

COVID-19 SAFETY PLAN

NEW THEATRE (SYDNEY) INC

Plan completed by Gemma Greer, Theatre Manager, on Wed 19 Aug 2020

DEFINITIONS

Staff: paid staff, volunteer cttee members, company and non-company volunteers and outside producers hiring rehearsal/performance space.

Patrons: audience members

BO: box office

FOH: front of house

NT: New Theatre

WELLBEING OF STAFF AND PATRONS

Requirement

Exclude staff and patrons who are unwell from the premises.

Action

Staff & Audience: Any person feeling unwell and not yet at the theatre should stay at home. Any person who arrives at the theatre displaying symptoms of being unwell will be isolated on arrival then asked to leave when safe to do so. Anyone tested for COVID-19, will not be permitted to attend the theatre until a negative test result is confirmed. If a person with a confirmed case of COVID-19 has been at the theatre, building use will cease immediately until required action by the theatre has been taken. Relevant parties will be kept informed of any major developments in a timely manner.

Requirement

Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.

Action

Signage encouraging physical distancing and good hand hygiene will be displayed in the office, rehearsal rooms and high traffic areas. All staff will receive NT's COVID-19 Safely Guidelines, a simple point form document outlining COVID-19 safe conduct while in the building and the measures NT has put in place to ensure a safe work environment according to current Work Health and Safety laws. These guidelines will recommend staff contact the National Coronavirus Helpline for further information about when and where to get tested for COVID-19.

Requirement

Make staff aware of their leave entitlements if they are sick or required to self-isolate.

Action

NT will inform relevant staff of their current leave entitlements and ensure accrued/used leave is displayed on fortnightly payslips. Staff will also be informed that additional leave will be considered on request.

Requirement

Display conditions of entry (website, social media, venue entry).

Action

Staff: Signage asking staff to 'sanitise and sign in' will be displayed at entry points around the building and our COVID-19 Safe Guidelines will be sent to all staff. Managers/Directors will also be asked to ensure correct entry by staff according to the location of space in the building. Door codes will be assigned to encourage correct entry use.

Audience: Information regarding conditions of entry will be displayed on the home, FAQs and show pages of the website and will be included in the automated ticket confirmation email sent to patrons after pre-purchasing tickets. Signage will also be displayed outside the theatre and in the foyer.

Requirement

Consider the availability of booking cancellation and/or flexible booking where customers cancel due to COVID-19 factors.

Action

NT offers free ticket exchanges, and any ticket cancellations and refunds will be considered on a case by case basis. Any non-attendance due to COVID-19 factors will automatically be grounds for a refund.

Requirement

Ensure COVID-19 Safety Plans are in place for rehearsal rooms and auditorium where hiring out space.

Action

NT will implement and enforce its COVID-19 Safety Plan as set out in this document in rehearsal rooms and auditoriums when hiring out space. All staff will be provided with NT's COVID-19 Safety Guidelines before attending the theatre.

PHYSICAL DISTANCING

Requirement: Capacity must not exceed one person per 4 square metres of publicly accessible space (excluding staff).

Action: Capacity for the following spaces will be observed at all times:

- Auditorium & Foyer: 44
- Stage 32
- Jean Blue Rehearsal Room: 32
- FOH Ladies Bathroom: 3
- FOH Men's & Ambulant Bathroom/Backstage Bathroom: 1
- Backstage (Greenroom, Dressing Room, & Workshop): 25
- Office: 5

Signage indicating total capacity will be on display in each space and FOH & BO Managers, Company Managers and Directors will ensure compliance by all staff and patrons.

Requirement

Seated groups or individuals should be separated by 1–2 empty seats on both sides to support physical distancing. Develop strategies to achieve this, such as ticketing arrangements or blocked seating. If non-ticketed areas are being utilised, have strategies in place to ensure physical distancing between non-household groups.

Action

NT's auditorium is general admission with free seating. When entering the auditorium groups/individuals will be asked to sit 2 empty seats apart from other groups/individuals where possible. If it is not possible to sit 2 seats apart, a gap of 1 seat must be maintained at all times. A FOH Manager will be available to ensure adequate physical distancing is observed by audience members when seated at the beginning of the show and then again after interval.

