

For the safety of all visitors and staff we have implemented safety and social distancing protocols that align with the guidelines set forth by Alberta Health Services. Visitors unable to comply with these protocols will be unable to enter our facility.

## ALL visitors to National accessArts Centre MUST WEAR A MASK

### Acceptable Masks – Minimum Requirements

- 3 layer cloth masks or 2 layer cloth masks with a filter
- 3 ply surgical or procedural masks

### Unacceptable Masks

- Face shields
- Plastic face masks
- Any mask with a valve

## Arriving at the National accessArts Centre

ALL visitors must be scheduled or invited to be on site and will be instructed which entrance to use. Visitors may schedule visits by calling 403-253-3174, ext. 0 or emailing [kyra.ball@accessarts.ca](mailto:kyra.ball@accessarts.ca). Visitors will be required to wait outside their designated entrance, on the social distance markers, until they are invited in.

### Screening

Before entry, all visitors must answer a series of health related questions to ensure they are well and have not been exposed to COVID-19. Their temperature will be taken (contactless) and they must wear a face mask. As soon as entry is granted, ALL visitors must sanitize their hands for 20 seconds. In inclement weather, National accessArts Centre will accommodate arrivals inside the facility instead.

Visitors enter National accessArts Centre if they answer “No” to ALL of the following questions:

1. Are you experiencing any of the following symptoms? *Fever, cough, shortness of breath, difficulty breathing, sore throat and/or runny nose?*
2. Have you returned to Canada from outside the country, including the USA, in the past 14 days?

**In the past 14 days, at work or home or elsewhere, while not wearing appropriate personal protective equipment, have you had:**

3. Close contact with a person who has a confirmed case of COVID-19; is waiting for COVID-19 test results; or, is exhibiting they symptoms listed above?
4. Close contact with a person who had an acute respiratory illness that started within 14 days of their close contact to someone with a probable or confirmed case of COVID-19?

5. Close contact with a person who returned from travel outside of Canada and became sick within 14 days or returning?
6. A laboratory exposure to biological material (e.g. primary clinical specimens; virus culture isolates) known to contain COVID-19?

## Visitor Access

All visitors to National accessArts Centre will be granted access according to their purpose at our facility. During operating hours, our priority will be the safety of our staff and our artists.

**Use of our ramp will be prioritized for those in wheelchairs or using mobility devices. Anyone waiting on the ramp will be required to make way for visitors arriving by Access Calgary.**

- **Calgary Access Arrivals** | To support the smooth operations of Access Calgary for the benefit of our artists, we will give priority entrance to artists arriving by Access in wheelchairs, or who are “hand off to agency” status.
- **Artists + Support Workers** | Artists (and support workers) on site to attend a workshop or regular studio session will be directed to an assigned seat in the studio as soon as they have sanitized their hands. If studio seating is not immediately available, they will be directed to wait in a socially distanced location in our lobby. Support workers will occupy the same location as the artist they are accompanying at all times.
- **Support Workers** | Support workers traveling separately from their artists must arrive before their artist. Support workers whose artists require them to assist in the studio, with personal hygiene (e.g. bathroom), or with any other matters will be required to **remain with their artist at all times** for the duration of the artist’s time on site. All other support workers will be unable to enter the facility and must drop off and pick up their artist outside the entrance. If support workers are unable to arrive on time on more than one occasion, National accessArts Centre reserves the right to delay that artist’s continued participation until a later phase.
- **Volunteers** | Volunteers will be required to wait in line at the front door. Volunteers are advised to arrive at 9am to minimize their entry wait time.
- **Other Visitors** | Visitors arriving on site for other purposes should wait at their designated door until invited to enter.

**Access Calgary Artists arriving on Access Calgary must book their drop off and pick up times as follows:**

**Morning Session Drop Off:** No earlier than 9:30 a.m.

**Morning Session Pick Up:** No later than 12:30 p.m.

**Afternoon Session Drop Off:** No earlier than 12:30 p.m.

**Afternoon Session Pick Up:** No later than 3:20 p.m.

Artists unable to arrange drop off/pick up within these time frames will be asked to return to online sessions.

Artists arriving by other methods of transportation should not arrive more than ½ hour before their session begins and must be prepared to leave the facility as soon as their session is over.

## Reception + Lobby Area

Until further notice, our lobby will be closed to all visitors. As required, visitors may be asked to occupy a safely distanced location within the lobby while they await the purpose of their visit.

## Personal Belongings

Our coat room is now closed and artists are advised to bring only essential items to the studio with them (e.g. jacket). All personal items must remain with the artist and stored at their assigned seating area for the duration of their time in studio. Items must be stored under their chair and may not impede movement through the studio.

## Socializing + Food/Beverage

Our lounge is currently closed as a social area; break area; waiting area.

- Food and beverages will no longer be sold at National accessArts Centre.
- \*Food may not be brought into and/or consumed at National accessArts Centre. No Exceptions.
- Artists may bring a re-sealable bottle of water into the studio with them and keep it on the table in their assigned seat while they are in a session.

