

Arcadians Theatre Group – COVID PLAN – as at 5 January 2021

General

The Arcadians Theatre Group Management Committee will monitor and act on the advice of NSW Health and other official governing authorities as it is revised from time to time.

We take our responsibilities to look after our members and the general public whenever they are in our venue very seriously and will diligently adhere to Regulations as they are set by the relevant Government bodies.

This document outlines the policies and procedures that Arcadians Theatre Group have put in place to ensure a safe environment for members and our guests.

This Policy addresses the 4 stake holder groups associated with the Group. These are:

- *Audience (in the Auditorium and Conveniences, Foyer Spaces, Entry and Exit points, Box Office, Canteen)*
- *Creative staff and members (Entry and exist points, Box Office and Foyer areas, Dressing Rooms and Conveniences, Bio Box, FOH staff and Canteen)*
- *Member Groups (e.g. MMM, Costume Room staff, Lamplighters , ACT, etc.) and*
- *Contractors (Deliveries, maintenance of Air-con and fire systems, etc.)*

SOCIAL DISTANCING RULES AND CAPACITY LIMITS

At the time of writing, NSW Government requires 4sqm per person in an Entertainment venue based on the area of the space.

The 1.5m rule requires a minimum of 1.5m space between individuals, noting that persons from the same household do not need to observe these limits.

From 1st December 2020, the number of audience allowed within the theatre auditorium was increased to 75% of the venues capacity so long as admission to the premises is by way of a ticket and each person has been assigned to a seating area. This capacity limit does not include staff (eg. ushers, technical staff, etc.) and performers on stage who are required to perform their duties in the auditorium/ space.

The area of the Auditorium (excluding the seating in its retracted position) is 193 sq. mts. Using 4 sq. mts. per person rule, this would allow up to 48 people when not in performance mode.

The Stage area is 72 sq. mts. which under the same 4 mt rule allows up to 18 on stage at any one time.

AUDITION GUIDELINES

All auditionees must adhere to the following guidelines.

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1. Book your face to face audition online including electronically submitting your completed audition form. Alternatively submit your video audition no later than 9pm the night prior to face to face auditions.
2. Do not attend your allocated audition time if you are feeling at all unwell displaying any of the COVID-19 symptoms or have been told to isolate. In the event of being unable to attend your booked audition please text the number provided ASAP and we will make alternative arrangements.

Attending auditions

Auditionees must not attend their scheduled audition if they:

- **Have any cold or flu symptoms**, even if they are very mild.
- **Have been advised by NSW Health or, a health professional to self-isolate** after travelling to or attending an event or venue at a 'COVID' hotspot.
- **Have been identified as a close contact** of a person who has tested positive for COVID 19.
- **Are waiting for results of COVID 19 testing.**

1. Arrive 5 mins prior to your allocated audition time to minimize number of people waiting in foyer. Auditions will be allocated 20min apart to allow for social distancing & disinfecting between auditions. If you are running late please notify us on the number provided and another arrival time will be arranged.
2. On arrival at the audition venue, you must check in at the QR code kiosk provided using your smart device. Your contact details will be retained for up to 30 days for the purpose of contact tracing.
3. You must sanitize your hands (sanitizer will be provided) and have your temperature checked by reception who will be masked.
4. Only one auditionee will be permitted in the auditorium at any one time. When you are called in please follow the markings to make your way to the stage and stand on the X marked in tape on the floor. Leave any belongings (bottled water) on the table as advised by theatre personnel – this table will be wiped down between auditionees. Bring your own copy of the audition script / score to the audition.
5. Once your audition is completed collect your belongings, sanitize your hands with sanitizer provided and exit via the side door as directed. Do not remain in the foyer unless asked to do so. Leave the building immediately.

Rehearsal Guidelines

Throughout the rehearsal & performance periods we will continue to monitor and act on the advice of NSW Health and other official governing authorities.

We ask that all cast members adhere to the following guidelines & rehearsal processes.