Requirement

Reduce crowding wherever possible and promote physical distancing with markers on the floor in areas where people are asked to queue, such as for ticketing or to order food or drinks. Use separate doors or rope barriers to mark the entry and exit wherever practical.

Action

A FOH Manager will be rostered on every show and will be responsible for closely managing crowding in the foyer, where the bar, box office and toilets are located. An area will be assigned for those signing in and separate queues will be allocated for bar and box office with markers on the floor to promote physical distancing. All patrons will be asked to move through to the auditorium as soon as possible after visiting the box office, bar and toilets. An exit and entry door from the foyer into the auditorium will be assigned. The bar and box office will be closed post show and all patrons will be asked to leave immediately.

Requirement

Consider strategies to manage crowding during an intermission, such as a longer intermission period, encouraging people to take their food or drinks back to their seated area, adding additional food and drink service points and allowing customers to leave and return to the premises during this period.

Action

During interval patrons not wanting to visit the bar or toilet will be asked to stay in the auditorium. Those wanting to move into the foyer will be asked to queue from their seats and practice physical distancing. Patrons will be encouraged to purchase interval drinks on arrival to speed up the interval bar queue and audience members will be free to leave and return to the building at will during interval. An announcement will be made before the show begins, and if necessary as interval commences, informing patrons of correct conduct during interval.

Requirement

Promote online ticket purchasing and electronic ticket checking.

Action

NT will provide a fee-free online and telephone ticketing service with free exchanges and guaranteed COVID-19 related cancellations/refunds. The home, FAQs and show pages of the website will further encourage contactless ticket sales. To reduce the amount of physical contact made with our BO Manager during door sales, a sneeze guard will be erected at the BO with a self-

service card reader. Print at home tickets will also be introduced to reduce physical ticket collection. Scanners will be used at auditorium doors.

Requirement

High energy dance, as well as singing and wind instruments, can spread COVID-19 if a participant is infected. Additional planning around these activities should be undertaken from a work health and safety perspective.

Action

Staff: Where possible and/or practical, a physical distance of 3m will be observed by performers facing each other when dancing, singing, or engaging in ensemble work.

Audience: A min of 3m will be observed between performers and patrons when high energy dancing, singing, and/or ensemble work is presented on stage. If necessary, the front row of the auditorium will be cordoned off.

Requirement

Where reasonably practical, ensure staff maintain a 1.5m physical distance at all times, including at meal breaks and in offices or meeting rooms.

Action

A physical distance of 1.5m will be observed by performers where possible and/or practical during rehearsals and performances. All other staff will be asked to maintain a 1.5m distance from others where physically possible. No more than one person will be permitted to use the kitchen or bathroom at one time. If either of these areas are occupied, people will be asked to wait in the green room/dressing room or foyer until previous occupant has left. Congregation in the dressing room, green room or foyer is not permitted. Those who choose to spend their break at the theatre will be asked to remain in their assigned rehearsal space where capacity is sufficient. Signs will be displayed in staff areas to remind staff to physical distance at all times.

Requirement

Staff to work from home where possible and use phone or video for essential staff meetings where practical.

Action

Staff will work from home and meet via phone or video where possible.

Requirement

Where reasonably practical, stagger start times and breaks for staff to minimise the risk of close contact.

Action

Rehearsal schedules will be organised with the least number of performers working together as possible. Other staff working on site will be asked to attend on alternate days in an effort to minimise staff contact. Staff groups working from the theatre at the same time will be separated where possible and instructed to use separate entrance and exits.

Requirement

Consider physical barriers such as plexiglass around counters with high volume interactions with customers.

Action

Sneeze guards will be installed on the bar and BO. Staff will also be required to wear face masks

while working FOH or BO.

Requirement

Review regular deliveries and request contactless delivery and invoicing where practical.

Action

Invoicing for deliveries will be mandatory. Contactless delivery will be made where possible.

