

**> BE COVID SAFE.
STAY IN BUSINESS.**

Your COVID-19 Safety Plan

Cinemas, theatres, concert halls, drive-in cinemas

Business details

Business name	Genesian Theatre
Business location (town, suburb or postcode)	420 Kent st, Sydney NSW 2020
Completed by	Tom Massey
Email address	secretary@genesiantheatre.com.au
Effective date	28 September 2020
Date completed	19 October 2020

Wellbeing of staff and customers

Exclude staff and customers who are unwell from the premises.

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.

* When booking customers advised if displaying symptoms or testing positive for COVID-19 they will be asked to leave and refunded

- * If patrons display symptoms they will be asked to leave by FOH Manager
- * Staff will be asked to inform FOH Manager and not attend if displaying symptoms or testing positive for COVID-19

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

Signage encouraging physical distancing and good hand hygiene will be displayed through the venue. All Genesian members will receive COVID-19 Safety guidelines outlining safe conduct within the building and the measures put in place to ensure a safe work environment. These guidelines will include mention of the National Coronavirus Helpline for further information about when and where to get tested for COVID-19.

- * Information and training on COVID-19, including when to get tested, physical distancing, wearing masks and cleaning will be emailed to Genesian membership regularly including the latest updates from the NSW government

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

- * NA as volunteers not employees

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

Signage asking staff to sanitise and sign in will be displayed at the door and COVID-19 Safe Guidelines sent to all members. FOH Managers will be asked to ensure correct entry by staff. Information regarding conditions of entry will be displayed on the theatre website when patrons are booking. Signage will also be displayed outside the theatre and in the foyer.

- * Information will be displayed on website, social media, and posters at the venue regarding conditions of entry

Consider whether appropriate cancellation or flexible booking is available where customers cancel due to COVID-19 factors (such as being unwell or awaiting test results).

Free ticket exchanges will be available to patrons who contact the box office, and any cancellations and refunds will be considered on a case by case basis.

- * Refunds will be provided for patrons who cancel due to COVID-19
- * Box office to coordinate with patrons as needed

Ensure COVID-19 Safety Plans are in place, where relevant, for community centres and halls (if hiring out space).

Premises with food or drink services must complete the COVID-19 Safety Plan for restaurants and cafes and register their business through nsw.gov.au.

Venues taking bookings for weddings, funerals and corporate events (function centres only) should ensure there is a COVID-19 Safety Plan in place for the event.

* NA as not hiring out space, not selling food or drink

Physical distancing

Capacity must not exceed one person per 4 square metres of publicly accessible space (excluding staff), OR 50% capacity of the venue (to a maximum of 1000 persons), whichever is the greater. Children count towards the capacity limit. Note: The 50% capacity limit calculation can only be used for seated and ticketed events.

Bookings for some significant events have separate capacity limits. Bookings for significant events can be taken for future dates for a higher number of guests than permitted by the current Public Health Order, but patrons should be advised that their event will need to comply with restrictions in place at the time.

The total capacity of the Genesis Theatre is 124 people. Bookings will be limited to 50% of this total capacity via the online booking system.

* TicketSearch social distancing module will be activated on the booking system to limit capacity to 50% of total capacity which is 62 people <https://helpticketsearch.com/social-distancing-seat-maps/>

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.

When patrons book via the website the booking system will automatically place two

seats between all groups. FOH Manager will be on hand during performances and ensure that this requirement is maintained prior to the commencement of the performance.

* TicketSearch social distancing module will be activated on the booking system to place two seats on both sides of all groups and individuals <https://helpticketsearch.com/social-distancing-seat-maps/>

* FOH staff must remain out of the auditorium during the performance and not watch the show to ensure required capacity limitations are maintained

If a venue has multiple theatres, consider staggering the start and end times of different shows where possible to minimise crowding.

* NA as only one theatre

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. Promote online ticket purchasing and electronic ticket checking where this is available. Use separate doors or rope barriers to mark the entry and exit wherever practical.

The FOH Manager on duty at every performance will be responsible for closely managing crowding in the foyer before the show. All patrons will be asked to move through the foyer and into the auditorium to their seats as soon as possible after arrival to avoid crowding. An entry and exit door to the auditorium from the foyer will be assigned.

* Markers to be added to foyer floor

* Tickets to be purchased online only

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.

During interval patrons will be asked to remain in their seats unless wanting to visit the bathrooms. Those wanting to use the bathroom will be asked to remain in their seats until the facilities are free to avoid crowding and queuing in the bathroom area. The interval will be extended as necessary to allow social distancing. The FOH Manager will be on hand to manage this process during interval and make an announcement before the show and at interval to explain the process.

- * Markers in place at the toilets
- * Food and drink will not be served

Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times, including at meal breaks and in offices or meeting rooms. If staff are not able to physically distance, or work in a role with significant public interaction, strongly recommend they wear a face mask if practical.

The FOH Manager will ensure that staff are maintaining physical distancing at all times.