Attending rehearsals

Cast members must not attend their scheduled rehearsal call if they:

- **Have any cold or flu symptoms**, even if they are very mild.
- **Have been advised by NSW Health or, a health professional to self-isolate** after travelling to or attending an event or venue at a 'COVID' hotspot.
- **Have been identified as a close contact** of a person who has tested positive for COVID 19.
- **Are waiting for results of COVID 19 testing.**

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Throughout the rehearsal period if a cast member becomes unwell, they must notify the production team immediately and get tested. Out of safety to fellow cast members who were in attendance at rehearsal along side you the previous rehearsal they will also be notified to watch for symptoms. You cannot return to rehearsals until you are cleared of any illness & a negative COVID-19 test result.

Under no circumstances will visitors, partners, siblings or pets be permitted to attend rehearsals or backstage during the show season.

A rehearsal schedule will be issued upon casting and throughout the rehearsal period. You will note the rehearsal schedule will allocate specific times for various groupings of cast members to maintain social distancing guidelines.

Arrival to Rehearsal

1. When attending rehearsals cast should **arrive just in time for allocated start time** and with only what you need for the day's activities (please do not bring large dance bags if you only need your dance shoes, script, pen, water and a jacket). Please bring your **OWN** script/score, pencil, bottled water and coffee cup to **EVERY** rehearsal. No sharing of scripts/scores, pencils or water bottles will be permitted.
2. On arrival, enter via the foyer and wait there until directed otherwise. If you are running late please notify us on the number provided.
3. You must **check in** at the QR code kiosk provided, preferably using your own smart device but otherwise, joining in on another cast members device. Your contact details will be retained by Services NSW for up to 30 days for the purpose of contact tracing.
4. You must sanitize your hands (sanitizer will be provided) and have your temperature checked by a staff member.
5. We strongly advise the use of the COVID safe app whilst you are in the theatre.

During Rehearsal

For each production, a person will be nominated as the COVID MARSHALL and any instructions given by this person for safe compliance of the Regulations must be adhered to.

For rehearsals you will initially be attending in small groups either as vocal parts i.e. sopranos, altos, tenors and bases or a principal grouping to maintain social distancing.

Ensemble cast members will be initially brought in for vocal rehearsals in **vocal groups** (Sopranos, Altos, Tenors, Bases). Each vocal group should have approximately 3-4 members.

*Please Note - During rehearsals, production week and show dates, cast are required to complete their own vocal warmups **before** entering the Miners Lamp, in order to minimise group singing etc. Warmup recordings will also be available via Dropbox for those less experienced.*

1. The singing will be taught keeping 1.5m distance between fellow cast members (chairs spaced out across the foyer/theatre floor space). Once ensemble has been taught, the **Leads** will be brought in as **pairs or small groups**.
2. Once the songs/harmonies are known, where possible, cast will receive recordings of their parts via a Dropbox link so they can practice their harmony in isolation until the next

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rehearsal. They must adhere to these recordings as time for learning in rehearsal space is limited.

3. For initial vocal rehearsals the cast are asked to **remain seated** in their allocated chairs (spaced in 4m sq. sections). Cast will be required to wear a shield as we invite larger groupings into the rehearsal whilst maintaining social distancing. As from 3 January 2021, masks must be worn whilst indoors. A mask may be removed only when the cast member is required to perform on stage but must immediately replace the mask when leaving the stage. If singing is to take place on stage, the Regulations must be applied, ie. Social distancing of 1.5 mts, only 5 to sing at a time and all must be facing the front of the stage.
4. Cast will be required to wear a mask, face shield and/or gloves when physical contact is required during the blocking of scenes and choreography later in the rehearsal schedule.
5. You will be designated a rehearsal area and will be required to remain in that space unless directed otherwise by a member of the production team.

For initial choreography/ movement rehearsals you will be taught keeping 1.5m distance between fellow cast members where possible. Once the choreography concepts are known and cast can no longer physically distance to rehearse the number all cast will be required to wear a mask. When physical contact is required cast members must sanitize or wash hands prior to commencing the physical contact and/or wear latex gloves and dispose of gloves immediately after the dance rehearsal.

