

Arcadians Theatre Group COVID SAFETY PLAN

VERSION CONTROL

Version: 7.1.1

Issue Date: 26 August 2021.

Contents

Version Control	1
General	2
Social Distancing Rules and Capacity Limits	2
Audition Guidelines	3
Rehearsal Guidelines	4
Ticketing	5
Front of House	6
Back of House	8
Costumes, Hair and Makeup	8
Advance Communication	9
Cleaning	10
Managing Suspected Cases	11

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 holders 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. Monday Maintenance Men (MMM), Costume Room staff, Lamplighters, Arcadians Children’s Theatre (ACT) and
- Contractors (Deliveries, maintenance of Air-con and fire systems, etc.).

SOCIAL DISTANCING RULES AND CAPACITY LIMITS

As of 16 August 2021, NSW Health recommends staying 1.5 m away from other people and avoiding close contact with people you do not live with.

The theatre capacity is 148 seated. Seating capacity is governed by the NSW Health Orders at the time.

The need to wear face masks will be advised through our booking system TryBooking and on the ticket issued through this system. In any event, NSW Health strongly recommends that you carry a clean face mask with you and wear it if you are unable to maintain 1.5 metres of physical distance from others.

AUDITION GUIDELINES

All auditionees are required to adhere to the following guidelines as part of our Safety Plan.

1. Book your audition online including electronically submitting your completed audition form. Alternatively submit your video audition no later than 9pm the night prior to auditions. You will be advised if your audition is face-to-face or an alternative method depending on the Health Orders at the time.
2. In the event of face-to-face auditions, 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.**

Arcadians Theatre Group strongly encourages members to get COVID-19 vaccination for the health and safety of all members and patrons attending the theatre.

1. Arrive 5 mins prior to your allocated audition time to minimize number of people waiting in the foyer. Auditions will be allocated 20min apart to allow for social distancing. 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 or our provided device at Box Office. Your contact details will be retained by NSW Health for up to 30 days for the purpose of contact tracing. We also ask that you show your electronic vaccination certificate or other form of verification.
3. You must sanitize your hands (sanitizer will be provided) as often as practicable.
4. Only one auditionee will be permitted in the auditorium at any one time. When you are called in, please follow the instructions of the audition panel. Bring your own copy of the audition script / score to the audition.
5. Physical distancing of at least 1.5m is requested during the audition.
6. Once your audition is completed collect your belongings, exit as directed by staff. Do not remain in the foyer unless asked to do so. Leave the building as quickly as possible.

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.**

Throughout the rehearsal period if a cast member becomes unwell, they must notify the production team immediately and if appropriate, 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 or received a negative COVID-19 test result.

We request that you do not invite visitors, partners, siblings or pets to attend rehearsals or backstage during the show season.

During rehearsals, we request you maintain 1.5m social distancing wherever possible or wear a mask otherwise. Personal hygiene is paramount in the venue and we ask that you use the sanitising stations on your entrance to the theatre and frequently when present.

Rehearsal schedules will be issued throughout the rehearsal period. The rehearsal schedule may allocate specific times for various groupings of cast members to maintain social distancing guidelines.

Arrival at Rehearsals

- When attending rehearsals cast should **arrive just in time for allocated start times**. Please bring your own script/ score, pencil, bottled water and coffee cup to **EVERY** rehearsal. Sharing of scripts/scores or pencils is not recommended.
- On arrival, enter via the foyer. If you are running late, please notify the Production Team on the number provided.
- It is a requirement of entry to the theatre that you **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 NSW Health for up to 30 days for the purpose of contact tracing. A Concierge device is available at the Box Office.
- You must sanitize your hands (sanitizer will be provided).
- At the first rehearsal, the Production team will talk you through the COVID SAFETY PLAN current at the time to familiarise you with the requirements of the Company.

During Rehearsal

- For each rehearsal, a person will be nominated by the Director as the COVID MARSHALL and any instructions given by this person for safe compliance of the Regulations must be

COVID – 19 SAFETY PLAN

adhered to. The Covid Marshall position will be rotated nightly to give every cast and production team member the opportunity to manage the role.

- For rehearsals you may be required to attend in small groups either as vocal parts i.e. sopranos, altos, tenors and bases or a principal grouping to maintain social distancing.
- Singing will be taught with social distancing in mind.
- For initial choreography/ movement rehearsals you will be taught keeping social distancing in mind. When physical contact is required cast members should sanitize hands prior to and after the physical contact.
- Where physical contact is required when blocking 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, a cast member should only touch their allocated prop. Where possible the choreography & staging will be worked out to minimize the sharing of props.
- All breaks will be staggered to facilitate social distancing.
- It is more convenient for all if you 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.

