


SAFETY PLAN	COVID-19 SAFETY PLAN		
April 8, 2022	REV No. 2	Date Published: 2022/04/08	Prospera Place

PURPOSE

GSL is committed to providing a safe and healthy environment for all employees, fans, 3rd party partners, volunteers, and other visitors. Both GSL and its employees have a collective duty to maintain a safe workplace. The following plan outlines the guidelines, procedures, and responsibilities we have put in place to reduce the risk of COVID-19 transmission. We will continue to monitor and comply fully with all COVID-19 regulations and directives as outlined by the Provincial Health Office, WorkSafe BC and their respective Health Authorities.

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1. VACCINATION POLICY FOR ALL STAFF & GUESTS

- Guests will no longer have to provide Proof of Vaccination, in adherence with updated B.C. provincial guidelines. This is effective as of April 8, 2022

BC Proof of Vaccination: <https://www2.gov.bc.ca/gov/content/covid-19/vaccine/proof>

2. MASK POLICY

- Guests in attendance no longer have to wear masks in adherence with the new B.C. provincial guidelines. Face coverings are optional when attending games, concerts, shows, and other events at Prospera Place
- Please note that for the Kelowna Rockets, Media will still be required to wear a mask while interviewing players or coaches. Security, volunteers, and any staff (Kelowna Rockets & Prospera Place) that are in close contact with players will be required to have their masks on anytime they are near the players. Once the teams are on the ice, they can remove their masks if they wish


BC Masking Requirements: <https://www2.gov.bc.ca/gov/content/covid-19/info/restrictions#masks>

3. UNDERSTANDING THE RISKS

- COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, and from touching contaminated surfaces before touching the face
- The risk of person-to-person transmission increases the closer you come to other people, the amount of time you spend near them, and the number of people you come near. Physical distancing measures help mitigate this risk
- The risk of surface transmission increases when many people contact the same surface, and when those contacts happen in short intervals of time. Effective cleaning and hygiene practices help mitigate this risk

4. INFECTION MITIGATION PRACTICES

- Social Distancing
 - While not enforced, everyone is encouraged to maintain at least six feet (about two meters) distance from people who exist outside of their households or social circles. For staff, where a task cannot be accomplished alone, workers can limit their exposure by forming a “work team” in which people routinely work together, but they keep their distance from everyone else
- Hand Washing
 - Frequent hand washing with soap is vital to help combat the spread of any virus. When a sink is available, individuals should wash their hands for twenty seconds at least every 60 minutes, and dry thoroughly with a disposable towel or dryer. As a backup, use sanitizer containing at least 60% ethanol or 70% isopropanol when a sink is not available. Individuals must also wash their hands before and after entering the building, after using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, smoking, eating, or drinking
- Gloves
 - Gloves are not a substitute for regular hand washing. Gloves made of vinyl or similar non-absorbent material that allows fine motor function without possibility of contaminating the

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wearer's hands should be worn handling food, when coming into contact with patrons (ie security as required), and when using cleaning products.


- Cough and Sneeze Etiquette
 - Cover your cough or sneeze with a tissue, or an elbow or shoulder if no tissue is available, followed by thorough handwashing
- Sanitizing Provisions
 - Sanitizer stations have been placed throughout the venue including, but not limited to, entry, exit, concessions, and washrooms
 - Sanitizing wipes and/or spray bottles of disinfectant with single-use paper towels will be provided in all areas where shared equipment is kept

5. ASSESSMENT AND POSITIVE CASE PROTOCOL

- All staff at the venue, must self-monitor daily for symptoms. Each person has a duty to report COVID-19 related symptoms to their supervisor to protect the health and wellbeing of all at the venue by staying home as appropriate
- At-home instructions for anyone with COVID-19 symptoms:
 - Notify your supervisor
 - Self-isolate for a minimum of 5 days from the time symptoms began, returning to work only when related symptoms are gone
 - Anyone who lives in the same house as someone with a confirmed case of COVID-19 must self-isolate until all members of the household are symptom-free

6. FACILITY PREPAREDNESS

- Maintenance System:
 - Complete systems check of all equipment and safety systems, including cleaning and premium HVAC filters
- Seating:
 - Reserved seating will be allocated based on current local capacity regulations
 - In a general admission environment, we will use stanchions, floor markings, and/or barriers to provide as much safe space as possible for patrons. Special attention will be paid to ensuring measures adhere to all fire codes
- Water Fountains:
 - Although COVID-19 is not transferred via water, water fountains run a high contact risk and as such are disabled
 - Bottle filling stations in the dressing rooms are included in the regular cleaning process with food safe antibacterial spray. Anyone using these stations are asked to use a freshly cleaned bottle each time
- Space Creation:
 - Floor space in hallways & high traffic areas are increased with the removal of unnecessary furniture, materials, equipment, and merchandise displays
- Suites:
 - Only spectators with tickets for a specific suite will be permitted in a suite
 - All suites are provided with a hand sanitizer and/or wash station