For blocking rehearsals all cast will be required to wear a mask. Where physical contact is required with another cast member. i.e. hand holding, embracing etc., the production team will direct how this is to be done.

When required to use props, those cast members will sanitize hands prior to touching props. As a cast member you are only permitted to touch your allocated prop. The props will be regularly disinfected throughout the rehearsal period. Where possible the choreography & staging will be worked out to minimize the sharing of props.

To minimize risk, we not bring the entire cast together at the latest possible time. When this occurs, the cast will be required to wear masks at all times and sit in designated areas until required onstage.

At no time will cast be permitted to mingle and move around.

All breaks will be staggered to facilitate social distancing.

Before entering the kitchen during scheduled breaks you will be required to sanitize your hands. Please bring and use your own coffee cup. Wipe down surfaces used before exiting the kitchen.

You will be responsible for your own belongings during rehearsals i.e. Do not leave scripts, scores water bottles or coffee cups behind. Any items left behind at the conclusion of rehearsals will be disposed.

Leaving Rehearsals

You will be directed to an exit at the conclusion of every rehearsal. This may be different each time depending on the number of cast at rehearsal on that day.

You will be required to sanitize your hands before leaving the theatre using sanitizers provided.

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Although not essential, it would assist if you check out using the QR code registered when you entered earlier.

During Show Season

Under no circumstances will visitors, partners, or siblings be permitted backstage during the show season.

*Please Note - Production week and show dates, cast are required to complete their own vocal warmups **before** entering the Miners Lamp, in order to minimise group singing etc. Warmup recordings will also be available via Dropbox for those less experienced.*

The theatre will be live one hour prior to the advertised starting time in order to safe check patrons before entry and to allocate seating and seat patrons.

TICKETING

- Clearly articulate the refund policy with customers on Trybooking
- Privacy policy regarding use of customer data in relation to contact tracing. On website and on display in box office and on booking confirmation
- Conditions of entry (only if they are in good health to the best of their knowledge, etc.) Communicated at time of purchase, in reminder communications and on door/box office
- Encourage Print at Home/e-tickets to minimize ticket handling

TICKET COLLECTION

- Perspex screens to separate staff from customers at Box Office
- Signage "Contactless/Card payment strongly encouraged"
- Review how programs are sold
- Ticket collection from ¾ hour before the show.

- Record patron data – we currently do this by collecting the data at time of sale. Implement QR code and Physical sign in book

FRONT OF HOUSE

Refers to all Front of House Areas including, but not limited to, Front Doors, Foyer, Canteen, Auditorium, Front steps, Entry Points and exists.

- Hand sanitiser will be available at every entry and exist , points of contact and toilet conveniences.
- Personal hand sanitisers for the use of FOH staff
- Doors chocked open where possible

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- Doors open to allow ventilation.
- FOH and Crew Team talks at the start of every session to discuss any changes in protocols that have occurred
- If any crew, cast or production staff feel unwell, they should not come to the theatre
- Thermometers will be available to monitor staff or patrons for temperature checks as they arrive to the Theatre
- Physical induction supported by COVID safe policy and resources, for all FOH Staff, Production team and performers prior to season commencement including training in appropriate COVID-19 management skills for all Front of House staff.
- Cleaning guidelines from SafeWork Australia will be implemented.
- No Canteen facilities will be operating during Show Season
- Signage on notice boards around COVID safe protocols and good hygiene measures will be erected
- Signage indicating maximum capacity of spaces
- The venue has a duty of care to ensure the relevant social distancing measures are in place and to ensure Front of House Staff are trained in how to manage matters of noncompliance
- Ensure call times allow for additional time to adhere to distancing and cleaning requirements
- Signage throughout the venue indicating the maximum number of patrons permitted. This is to be amended as social distancing rules change
- QR Codes and physical visitor book with sign in pens will be provided.