- * Staff reminded to practice social distancing
- * Only one person allowed behind bar at a time
- * Staff encouraged to wear face masks

Use telephone or video for essential staff meetings where practical.

- * Board meetings will be held via video conference where practical

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

As a volunteer organisation where staff attend for only a few hours every week there is limited close contact.

- * FOH Manager to ensure staff take breaks at different times

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

As yet the Genesian Theatre intends not to provide food or drink service and so will not be making use of counters that require plexiglass.

- * Board to consider if plexiglass should be installed before commencing food and drink service

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

- * NA as no regular deliveries to consider

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

the premises.

Congregating outside the theatre by staff will be discouraged. The FOH manager will ensure that physical distancing is observed when audience members are queuing or congregating outside the theatre and in the foyer before the show. Signs will be displayed in the foyer and at the entry as a reminder.

* FOH staff to encourage patrons to move on to their destination after the show and not linger out front

Coordinate with public transport, where reasonably practical, around strategies to minimise COVID-19 risks associated with transportation to and from the venue for larger shows, if crowding on public transport may occur.

* NA as small audiences will not lead to crowding on public transport

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.

All theatre attendees will be encouraged when booking via the website to take private transport or travel on public transport outside peak hour times where possible.

* Patrons to be advised to use private transport where possible and reminded of the nearby parking station

Hygiene and cleaning

Adopt good hand hygiene practices.

Signs will be displayed in the bathrooms requesting hands be washed thoroughly after use. Good hand hygiene will also be covered in the safety guidelines emailed to theatre members.

* Signage up in all bathrooms

* Wash hands while singing Happy Birthday or similar song twice

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

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 the Board will ensure the supply of cleaning products to the theatre is adequate.

- * Soap and towels to be purchased as needed
- * FOH Manager to check and report if soap / towels replacement needed via SM Report each performance

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

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. Patrons will be required to sanitise their hands using high grade sanitiser as they enter the building.

- * Hand sanitiser to be made available in foyer at box office and bar
- * FOH Manager to check and report if sanitiser replacement needed via SM Report each performance

Clean frequently used indoor hard surface areas at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day.

Frequently touched surfaces in the backstage area and dressing rooms will be cleaned by the Stage Manager before and after every performance or rehearsal. In the FOH area the FOH Manager will co-ordinate cleaning. Seats in the auditorium will be cleaned with disinfectant before opening for each show. Soap and paper towel dispensers, taps, handles, latches, handrails, counters, FOH seats will be cleaned with disinfectant before opening for each show, during act one for interval, and during act two. A thorough cleaning of the toilets, foyer, and auditorium will be done weekly.

- * FOH Manager to organise staff to clean before and after every performance
- * FOH Manager to check and report if replacement cleaning supplies needed via SM Report each performance

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

Adequate cleaning and disinfecting products and disposable gloves will be provide and maintained by the Board. The Stage Manager and FOH Manager will have a personal supply of products to manage their areas.

- * Follow instructions when preparing and using any disinfectant solutions

Develop strategies to address cleaning of very high-touch surfaces such as handles and chair arms. Consider having disinfectant wipes available for customers to use.

Props, costumes, set dressings will be sanitised by the Stage Manager before and after every performance or rehearsal. FOH Manager will co-ordinate sanitising the FOH areas.

* FOH Manager to organise staff to wipe down door handles before show, after interval, after show

* Disinfectant wipes available from bar and box office

Staff are to wash hands thoroughly with soap and water before and after cleaning.

Safe hand washing guidelines will be posted throughout the foyer and bathrooms. Adequate soap supplies to be made available.

* FOH Manager to ensure staff are washing hands thoroughly

Encourage contactless payment options.

All bookings will be made via our website and customers will be able to make use of print at home and e-tickets to avoid any contact.

* All bookings online only

Record keeping

Keep a record of name and a contact number 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. Where possible, personal details should be collected in a way that protects it from disclosure to other customers. Ensure records are used only for the purposes of tracing COVID-19 infections and are stored confidentially and securely.

All staff will be required to sign in on arrival with the Stage Manager if cast or the FOH Manager if FOH staff. Sign in forms will be made available that capture staff contact information and these will be stored securely for at least 28 days. Adequate contact information is collected from patrons when booking via our online booking system and stored in the system if required for contact tracing.

* Booking records kept in the ticketing system.

* FOH staff also recorded via SM Reports

* If any Genesian members attend as audience FOH Manager to ensure they are recorded in ticketing system

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

Information with safety guidelines will be emailed to membership of the the theatre.

* Genesian membership to be informed of COVIDSafe app via email

Cinemas, theatres and concert halls should consider registering their business through nsw.gov.au

Although not a requirement for theatres the Genesian Theatre will follow the suggestion to register.

* Board to register theatre as COVID Safe via <https://www.nsw.gov.au/register-your-business-as-covid-safe>

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

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

* If contacted in relation to positive case cooperate with all instructions

* Board to notify SafeWork NSW on 13 10 50

I agree to keep a copy of this COVID-19 Safety Plan at the business premises

Yes