Requirement

Have strategies in place to manage gatherings that may occur immediately outside the premises.

Action

Staff: Congregating outside the theatre by staff will be discouraged. Breaks will be taken in assigned rehearsals spaces where capacity is adequate.

Audience: A FOH Manager will ensure that physical distancing is observed when audience members are queuing or congregating outside the theatre before the show and during interval. Signs will be displayed on the building facade as a reminder.

Requirement

Encourage private transport options to minimise crowding on public transport where practical.

Consider whether parking options close to the venue could be discounted or included in the ticket price to support this.

Action

Staff & Audience: All theatre attendees will be encouraged to take private transport or travel on public transport outside peak hour times where possible. NT does not have any allocated parking but is able to provide detailed information about neighbourhood street parking on request.

HYGIENE AND CLEANING

Requirement

Adopt good hand hygiene practices. Have hand sanitiser at key points around the facility, such as entry and exit points.

Action

Staff: Sanitisation stations will be placed around the building stocked with high grade hand sanitiser and signs requesting all attendees sanitise their hands on entry and exit of the building and/or rehearsal space. Signs will also be displayed in the bathrooms requesting hands be washed thoroughly after use. Good hand hygiene will also be covered in NT's COVID-19 Safety Guidelines.

Audience: Patrons will be required to sanitise their hands using high grade sanitiser as they enter the building. Signs will be displayed in the foyer bathrooms requesting hands be washed thoroughly after use.

Requirement

Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.

Action

Adequate soap and paper towel will be provided in all bathrooms at all times. Management will be required to check and restock bathrooms on a regular basis and Senior Management will ensure the supply of cleaning products to the theatre is adequate.

Requirement

Clean frequently used indoor hard surface areas at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day. Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.

Action

Staff: Frequently touched surfaces in the rehearsal rooms will be cleaned by the Stage Manager/Director at the beginning and end of each rehearsal and after breaks. All other areas of the theatre being used on an irregular basis will be cleaned and sanitised before and after use by those using the space. A thorough cleaning of all frequented areas will be done weekly. All those cleaning the building will be advised to wear gloves and wash their hands thoroughly before and after.

Audience: Seats in the auditorium will be cleaned with disinfectant before opening for each show. Soap and paper towel dispensers, taps, handles, latches, handrails, bar and box office counters and FOH tables and seats will be cleaned with disinfectant before opening for each show, during act one for interval and again during act two. A thorough cleaning of the toilets, foyer and auditorium will be done weekly.

Requirement

Develop strategies to address cleaning of very high-touch items. Consider having disinfectant wipes available for attendees' use.

Action

Props and costumes will be sanitised before and after each rehearsal. Disinfectant wipes and spray will be provided during rehearsals if further sanitisation is required.

Requirement

Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.

Action

Adequate cleaning and disinfecting products and disposable gloves will be provided and maintained by Senior Management. Each Stage Manager/Director will have a personal supply of products to manage and store safely.

Requirement

Encourage contactless payment options.

Action

Card and digital payment options will be encouraged at the box office and bar. Cash will be accepted only if no other option is possible.

RECORD KEEPING**Requirement**

Keep a record of name and a mobile number or email address for all staff, customers and contractors for a period of at least 28 days. For group bookings, one contact is sufficient to support contact tracing. Ensure records are used only for the purpose of tracing COVID-19 infections and are stored securely and confidentially.

Action

Staff: All staff will be required to sign in on arrival. Sign in forms asking for name and contact details will be located at all staff entry points around the building. Senior staff will ensure that blank forms are always available and full forms are collected and stored for at least 28 days.

Audience: Adequate contact information is collected from patrons when pre-purchasing tickets for individuals and groups and stored in NT's ticketing/CRM system. Patrons purchasing tickets on the door will be asked to provide contact details at time of sale.

Requirement

Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.

Action

The COVIDSafe app is explained and promoted in the COVID-19 Safety Guidelines given to all staff.

Requirement

Cooperate with if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50

Action

NT will cooperate with NSW Health in whatever way necessary if contacted in relation to a positive case of COVID and will contact SafeWork NSW on the number above.