ATTACHMENTS

Attachment 1: Preshow – receiving patrons and placing them in allocated seats

Attachment 2: Interval – monitoring limited movement

Attachment 3: Post show - Exiting the theatre

1, 2 and 3 show the location of staff in the theatre for monitoring and controlling patron movement around the theatre. A full description of the duties at each position is provided in the training card associated with each position.

FRONT DOORS

- Mandatory temperature checking of patrons as part of the Conditions of Entry
- COVID Safe tick of approval displayed in front door
- Signage on Conditions of Entry and “Do Not Enter if you are experiencing these symptoms...”
- Signage regarding “Queue here for ticket collection” and “Enter here if you already have your tickets” i.e. using bollard signage and decals on the floor as well as screens in foyer
- Bollards to separate the two lines

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FOYER

- Foyer furniture should be removed to allow standing room only and to encourage direct entry to the theatre
- Encourage patrons to remain outside until ready to take their seats in the theatre
- Open auditorium doors early to avoid congestion in foyer
- Opening up the space between the two buildings as a second, outdoor foyer space to allow for more patrons
- Hand sanitiser available at box office/ entry point to theatre and at dressing room entry and toilets
- Surface wipes available at box office e for FOH staff to use
- Doors chocked open where possible
- Pre-performance reminders about conditions of entry and any changes to the venue.

AUDITORIUM

- Disability access will be maintained via the southern ramp door. Staff need to be placed at the door to monitor social distancing requirements
- Open auditorium 30 minutes prior to the performance to allow patrons to sit in their allocated seats
- Use both foyer paging (audio) and monitors/signage (visual) to reinforce audience queuing and movement requirements, and ensure this information is accessible for all patrons
- Additional signage about good public hygiene practices placed in appropriate places around the theatre.
- Only front of house staff should open and close auditorium doors to minimise patron contact
- Provide signage at exits requesting patrons disperse swiftly to avoid crowding near exits
- Staff to minimise contact with low mobility/high care patrons.
- FOH staff to clean handrails and contact points before opening doors, during loading of house and at interval
- Wearing of masks by all patrons is recommended once inside the theatre. This is to be sign posted at the theatre and communicated to patrons prior to their visit. This will be reviewed as the government guidelines change

BACK OF HOUSE

Refers to all Back of House areas including, but not limited to Bio Box, Stage, Dressing Room, Costume Room

- Hand sanitiser available at every entry point

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- Surface wipes to be provided
- Doors chocked open where possible
- Windows open when possible
- If staff feel unwell, they should not come to work
- Thermometer available in dressing room for daily temperature checks of crew and cast. Stage Manager to appoint responsible person to monitor supplies, social distancing and crew/cast health.
- Regular cleaning of all contact points.
- Cast and crew responsible for own cups and utensils.
- Where physical distancing is not possible, masks are to be worn by staff
- Identify shared equipment that requires cleaning.
- Crew members to be responsible for the same equipment where feasible, to avoid cross contamination
- Crew and cast to notify Stage Manager or Director if they feel unwell as soon as possible.
- All crew and cast to enter via the dressing room door and register their information via QR code
- Schedules established to take into consideration house opening earlier
- Rooms in use daily to be sprayed with disinfectant. (dressing rooms, props area, backstage corridors, etc)
- Performers will be responsible for keeping their wardrobe, makeup, props and personal belonging separate from others
- Call times will allow for cleaning requirements
- Production team to develop a cleaning schedule of frequently used areas and shared equipment
- There will be no sharing of makeup or beauty products
- Props are to be cleaned or wiped before use
- Stage Manager and crew are responsible for wiping down their surfaces in the bio box and back-stage
- Cast responsible for wiping down their particular area in dressing rooms
- Clean and sanitise equipment after use

COSTUMES, HAIR AND MAKEUP

- Use high quality disinfectant/anti-bacterial laundry detergent where possible
- Performers to do own costume fittings, hair or makeup
- Induction for all costume staff as per crew and creatives
- Separating costumes based on actors – allow more distance between costumes

