An usher will confirm that each spectator has completed a self-assessment and will take down the contact information of each spectator. (These are both required by the Province of Ontario, as per their **COVID-19 Response Framework: Keeping Ontario Safe and Open**, “Measures for Performing Arts Facilities” as of November 10, 2020, the City of Ottawa is in the Orange or “Restrict” reopening phase.)
- 4) As per the City of Ottawa By-law 2020-186, it is mandatory to wear a mask in all enclosed public spaces. Please keep your mask on at all times.
- 5) Hand washing – All spectators will be asked to use hand sanitizer upon arrival and before entry into the venue. It will be provided for you.
- 6) Entrance
  - Spectators may be asked to wait in a holding room, physically distanced, until entrance into the venue. Ushers will be staggering entry times.
  - Each ticket will then be scanned and individual spectators, or their group, will be escorted into the venue by an usher.
- 7) During the performance
  - Spectators are required to remain in their assigned seats as they have been arranged to meet physical distancing guidelines.
  - If a spectator needs to leave their seat during a performance, an usher will be stationed at the exit door to open it. Upon their return, an usher will motion when it is permissible for the spectator to return to their seat. It is possible they may need to wait until a suitable break in the performance.
- 8) Late Arrivals

- Spectators who arrive late for their performance will still be required to follow all above listed safety protocols. An usher will escort them to their seat at a suitable break in the performance.

#### 9) Exit

- Ushers will be staggering exit times. After the performance, please remain seated until the house lights are turned on and an usher directs you to exit.

10) Beverages will not be sold or available at the venue.

## Refund Policy

- Should there be more government limitations imposed, and attendance numbers are reduced, tickets will automatically be refunded.
- Should you feel ill prior to the event and will not attend, contact the Ottawa Jazz Festival office for a full refund ([contact@ottawajazzfestival.com](mailto:contact@ottawajazzfestival.com)).
- Should you answer “yes” to any COVID screening questions upon arrival at the venue, and asked to leave, you will be provided a full refund.

## Particular Situations and Accommodations

**Spectators requiring special accommodations should contact the Ottawa Jazz Festival office prior to the day of the event (613-241-2633 – [contact@ottawajazzfestival.com](mailto:contact@ottawajazzfestival.com)). While maintaining privacy and avoiding discrimination, special situations will be identified and addressed to support all attendees such as:**

- Mask Wearing
  - A. Mask wearing does not apply to:
    - i. a child who is younger than two (2) years of age, or a child who is under five (5) years of age chronologically or developmentally and who refuses to wear a Mask and cannot be persuaded to do so by their caregiver;

- ii. a person with a medical condition, including breathing or cognitive difficulties, or a disability, that prevents them from safely wearing a Mask,
- iii. a person who is unable to put on or remove their Mask without the assistance of another person; and,
- iv. a person who needs to temporarily remove their Mask while in the Enclosed Public Space for the purposes of:
  - receiving services that require the removal of their Mask;
  - consuming food or drink; or
  - an emergency or medical purpose. (By-law No. 2020 - 251)

B. No person shall be required to provide proof of any of these exemptions

C. Although encouraged by the Ottawa Jazz Festival to wear a mask at all times, a person who is employed by or is an agent of the venue is not obligated to wear a Mask under the City of Ottawa Temporary Mask By-law (By-law No. 2020-186) while:

- i. in an area of the premises that is not designated for public access, or
- ii. when located either within or behind a physical barrier, including but not limited to a plexiglass barrier.

- Accessibility

The Ottawa Jazz Festival is committed to diversity, inclusion and accessibility for persons with disabilities and to ensuring that its policies, practices and procedures are consistent with and promote the core principles of dignity, independence, integration and equal opportunity. Should you require any accommodation to make your experience more enjoyable please contact our office prior to the event (613-241-2633 – [contact@ottawajazzfestival.com](mailto:contact@ottawajazzfestival.com)). It is important for us to ensure all venues we use are accessible to all.



# Etiquette

- During the performance
  - remain in your assigned seat
  - do not remove your mask to whistle or cat call (even in appreciation)
  - applause is, of course, acceptable
- Respect for OJF Staff, Volunteers, Technicians and Artists

Abuse towards OJF staff, volunteers, technicians and artists will not be tolerated. Attendees are asked to refrain from:

- pushing
- foul language
- yelling
- disregarding safety measures
- angry confrontations of any kind

This is a stressful time. OJF will do its utmost to make your experience enjoyable and memorable. Any unacceptable behaviour will result in immediate removal, no refund will be provided.

- Do I have to wear a mask?  
Yes. Public health experts have mandated that mask must be worn in all public spaces when you are going to be near other people. We now know that virus droplets can spread more than six feet, which makes wearing the mask the right thing to do. Should there be a medical reason why you cannot wear a mask please inform the Ottawa Jazz Festival office as soon as possible.
- How do I greet someone I know?  
While at the venue, please remain with your party. We know that many of our patrons have become old friends with our staff, and with each other, but, at this time, a nice “hello” and wave will be enough to acknowledge other attendees. Physical distancing must be maintained outside of your “bubble”.
- Using the elevator  
Please ensure your mask remains on while using the elevator. Please respect any signage limiting access. For instance, it may be noted that only 2 people can be in the elevator at any time.

- What do I do if I have to sneeze? Do I do it in my mask?  
It is important to cover your sneeze. So, yes, sneeze into your mask, rather than removing it before a sneeze; then replace it with a clean one. Disposable masks will be available at the venue, should you need one.
- What do I do if I encounter someone who is not wearing a mask or is wearing one incorrectly?  
Please do not confront anyone who is not wearing a mask or adhering to physical distancing guidelines. Immediately inform an OJF staff member or volunteer (they will be easily identifiable with t-shirts and/or name tags). It is possible there are people who have informed us in advance and require certain medical accommodations.

