

# COVID-19 SAFETY PLAN

## The Westdale

### COVID-19 Safety Plan –

Business name: Westdale Cinema Group operating as The Westdale

Date completed: July 19, 2021

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Developed by: Vangelina Simpson, Neal Miller

Others consulted: Doug Sider

Approved by: Neal Miller, Director, Marketing & Development

#### For more information visit [WSPS.CA/COVID19](https://www.wsp.ca/covid19)

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## COVID-19 SAFETY PLAN THE WESTDALE

**SECTION 1: KEEPING THE WORKFORCE INFORMED ABOUT COVID 19**

Note: Throughout this document, if any of the people listed are away from work (example – on vacation or off sick), they and/or their managers are expected to ensure a designate is assigned

**UPDATES**

All updates in information pertinent to this plan will be managed by Neal Miller, Director, Marketing & Development. They will check the Ontario.ca site and the Hamilton health unit website daily for any updates, making sure any updates are shared with management and staff as appropriate. Supervisors are encouraged to share any additional information they may come across in the news directly to the Director of Marketing & Development as soon as possible.

**Communication with staff**

The Director of Marketing & Development checks updates daily and communicates via email to staff sent on an as-needed basis.

The Rental & Theatre coordinators will print/post these emails on the staff bulletin boards regularly/as required. Furthermore, the Director of Marketing & Development will keep an up-to-date emergency contact list at all times.

Any in-person debriefs related to this plan are held in the lobby, before opening for business, so physical distancing can be maintained; wherever possible, information is shared by the Rental & Theatre Coordinator by email.

The Director of Marketing & Development and Rental & Theatre Coordinators jointly send weekly reminders of how to keep safe, and thanking everyone for their cooperation, making sure to print/post these messages as well.

**Training**

The Rental & Theatre Coordinators guide the staff on how to wear face coverings, following government guidelines.

The training provided includes instructing staff not to come to work if they are sick. The Rental & Theatre Coordinator provides everyone with information about what to do if they develop symptoms, where the government's self-assessment tool can be found, and to contact the Theatre Coordinator should they need to inform us. Moreover, staff are encouraged during regular training to use available COVID tracking and exposure tools, such as the [Canadian COVID Alert app](#).

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## COVID-19 SAFETY PLAN THE WESTDALE

The instruction advises staff that screening IS REQUIRED prior to entry into the cinema, by each shift.  
<https://covid-19.ontario.ca/screening/worker/>

Finally, the Rental & Theatre Coordinator will ensure that staff are trained on the cleaning and disinfection procedures and schedule.

### Communication with Customers

The Director of Marketing & Development ensures that any notices required by public health or other government regulations are printed and posted visibly on all entrance doors. The Rental & Theatre Coordinator supports this by forwarding any such information.

The Director of Marketing & Development, reviews our social media, voice mail, web and other online sources ~~we~~ ensuring that they are updated to let customers know how we are working safely and what has changed, based on information shared with them by the Government of Ontario and Hamilton Public Health

When customers arrive, our staff reminds them to keep their mask on at all times except when eating or drinking, while seated in the auditorium. Note that our Staff members must ~~maintain~~ physical distance, be wearing a face covering at all times when present in the lobby area during their shift.

## SECTION 2: SCREENING

Staff must complete the [Ontario COVID-19 Screening Tool for Workplaces](#) each day before leaving home, and communicate to the Rental & Theatre Coordinator, per their training.

Email your screening to [paul@thewestdale.ca](mailto:paul@thewestdale.ca) and [vangeline@thewestdale.ca](mailto:vangeline@thewestdale.ca)

The Rental & Theatre Coordinators monitor for completion of this. If staff do not complete this, Rental or Theatre Coordinator ask them to complete the screening questions before they will be permitted to start their shifts.

Should symptoms begin during their shifts, staff be required to go home and contact their health care provider or Telehealth Ontario (1-866-797-0000) for next steps and provide an update to the Director of Marketing and Development.

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Screening questions are posted on the doors for customers

- If a customer answers yes to any of these questions, they will not be allowed in the cinema.

Staff will record contact information (phone number or email address) for one customer per group in the electronic guest log. The daily log will be kept for a minimum of 30 days and backed up regularly by the Rental and Theatre Coordinator.

### SECTION 3: CONTROLLING TRANSMISSION

#### DISTANCING MEASURES

Clear hard plastic barriers have been installed at the ticket counter and concession stands. Staff have been trained to review the condition of the barriers at the start and end of each shift and report any need for repair to the Rental or Theatre Coordinator for action.

Wherever possible, shows have been scheduled with staggered start times to minimize patron interaction times in the cinema.

Physical distancing markers have also installed on the floor at the entrances, ticket lines and concession stand. Staff are to report the need for any replacements to the Rental or Theatre Coordinator immediately upon noticing.