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- Encourage performers to sanitise hair and makeup kits regularly
- Regularly clean costumes

ADVANCE COMMUNICATION

- through emails to patrons, on the phone or in person at time of sale/booking, social media channels
- Consistent messaging in all communications:

Wording in the general page for Trybooking

“Please note that when you make your booking, you will receive a ticket for “GENERAL ADMISSION”. Our staff will then allocate seats to you when you are admitted to the theatre. Please arrive earlier than usual in order to comply with the required pre-admission safety checks.

If you have special needs for preferred seating, then after you have purchased your tickets, please email our box office at boxoffice@arcadians.org.au stating your name and session you have booked and a brief description of your needs. We will endeavour to meet your request.

***“We are committed to delivering safe & enjoyable performing arts experiences. Arcadians Theatre Group are committed to following the regulations as set down by NSW Health from time to time which may change at short notice.*”**

When you purchase a ticket, you are agreeing to our terms of entry and will abide by any instructions given to you by our Staff. The following is a list of actions we have put in place for your protection:

- *Early arrival in order to go through the necessary safety checks and be taken directly to your seats*
- *Allocated seating on arrival at the theatre*
- *Reduced audience capacities*
- *Patrons’ seats separated from other groups by empty seats either side*
- *Increased distance between performers and the audience*
- *Additional cleaning of theatres and disinfecting of foyer touch-points before, during and after performances*
- *Hand sanitising stations throughout our venues*
- *We recommend patrons 12 years and over wear masks whilst in the theatre*
- *Collection of patron contact details (email and phone) using QR codes*
- *Temperature checks may be taken*
- *Assisting patrons to maintain appropriate physical distancing throughout the venue.*
- *Please follow any instructions given by our Front of House staff*
- *There will be no Canteen service at this performance*

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*When you visit, it is really important that you are feeling well, and prepared to adhere to the safety practices of our venue. **If you're unwell, please stay home and contact us** (Ph: 4284 8348 or mob: 0447 848 348) about a refund or exchange options.*

We appreciate your understanding as we work to keep everyone safe.”

Wording for inclusion on the e-ticket and web site:

“We are committed to delivering safe & enjoyable performing arts experiences.

Please arrive early in order to go through the necessary safety checks and be taken directly to your seats.

We are operating under guidelines from NSW Health, and this means some changes to how we do things. These include:

- *Early arrival in order to go through the necessary safety checks and be taken directly to your seats*
- *Allocated seating on arrival at the theatre*
- *Reduced audience capacities*
- *Patrons' seats separated from other groups by empty seats either side*
- *Increased distance between performers and the audience*
- *Additional cleaning of theatres and disinfecting of foyer touch-points before, during and after performances*
- *Hand sanitising stations throughout our venues*
- *We recommend patrons 12 years and over wear masks whilst in the theatre*
- *Collection of patron contact details (email and phone) using QR codes*
- *Temperature checks may be taken*
- *Assisting patrons to maintain appropriate physical distancing throughout the venue.*
- *Please follow any instructions given by our Front of House staff*
- *There will be no Canteen service at this performance*

*When you visit, it is really important that you are feeling well, and prepared to adhere to the safety practices of our venue. **If you're unwell, please stay home and contact us** (Ph: 4284 8348 or mob: 0447 848 348) about a refund or exchange options.*

We appreciate your understanding as we work to keep everyone safe.”