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- Elevators:
 - Panels and buttons are routinely disinfected as part of the increased sanitization protocol
- Smoking:
 - Venues are non-smoking and there is a no re-entry policy in effect
- Displays:
 - Spectator interactive displays are not permitted
- Signage:
 - Both educational and procedural COVID-19 signage has been installed throughout the venue
- Traffic flow:
 - Areas where crowding and bottlenecks have been identified (ie, lobby, concourse areas & restrooms). Signage, crowd management, and/or physical barriers are utilized to discourage gatherings
- Cleaning:
 - All cleaning staff have been trained and educated on new protocols with appropriate equipment, supplies, and PPE. Nitrile gloves are mandatory when cleaning or disinfecting with strong chemicals and will be provided
 - All cleaning services are documented in a daily log to ensure all necessary areas and equipment have been cleaned/disinfected including a high touch point checklist
 - Deep clean and full venue sanitization occurs daily before opening of any public event along with regular cleaning throughout the event of all high traffic areas and high frequency touch points (railings, door handles, elevators, counters, barricades, restrooms, etc.)
 - Electrostatic sprayers are utilized for expedient, mass sanitization
 - Technical items such as ticket scanners, radios, iPads, audio/lighting equipment are sanitized before and after each use with appropriate disinfectant
 - In the case of events with multiple sessions per day a minimum of 1 hour is permitted between events/sessions with no patrons inside for cleaning
- Media:
 - Access to the press box and seating will be strictly enforced
 - All media interviews will be conducted outside of the dressing rooms in a dedicated area with distancing procedures
 - All Media will still be required to wear a mask while interviewing players or coaches.

7. TICKETING & BOX OFFICE

- Ticketing terms & conditions reflecting current protocols are on ticketing website
- Ticket buyers receive communication regarding all protocols including vaccine requirements prior to purchase
- Guest lists are encouraged to be delivered digitally so that tickets can be emailed in advance rather than picked up at the box office
- Upgraded ticketing software to allow for digital tickets with push communications including up to the minute gate/que timing changes/information

8. SECURITY

- Staff are trained in verbal communications and de-escalation so that contact is minimized
- For any GA concerts/shows, no moshing, stage diving, or crowd surfing is permitted

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- Performers are encouraged to remind patrons that only their full compliance allows the show to go on
- As required, informational and instructional announcements for security measures and traffic flow guidelines are provided via the PA and visual screens
- Ingress:
 - Street/floor lines, stanchions, bike rack, and/or decals are utilized to encourage social distancing parameters for queues as required
 - When deemed necessary we utilize hand wands for metal detection and contactless search
- Egress:
 - Emergency Egress: The goal of maintaining social distancing becomes a distant secondary consideration if there is a clear and imminent danger requiring an emergency evacuation. Even during this pandemic emergency egress plans will reflect that moving patrons away from the most urgent hazard is paramount

9. FOOD & BEVERAGE

- All kitchen employees are trained on pandemic transmission and prevention measures
- All F&B employees wear appropriate PPE as determined by supervisors at all times and wash/sanitize their hands frequently (at minimum every 30 minutes)
- Contact-less payment options are available

10. BOOKING & CONTRACTING

- Limiting backstage artist crew & entourage to only essential personnel
- When possible, elimination of group transportation for artists/crew by a venue designated runner will be implemented to avoid extended exposure to our staff. Adding additional vehicles or using a third-party vendor are options when this is unavoidable
- No in-person (close proximity) M&Gs or autograph sessions permitted
- Companies seeking to rent the venue must prepare and submit a health and safety plan consistent with these guidelines regarding risks particular to their event
- All 3rd party vendor and artist contracts must include event cancellation without penalty in circumstances of “health pandemic” under force majeure
- Artists to provide their own cancellation insurance

11. PRODUCTION

- High touch equipment such as motor controllers, microphones, mic stands, presentation remotes, and audio/video cable are sanitized frequently with appropriate methods by production staff, and equipment should be dedicated to individual users wherever possible
- Backline must be fully sanitized by production crew in between each set and soundcheck
- Production Drivers/Runners:
 - Drivers are to avoid eating and drinking in the vehicle, disinfect the vehicle after every trip including all hard surfaces, seats, headrests, seatbelts/buckles, and armrests, and ensure no garbage gets left in the vehicle
 - Vehicle capacities are as follows: car = 2pp // minivan (7 seats) = 3pp // van (12 seats) = 6pp // minibus (24 seats) = 12pp

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13. MARKETING & COMMUNICATIONS

- Advance messaging regarding health and safety guidelines & policies is critical to the success of the event. Ways to reach our audience in advance include website, social media channels, e-mails, and signage
- Messaging during events to include signage, live announcement from stage, audio/visual via in-venue screens and PA, social media, and person-to-person via staff