Leaving Rehearsals

- Please sanitize your hands before leaving the theatre using sanitizers provided and remember to check out of Service NSW QR code recording.
- Although not essential, it would assist if you checkout using the QR code registered when you entered earlier.

During Show Season

- **No visitors, partners, or siblings are permitted backstage during the show season. If any cast or crew are unwell, they must not attend the session and advise Production Team.**
- **The theatre will be live earlier than the advertised starting time to safe check patrons before entry.**
- **QR Code check in and hand sanitise at entry to the theatre or dressing rooms.**

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

- Signage “Contactless/Card payment strongly encouraged”
- Ticket collection from 1/2 hour before the show.

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.

A Front of House Plan has been developed and specifies the role of each FOH staff member for each Pre-show, Interval and Post-Show.

- Hand sanitiser will be available at every entry and exist point of contact and toilet conveniences.
- Doors chocked open where possible.
- 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.
- Physical induction supported by COVID safe policy and resources will be provided 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.
- Signage on notice boards around COVID safe protocols and good hygiene measures will be maintained.
- 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.
- QR Codes and a concierge registration device is located at the Box Office.

Front Doors

- COVID Safe tick of approval displayed in front door.
- Signage on Conditions of Entry and “Do Not Enter if you are experiencing these symptoms...”.

Foyer

- FOH staff should encourage direct entry to the theatre.
- Open auditorium doors early to avoid congestion in foyer.
- Hand sanitiser will be available at box office/ entry point to theatre and at dressing room entry and toilets.
- Surface wipes available at box office for FOH staff to use.
- Doors chocked open where possible.
- Pre-performance reminders about conditions of entry and any changes to the venue to be displayed in the Foyer.

There are detailed procedures located in the Box Office for each Front of House staff member indicating their duties Pre-show, Interval and Post-show as an indication of how to maintain social distance. These may be modified from time to time as agreed with the COVID Marshall on duty.

Auditorium

- Disability access will be maintained via the southern ramp door. Staff need to be placed at the door to monitor social distancing requirements.

COVID – 19 SAFETY PLAN

- Open auditorium early to allow patrons to sit in their allocated seats. Timing will vary from show to show.
- 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 and after audience disperses.
- Wearing of masks by patrons is recommended or required as per the current Health Orders.

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.
- Surface wipes to be provided.
- Doors chocked open where possible.
- Windows open when possible.
- If staff feel unwell, they should not come to work.
- Regular cleaning of all contact points.
- 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.
- 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.

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.
- 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 arrive earlier than usual to comply with the required pre-admission safety checks.

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.
- Additional cleaning of theatre and foyer touch points before and after performances.
- We ask you to use Hand sanitising stations throughout our venue.
- It is mandatory for the Collection of patron contact details (email and phone) using Service NSW QR codes on entry. (Remember to check out on exit.)
- Patrons should maintain appropriate physical distancing throughout the venue.
- Follow any instructions given by our Front of House staff.
- We prefer cashless sales

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, we request you stay home** and contact us (Ph: 02 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 to go through the necessary safety checks.

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

- Early arrival to go through the necessary safety checks.
- Additional cleaning of theatre and foyer touch points before and after performances.
- We ask you to use Hand sanitising stations throughout our venue.
- It is mandatory for the Collection of patron contact details (email and phone) using Service NSW QR codes on entry. (Remember to check out on exit.)
- Patrons should maintain appropriate physical distancing throughout the venue.
- Follow any instructions given by our Front of House staff.
- We prefer cashless sales.
- There will be no Canteen service at this performance.

COVID – 19 SAFETY PLAN

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, we request you 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.

General Guidance to be Provided to Patrons

- 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 of our COVID safe measures.
- Patrons may be asked to enter and exit by different doors.
- Contactless card payment is preferred.
- Bookings for each performance are required through TryBooking or directly with the Box Office.

CLEANING

- Our regular professional cleaning company has been instructed to carry out additional cleaning in keeping with COVID-19 requirements in their normal cleaning cycle.
- Regular cleaning of high touch surfaces to be conducted by FOH staff prior to and after each performance. This includes bathrooms areas, box office counters, door handles, etc.
- FOH staff to be provided with PPE (gloves, masks etc.).
- There is a checklist of areas to be cleaned in the Box Office.
- FOH staff to maintain hand sanitiser and soap dispensers during show season.
- FOH Manager to check the stock regularly and advise COVID Marshall what needs to be replenished.
- Stocks of paper towel to be available in place of tea towels/hand towels.

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 COVID MARSHALL on duty 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:

- Isolate the person in a safe area and supply them with a surgical mask.
- 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 receive a clearance from public health authorities or medical practitioner.