- This wording should also be placed at the Box Office window with FOH Manager asking patrons to confirm that they agree to only attend the performance if they are in good health
- Our refund policy is consistent across all performances. We will offer an alternative performance but a full refund will be provided to the patron on request. This will be via direct deposit to a nominated account. There will be no cash refunds. Patrons can choose to give a donation instead.
- Policy message (above) included on print-at-home tickets through Trybooking some COVID safe measures the Company is taking. Text about audience and performer safety being important and use the Ensemble “Friendly Tone”
- Note any revised or preferred building entry requirements eg. patrons will exit via a different exit
- Provide our contact number for patrons to use if they suspect an infection after the event

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- Contactless/card payment is preferred
- Bookings for each performance are required through Trybooking or directly with the Box Office
- It is recommended that masks be worn during the performance for your own safety

CLEANING

- Our regular professional cleaning company has been instructed to carry out additional cleaning in keeping with COBVID-19 requirements in their normal cleaning cycle.
- Regular cleaning of high touch surfaces to be conducted by FOH staff prior to, during and after each performance. This includes bathrooms areas, box office counters, door handles, etc.
- FOH staff to be provided with PPE (gloves, masks etc.)
- Checklist of areas to be cleaned
- FOH staff to be inducted into COVID-safe protocols and cleaning procedures
- Constant cleaning of bathrooms during pre-show and interval
- Ensure levels of hand sanitiser and soap dispensers are kept up (top up when low)
- FOH Manager to check the stock regularly and develop a list of what needs to be replenished.
- Stocks of paper towel to be available in place of tea towels/hand towels

GENERAL HYGIENE by CAST and CREW

- Apply personal hygiene measures at all times
- Practise hand hygiene regularly during the show season (hand sanitisers)
- Practise cough and sneeze etiquette
- Where reasonably practicable, maintain physical distancing with everyone
- Do not share personal items such as water bottles and Keeper Cup

MANAGING SUSPECTED CASES

During rehearsals, suspected cases of the cast and crew will be initially managed by the Director or Producer of the show.

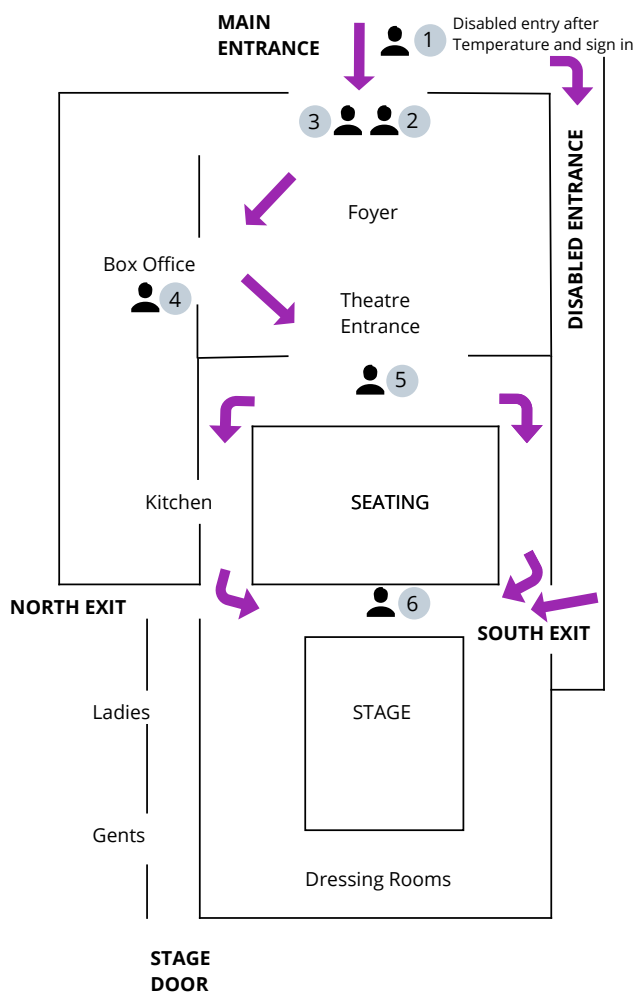
During show season, the Front of House Manager will be responsible for managing any suspected cases of Patrons in attendance.