\* We are unable to accommodate safe food consumption for any reason. If food is required for health reasons, please continue to participate with the NaAC online until restrictions are eased.

## Pick-Up

- Artists who travel independently will be required to leave National accessArts Centre as soon as their studio session is over.
- Artists awaiting a ride from Access Calgary or someone else should be prepared to leave the facility as soon as their ride arrives. They will be required to wait in their assigned seat in the studio and will be informed by NaAC staff when it is time for them to go.
- All artists must leave the facility no later than 20 minutes after their session ends.
- If an artist's ride is late on more than one occasion, National accessArts Centre reserves the right to delay that artist's continued participation on site until a later phase.

## Payments

- All payments made on site may be made by debit or credit card only; cheques may be mailed in or dropped in the red drop box outside our front door; interact e-transfers may be emailed to [payables@accessarts.ca](mailto:payables@accessarts.ca)

# Pandemic Safety Protocols

- Payments for projects must be made the week after a project is complete, unless normally billed. Our Coordinator, Artist Services, will call artists individually out of the studio to complete payment so artists may take their projects home. Completed projects **MUST** be taken home when ready.
- In-person payments for fees should be scheduled at reception upon arrival. Our Coordinator, Artist Services, will call artists individually out of the studio to complete payment.

## Studio Access + Operations

Studio sessions will operate out of both the upper and lower spaces to maximize social distancing and safety. The following safety protocols will be followed at all times:

### Studio Safety

- All studio personnel will wear both face masks and acrylic full face shields at all times during studio sessions.
- All studio tables will be arranged to ensure a minimum of 6' or 2 meters between all artists.
- Studio tables will be limited to two artists – one at each end – and will have an acrylic shield across the middle to maximize safety and ensure spaces are well defined. Support workers accompanying artists in the studio will sit at the same end as their artist.
- Seating in the studio will be pre-assigned to ensure each artist's touch points are minimized.
- Artists will be directed to their assigned seats, one at a time, upon arrival at the studio.
- There will be one-way floor stickers throughout the studio to direct traffic and avoid people coming within 6' of each other.
- Studios will be equipped with several sanitizer stations within close proximity of artist tables.
- NaAC Studio Facilitators will wear gloves when handing supplies and projects to artists.
- Artists will be monitored and discouraged from any physical touching (e.g. handshakes, knuckle bumps, hugs, etc.)
- All tools, supplies, and projects will be sanitized before and after each studio session. Artists will only be provided with supplies that have been sanitized and will not be allowed to share with other artists.

### Studio Operations

- Neither artists nor support workers will be able to retrieve their own projects and supplies. All projects and supplies will be brought to the artist by an NaAC Studio Facilitator wearing gloves or using a cart.
- All efforts will be made to anticipate all artist needs for their studio sessions and minimize the frequency with which supplies need to be brought to an artist.
- Artists and support workers will be required to remain seated throughout the session in order to maintain adequate and safe distance for Studio Facilitators to move around the studio. If an artist needs to leave before the session is over, or to use the washroom, they will be encouraged to let a Studio Facilitator know before leaving their seat.

# Pandemic Safety Protocols

- Studio Facilitators will continue to provide guidance and assistance to all artists but will do so from a distance and will employ alternative methods to communicate ideas.
- Supplies may be transitioned between studios in the lift to avoid staff traveling between floors.

## Washrooms

- Washrooms will be limited to one person at a time.
- Artists who may require assistance in the washroom must be accompanied at all times by their support workers.
- Artists and/or their support workers will be responsible for cleaning up any body fluids in the washroom.
- To ensure maximum cleanliness at all times and avoid any prejudice, all visitors will be required to sanitize their hands immediately upon exiting the washroom, regardless of whether they washed them with soap and water.
- Washroom touchpoints will be sanitized by NaAC personnel immediately after each use.

## Illness + Isolation

National accessArts Centre has a designated area for the express purpose of people who meet the following criteria:

- Arrived by Access Calgary but were denied entry due to suspected or confirmed illness or other safety concerns.
- Became ill while on site at National accessArts Centre.

For those requiring isolation, National accessArts Centre will employ the following procedure:

- Contact guardian to make aware of situation
- Contact home to request immediate pick up
- In cases where pick up cannot occur within 30 minutes, National accessArts Centre will contact Calgary Health Link at 811 for further direction. If we are advised to call an ambulance for transportation and where the situation results in the person being taken to a medical centre, all costs incurred will be the sole responsibility of the artist, visitor, or their guardian.