Auditorium limits have been set at 110 people to allow for seating arrangements to ensure physical distancing of 2 metres. Seats have been pre-assigned through the ticket purchase software to ensure distancing is maintained between patrons.

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## COVID-19 SAFETY PLAN THE WESTDALE

### Face coverings & masks

All staff must wear a mask or face covering at all times when on the premises, except for break times when physically distanced from others while eating or drinking in designated areas. This has been included in their training and is monitored across all shifts by the Rental & Theatre coordinator, supervisors and the Director of Marketing & Development where they are able to do so.

The Staff will remind customers to keep their mask on when inside the cinema and only remove it while in their seats eating or drinking.

The Rental & Theatre Coordinators have ensured that masks are available for anyone who needs one and that clear and up to date signage at **all entrances**, seating that all individuals must wear a face covering when entering the premises.

### Transmission from surfaces and objects

All commonly touched surfaces and shared areas are cleaned at minimum at the start of the day and between shows. This includes seating, handrails, counters and washrooms.

Touch pads, self-service screens/kiosks, electronic payment machines and any shared concession equipment will be cleaned by staff between each use.

The Rental & Theatre Coordinators will ensure that all cleaning and disinfection products we use are Health Canada-approved as effective against COVID-19.

### Hand and respiratory hygiene

The Staff will make sure that hand sanitizer is always available at the entrance. When more is needed, they will contact the Rental & Theatre Coordinators to ensure we don't run out.

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Public health posters on washing hands and on cough and sneeze etiquette will be posted in each washroom and monitored through routine inspections.

Staff responsible for cleaning the washrooms make sure paper towel is restocked frequently, and that there is hand sanitizer at the ticket counter, self-service kiosks, concession stand, greeter station and washroom. Garbage bins are emptied daily.

Staff have been instructed to wash their hands with soap and water or use hand sanitizer frequently; this is monitored throughout the shifts by management.

### **Ventilation and airflow**

The Rental or Theatre Coordinator assigned does a daily walk through of the workplace every morning and opens any doors to allow for airflow, when weather permits, and it is safe to do so.

The Director of Marketing & Development coordinates maintenance of the air-handling (HVAC) systems according to the manufacturer's schedule (at least semi-annual) and retains these records. The HVAC system was serviced in June 2021.

## **SECTION 4: Response for a potential case, or suspected exposure to, COVID-19**

The phone number for Telehealth has been posted beside all phones. The phone numbers for our public health unit, the Ministry of Labour, Training and Skills Development and the WSIB are on the contact information sheet beside the phone in the office.

If someone becomes ill in the cinema:

- Staff are instructed to notify a Coordinator if they start to feel COVID-19 symptoms or if they noticesomeone else showing symptoms.
- Staff must call 911 if a person is experiencing severe and potentially life-threatening symptoms, such as difficulty breathing.
- If a customer becomes ill, they are asked to leave the cinema as soon as possible. Staff must maintain physical distance, and any staff member who must go closer than 2 metres (e.g., for first aid), must be wearing PPE (procedure mask and face shield). If the customer needs to wait for a ride, they will be encouraged to wait outside, weather permitting, or in the lobby area beside the emergency exit door, maintaining a 2m distance from others.

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## COVID-19 SAFETY PLAN THE WESTDALE

- If a staff member becomes ill, they must inform the Rental or Theatre Coordinator immediately. The staff member must continue to wear a mask. They should go directly home, contact their doctor or Telehealth, and follow the instructions given.
- The Green room may be used as an isolation room for an ill staff member if they cannot leave the premises right away (e.g., waiting for a ride) and cannot wait outside.

### Process for a confirmed case of COVID-19 in the workplace

Staff have been instructed to immediately contact the Director of Marketing & Development if they are diagnosed with COVID-19 or test positive. The Director of Marketing & Development will notify the Westdale Cinema Group Board of Directors.

If a customer contacts the cinema to tell us they have COVID-19, the Director of Marketing & Development will be the primary contact.

The Director of Marketing & Development will ask whether a public health nurse or case manager has given any information on next steps, and whether the worker thinks they may have been infected at work.

- If the worker or a public health official believes that the illness may be from workplace exposure, the Director of Marketing & Development will report to the Ministry of Labour, Training and Skills Development and the cinema joint health and safety committee within 4 days, and to the WSIB within 3 days.

The Director of Marketing & Development will contact our local public health unit to let them know that there has been a case in the cinema and ask for further direction.

If our local public health unit contacts the cinema to notify us that someone (customer or staff member) who was at the cinema has tested positive, the Director of Marketing & Development will be the primary contact and will ensure that public health direction to the cinema is followed.

The guest log and contact information for staff and work-related visitors will be provided to public health if needed for contact tracing.