- If a member of the Cast, Crew or public is feeling unwell or presents with COVID-19 symptoms during the season:

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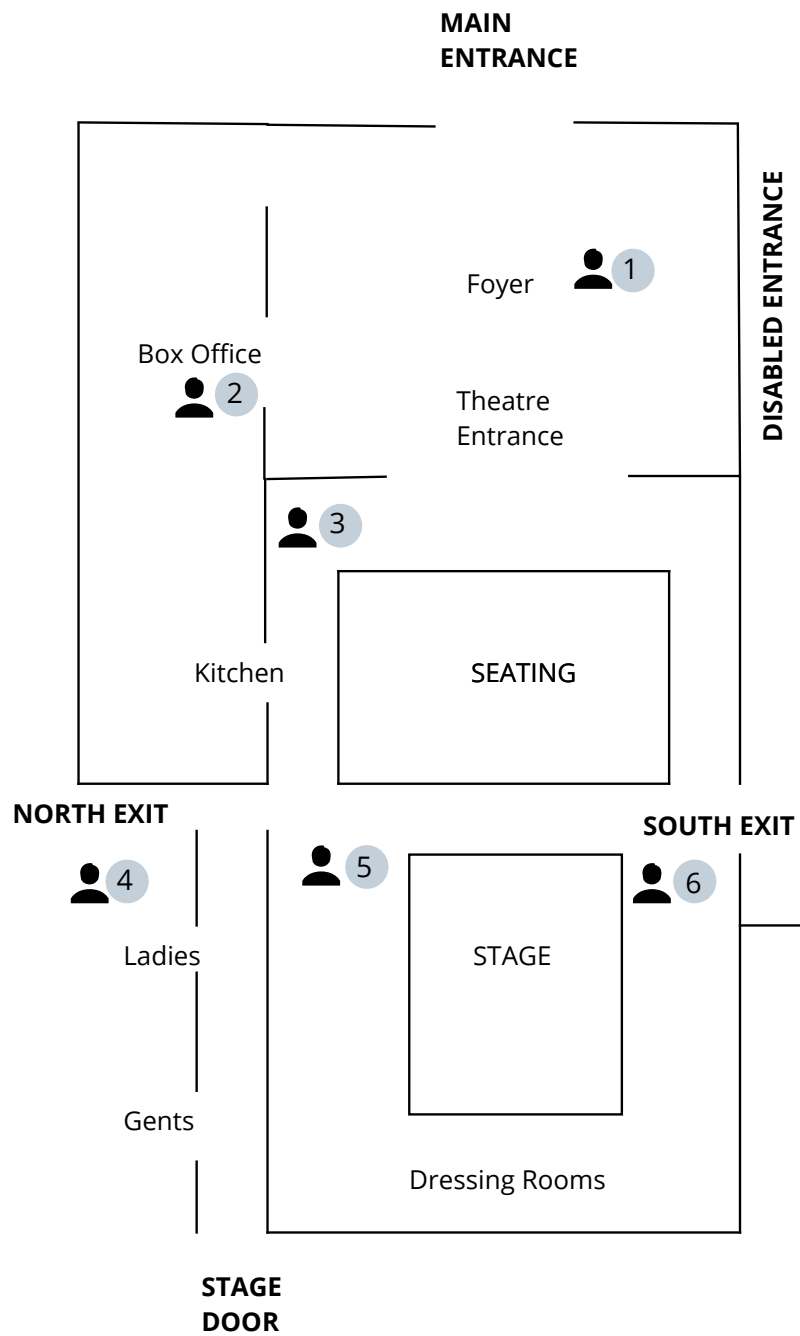
- Isolate the person in a safe area and supply them with a surgical mask (if available)
 - Assess whether this person represents a risk to others in the theatre
 - Ensure the person has transport to safely return home or visit a doctor or medical facility
 - Advise the person to get tested for COVID-19, as per government advice, and follow instructions regarding isolation
 - Ensure that impacted others are supported in whatever way required
- The Cast member or crew displaying symptoms can return to the show once symptoms are no longer present and receives a clearance from public health authorities or medical practitioner