## Additional Information

- Ottawa Jazz's downloadable App will be available to avoid unnecessary physical contact.

# Appendices

## Appendix A: Hand Washing and Sanitizing

Hand hygiene is the most important way to prevent you and others from getting sick due to an infection or virus. Hand hygiene refers to the cleaning of your hands by either washing them or applying alcohol-based hand sanitizer. Consistently practicing good hand hygiene is essential to reduce the spread of infection in your home, in daycares, in schools, at workplaces, and in public places.

**Clear signage will indicate hand washing/sanitizing stations. At a minimum they will be found:**

- at the venue's main entrance
- beside the usher/ticketing station

**It is very important to wash your hands:**

- Before and after entering the venue;
- Before and after going to the washroom;
- Before and after touching any common use devices or surfaces;
- Before eating, smoking or taking a drink at any time;
- After blowing your nose, coughing, or sneezing;
- After cleaning, mechanical repairs, handling venue hardware, or physical work of any sort in workshops, backstage, operations, handling mail, parcel deliveries, etc.;
- After handling garbage, recycle or compost; and
- Avoid touching your mouth, nose, eyes or face until having first washed your hands

If you have soap and warm running water available, you can wash your hands to reduce the spread of germs. However, if soap and water are not available, you can use an alcohol-based hand sanitizer that contains at least 70% alcohol.

**How to wash your hands with soap and water:**

- Wet your hands under warm, running water;
- Apply soap in a generous amount;

- Lather and rub hands for 15 - 20 seconds (hint: if you don't have a timer, sing happy birthday twice!);
- Rub over the back of your hands and between the fingers;
- Rinse your hands;
- Towel dry your hands; and
- Turn the taps off with a towel or your arm/sleeve

**How to clean your hands with a hand sanitizer:**

- Place a quarter-size drop of alcohol-based hand sanitizer in your palm;
- Rub your hands together, palm to palm;
- Rub the back of each hand with palm and fingers of the other hand;
- Rub around each thumb;
- Rub the fingertips of each hand, back and forth in the other hand; and
- Rub until your hands are dry (15 - 20 seconds)

## Appendix B: Wear and care for a mask or face covering

Singing, dancing, shouting, talking, and breathing: all create micro-droplets. Wearing non-medical masks or face coverings may be an added way to protect others around you, particularly where physical distancing may be challenging (e.g., on public transit, crossing others in limited spaces). Wearing a mask can help to prevent the spread of some respiratory illnesses, but it can also become a source of infection if not worn or discarded properly. Below are tips on what masks and face coverings do, when you should consider using one, and how to wear it safely.

The reason to wear a mask or face covering is to prevent the spread of the virus from micro-droplets expelled via speech or breathing of symptomatic and asymptomatic infected individuals. It may also prevent other people's droplets from landing in your mouth or nose. Consider wearing one in areas where community transmission of a virus is occurring and where physical distancing may not be possible, e.g. small hallways or in contact with co-workers.

### **How to wear a mask or face covering:**

- Wash your hands with soap and water or hand sanitizer for at least 15-20 seconds
- Make sure it fits snugly (no gaps between mask and face) to cover the nose and mouth, i.e., from below the eyes to around the chin
- Secure it with ear loops so that it is comfortable, and doesn't hinder breathing and vision
- Avoid touching the front of the mask or face covering while wearing it– if you do, clean your hands immediately
- Wear it as long as it is comfortable, and remove when it becomes soiled, damp, damaged or difficult to breathe through
- During periods of high heat and humidity and working outdoors, wear the face mask only when absolutely necessary, change masks more frequently and take more breaks when necessary
- Do not share your mask with others

### **How to remove and care for non-medical masks or face coverings that can be cleaned:**

- Remove carefully by grasping the ear straps only or the tie strings

- Ensure that the front of the mask folds in on itself and avoid touching the front of the mask
- Place it directly in the paper bag for storing it or bringing it home to be laundered
- Immediately clean your hands with soap and water or hand sanitizer for at least 15-20 seconds
- Machine wash with hot water and with regular detergent, which should kill any viruses
- Change cloth mask as soon as it gets damp or soiled, masks that cannot be cleaned should be disposed in a lined garbage bin with lid

## Appendix C: Cough and Sneeze Etiquette

Coughing and sneezing can force out thousands of tiny droplets of saliva which can spread germs. In fact, 3,000 droplets are expelled in a single cough, and some of the droplets can fly out of your mouth at speeds of up to 50 miles per hour. Sneezes are even worse than coughs for spreading germs because they can produce as many as 40,000 tiny droplets of saliva which can exit your nose and mouth at speeds greater than 200 miles per hour. By covering your coughs and your sneezes, you can help prevent the spread of germs to others. Also, always remember to wash your hands after coughing or sneezing.

### **To prevent the spread of infection, it is essential that you:**

- Do not remove your mask to cough or sneeze. If necessary, discard a dirty mask and replace with a clean one after coughing or sneezing.
- Cover your cough or sneeze to stop the spread of germs.
- If you are not wearing a mask, cover your mouth and nose with a tissue when coughing, sneezing or blowing your nose.
- Dispose the used tissue in the garbage.
- Cough or sneeze into your sleeve (not in your hands), if you do not have a tissue.
- Wash your hands with soap and water, or hand sanitizer (minimum 70% alcohol based).
- Keep your distance (more than 2 meters/6 feet) from people who are coughing or sneezing.