The Director of Marketing & Development sends an email to all staff to let them know that there was an infected person at the cinema and when they were there, making sure that the person confirmed to have COVID-19 is not identified.

The Director of Marketing & Development keeps in touch with the sick staff member while they are off work and keeps in touch with the WSIB if required. The Director of Marketing & Development will also keep in touch with any staff members who have to self-isolate and share information about supports that may be available.

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A staff member with COVID-19 will be allowed to come back to work after they have isolated for at least 10 days, don't have a fever and their symptoms have been improving for 1 day, or as otherwise instructed by public health or their doctor.

A staff member who has been self-isolating because they were a close contact will be allowed to come back to work 14 days after their last contact with the ill person. Staff members who are required to self-isolate will be given priority in shift scheduling upon their return.

### SECTION 5: MANAGING NEW RISK

An assessment was completed by the Director of Marketing & Development to identify additional risks that we need to control as part of our plans. They include the items detailed below.

Staff with less experience, due to turnover during closures

- We will hold regular virtual training, including standard health and safety and our orientation requirements, as well as having each new staff member connected with an experienced mentor who they can reach out to with questions
- Scheduling will be done to attempt to have at least one experienced staff member available for support for each shift

More exposure to cleaning chemicals, and workers using chemicals they haven't used before

- All staff are trained on safe use of all cleaning supplies which we are using,
- Mental health impacts because of customer demands, risk of infection due to contact with the public, and other changes and stress caused by the pandemic.
  - We have established regular check-ins with workers about how they're doing and make sure all staff have access to mental health resources and supports.

Violence and harassment hazards due to customers being frustrated with the new protocols.

- Staff have been instructed to call the Rental or Theatre Coordinator over if a customer shows signs of irritation or anger.

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**SECTION 6: CHECKING OUR PLAN**

- With help from the Director of Marketing & Development, the Rental and Theatre Coordinators get feedback from staff through regular conversations and pre-shift meetings, about the controls in place and if they are appropriate and/or causing concerns.
- Customers are invited to provide feedback by email.
- The Director of Marketing & Development checks in weekly with the Board of Directors, about how the plan is working and reviews any feedback. Additional check-ins will also be held if there are changes to guidance or a major issue identified.
- Any changes to the plan will be communicated to staff by email. Coordinators will also communicate any changes to staff at the start of their shift.

**VACCINES**

**The Westdale will follow the guidelines set by the Province of Ontario and Hamilton Public Health. As of July 19, 2021, there are no mandated procedures to require a COVID vaccine to work or enter a cinema.**

## COVID-19 SAFETY PLAN THE WESTDALE

### A SNAPSHOT OF OUR COVID 19 Safety Plan – The Westdale

Date of Distribution: November 15, 2020

Others consulted: Doug Sider

Developed by: Vangelina Simpson, Neal Miller

Approved by: Neal Miller

#### HOW WE'RE ENSURING WORKERS KNOW HOW TO KEEP THEMSELVES SAFE FROM EXPOSURE TO COVID-19

- Our managers are regularly checking health information and news to inform our protocols.
- Staff reminders emailed weekly - new rules, changes to plan, and workplace safety reminders.
- Social media, voicemail, and our website inform customers of safety measures

#### HOW WE'RE SCREENING FOR COVID-19

- All workers are screened before they enter.
- Screening questions are posted on the front door.

#### HOW WE'RE CONTROLLING THE RISK OF TRANSMISSION IN OUR WORKPLACE

##### Source control masking

- All staff are required to wear a mask while at work.
- Customers are required to wear a mask when not eating or drinking.

##### Maximize distance and separation

- To ensure physical distancing, seating has been cordoned off and pre-assigned. We are following provincial and local health rules for physical distancing and building capacity.
- Barriers are installed at the greeter station, ticket counters, kiosks and concession stand, and shows have been staggered.

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### Transmission from surfaces and objects

- High touch surfaces are cleaned and disinfected before each show.

### Hand and respiratory hygiene

- Hand sanitizer is available throughout the cinema and refilled regularly.
- Signage is posted to remind everyone how to properly wash their hands.

### Ventilation and airflow

- When it's possible and safe to do so, doors are kept open.
- The building ventilation system is being maintained to ensure it is working properly.

### What we will do if there is a case, or suspected exposure to, COVID-19 at our workplace

- Communicate with our staff and customers and support staff members who are sick or self-isolating.
- Follow public health direction and share information (from the guest log) about people who entered the cinema to help public health contact tracing if needed.

## HOW WE'RE MANAGING ANY NEW RISKS CAUSED BY THE CHANGES MADE TO THE WAY WE OPERATE OUR BUSINESS

- Added supports for mental health and training for new hazards.

## HOW WE'RE MAKING SURE OUR PLAN IS WORKING

- Seeking feedback from staff (in person) and customers (by email).

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