ATTACHMENT 1: Pre-show FOH configuration

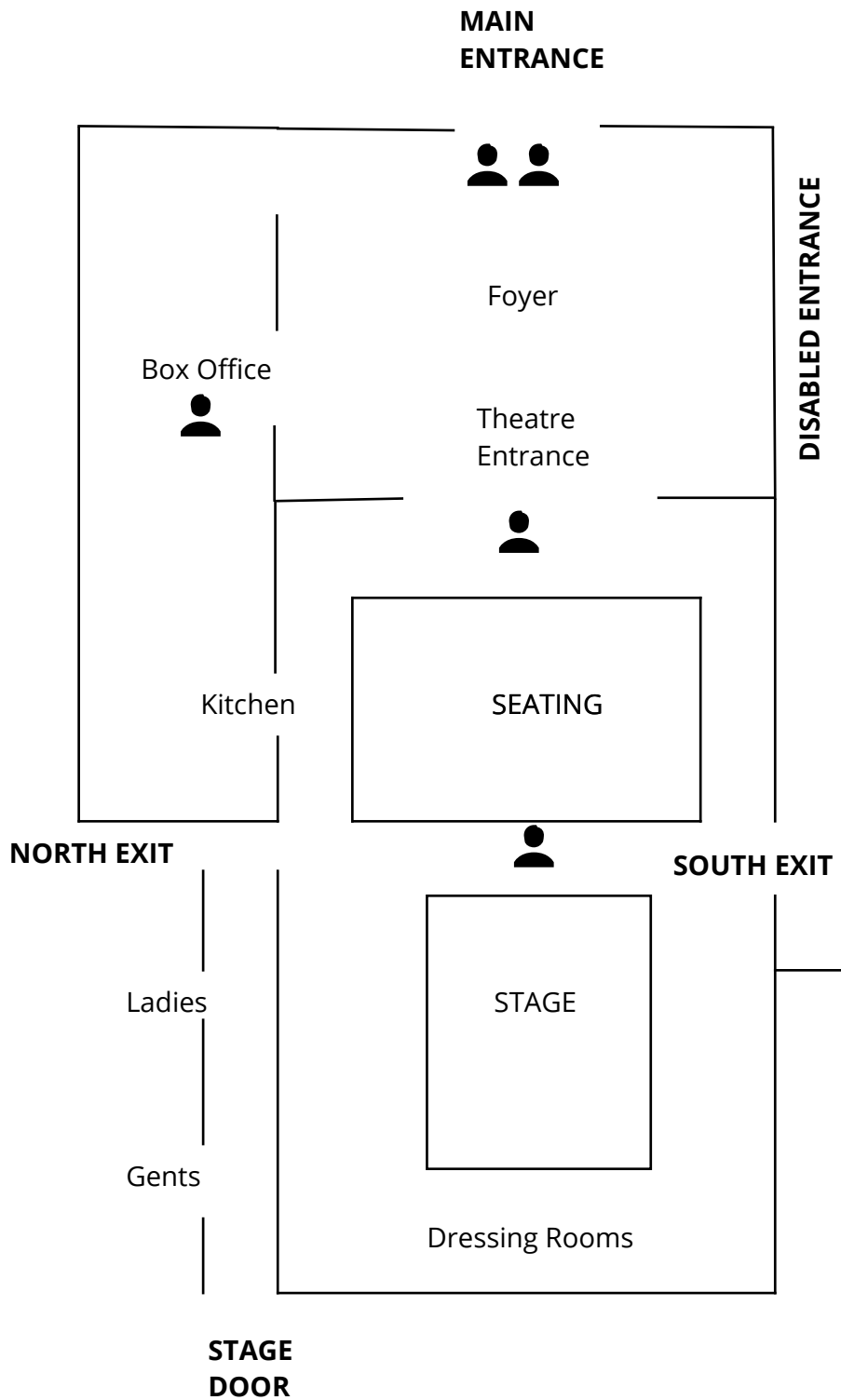


Preshow

ATTACHMENT 2: Interval FOH configuration



Interval



Post Show