*If an artist is transported to a medical facility, National accessArts Centre will advise their guardian. It is the guardian's responsibility to advise others in the artist's support work of the situation.*

## Confirmed Cases of COVID19

Where National accessArts Centre is informed of a suspected or confirmed case of COVID-19, they will contact Alberta Health Services for further direction. This may include but is not limited to:

- Formal communication to all recent visitors of the situation
- Possible closure and full time return to on-line programming exclusively until further notice
- Complete sanitization of entire facility

*Indefinite Arts will **NOT** disclose the names of persons identified as having COVID-19*

## Sanitization, Safety + PPE

National accessArts Centre is committed to a high level of sanitization to ensure the safety and well-being of all visitors and staff and will employ the following protocols diligently and in alignment with Alberta Health Services recommendations.

### Pre-Session + Post-Session Sanitization

- All entry points, doors, handles, railings, etc.
- All studio tools, supplies, projects
- All washroom touch points

### In-Session Sanitization

- All entry points, doors, handles, railings, etc. as they are touched
- Washrooms touch points after each use
- Debit/Credit machine before/after each use
- Any studio tools already used by another artist (all efforts will be made to minimize this)

### Hand Sanitizer

- There will be at least 9 hand sanitization stations throughout our building. Use of hand sanitizer will be mandatory at time of entry; upon entry to either studio; after washroom use by both visitors and staff.

### PPE

- ALL visitors are required to wear a mask upon entry and for the duration of their stay. Visitors must provide their own masks. National accessArts Centre reserves the right to deny entry if a visitor does not have or refuses to wear a mask. In cases where an artist has forgotten a mask, National accessArts Centre will provide a disposable mask at no cost ONE TIME ONLY. Thereafter, an artist may be able to purchase a one-use disposable mask for \$1.25 which may be billed on their next invoice. If an artist requires National accessArts Centre to provide a mask more than three times, we reserve the right to delay that artist's continued participation on site until a later phase.
- All NaAC staff will wear face masks + full face acrylic shields when in studio or the common areas.

### Restricted Areas

- Visitors will be restricted to washrooms and studio spaces only, except in cases where they are directed to wait on a socially distanced location in our lobby. All other areas are limited to staff only.

## Staff Locations, Meetings, Break Room, Administrative Area

All efforts will be made to minimize the number of staff together at any given time.

### Staff Entry

All staff will enter through the rear staff door and will immediately sanitize their hands.

## Staff Working Locations

- On days when studio sessions are open, the following staff will work on site:
  - Scheduled Studio Facilitators
  - Associate Manager, Studio
  - Coordinator, Artist Services
  - Artist Services Assistant
- All management and administrative staff will work remotely four out of five days and one day on site. These employees will be scheduled for specific on site days to minimize the number of personnel at all times.
- During studio sessions, staff will remain on their designated floor until all artists have left the facility.

## Meetings

- All meetings will continue to be held virtually as much as possible.
- When multiple staff are on site for meetings, they will be safely distanced or masked.

## Lunch + Breaks

- When multiple sessions will be run in a day, staff will be required to eat lunch on their designated floor.
- Both upper and lower staff will be required to eat lunch at the designated staff tables where each individual will be protected by an acrylic shield.

## Administrative Area

- Staff who used to work primarily in the administration area will now work from home 4 out 5 days.
- Admin. Area staff will be assigned a specific day when they will be able to work on site, safely distanced from other team members

## Off Site Events

Staff and attendees of all off-site events hosted by the National accessArts Centre must comply with any pandemic protocols in place for that location. In the absence of such protocols, or protocols that do not meet the minimum requirements laid out by Alberta Health Services, those found on the Alberta Health Services website must be followed.

## Sub-Licensees

Recognizing the need for our sub-licensees to enter their offices on the lower level of the National accessArts Centre, authorized sub-licensee personnel must commit to abiding by the protocols set out herein.

## Health + Safety

Sub-licensee personnel must comply with the same health regulations required of all visitors to Indefinite Art Centre.

- Mandatory safety requirements:
  - Must wear a mask at all times while in the facility
  - Must sanitize their hands immediately upon entry
  - Must sanitize any touch points while on site (including washrooms, counters, door handles, etc.)
- Sub-licensees must not enter the facility if they are exhibiting any of the symptoms or meet the criteria outlined in the Screening section of this document on page 2.

## Facility Access

Where possible, sub-licensees should limit their time on site, or avoid accessing the site during National accessArts Centre studio operating hours to minimize the number of people on site.

- Phase 1 Operating Hours | 9:30 a.m. – 3:30 p.m.
- Phase 2 Operating Hours | TBD
- Phase 3 Operating Hours | TBD

Sub-licensee personnel may enter their designated spaces via the lower lobby entrance. In accordance with their sub-licenses, they must limit their activities to the space defined in their sub-licenses. Use of National accessArts Centre common spaces will not be permitted at this time.

## Questions

Authorized sub-licensee personnel may direct all questions to Heather Jones, Manager, Operations at 403-253-3174 ext. 3 or [heather.jones@accessarts.ca](mailto:heather.jones@accessarts.ca)

## UPPER STUDIO | Floor Plan + Occupancy Limits



## LOWER STUDIO | Floor Plan + Occupancy Limits

