

# Richmond Players

## COVID-19 Safety Plan and Future Production Procedures for Health and Safety

Government Requirement	Our Procedure
<b>Staff and Customer Wellbeing</b>	
<p><i>Exclude staff and customers who are unwell from the premises.</i></p>	<p>We will send an email to each audience two days prior to performance, remind them that anyone who is unwell should not attend. This email will reference our ticketing &amp; cancellation policy.</p> <p>Outside, we will erect large signs asking that people “PLEASE DO NOT ENTER IF YOU HAVE ANY FLU-LIKE SYMPTOMS OR ARE FEELING UNWELL”</p> <p>Audience members will be encouraged to wear masks throughout the performance and whilst on the premises.</p>
<p><i>Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.</i></p> <p><i>Make staff aware of their leave entitlements if they are sick or required to self-isolate.</i></p>	<p>All cast and crew will be required to attend a safety briefing from the Stage manager at the first full dress rehearsal.</p>
<p><i>Display conditions of entry (website, social media, venue entry).</i></p>	<p>Conditions of entry will be displayed on our Website, Facebook page, ticketing site and in the foyer for every performance.</p>
<p><i>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).</i></p>	<p>Refunds will be given if people are unwell on a case by case basis. Refer to our ticketing policy for more information.</p>
<p><i>Ensure COVID-19 Safety Plans are in place.</i></p>	<p>Our COVID-19 Safety plans will be available on our website and in any reminder emails. These plans will be reviewed regularly and updated to be in line with the latest COVID-19 Safety Guidelines as specified by the NSW Government.</p>

<b>Physical Distancing</b>	
<p><b>Capacity:</b> One visitor per 2 square metres of space excluding staff or 75% of venue capacity (to a maximum of 1000).</p> <p>The 75% capacity limit calculation can only be used for seated and ticketed events.</p> <p>Children count towards the capacity limit.</p>	<p>We will ensure the latest regulations are adhered too, including social distancing.</p>
<p>Venues should, in so far as is reasonably practicable, ensure the audience is spread evenly throughout the venue to maximise physical distance between groups. If a venue has multiple sections, no section should be at more than 75% capacity.</p> <p>Consider having face masks available for customers should they choose to wear one, particularly in indoor areas where it may be difficult to maintain physical distancing.</p>	<p>Tickets will be sold as general admission, with seating allocations advised at the performance. Allocations will try to keep groups seated together, with a seat between groups where possible. Seating capacity will not exceed 75% to maximise physical distancing between groups, in accordance with current guidelines.</p> <p>Audience will be encouraged to wear masks while on the premises.</p>
<p>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.</p>	<p>Masking tape will be put outside the entry and on the floor in the hall at 1.5m intervals to help maintain social distancing to the toilets. Ticket sales will all be online and no cash will be taken at performances. No food or drink will be provided to avoid unnecessary queues and crowds. All patrons will be required to follow any/all instructions given by Front of House staff to reduce crowding and maintain physical distancing.</p>
<p>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.</p>	<p>Masking tape will be put on the floor in the hall at 1.5m intervals to help maintain social distancing to the toilets.</p> <p>No Refreshments will be served.</p>
<p>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, including ensuring 3 metre</p>	<p>We will ensure any high energy activity during the performance maintains the social distance specified in the current guidelines.</p>

<i>distance from the audience.</i>	
<i>Where reasonably practical, ensure staff maintain 1.5 metre physical distancing at all times, including at meal breaks and in offices or meeting rooms.</i>	Cast will maintain a 1.5 metre social distance at all rehearsals and in dressing rooms. Except where the direction calls for a more intimate distance.
<i>Use telephone or video for essential staff meetings where practical.</i>	Social Distancing will be maintained at all meetings not conducted on the phone or via the video conferencing.
<i>Consider physical barriers such as plexiglass around counters with high volume interactions with customers.</i>	No Refreshments will be served
<i>Review regular deliveries and request contactless delivery and invoicing where practical.</i>	Most of our deliveries are to private residences so are contactless by default.
<i>Have strategies in place to manage gatherings that may occur immediately outside the premises.</i>	Reminder notices regarding social distancing guidelines will be posted on the noticeboard outside the venue 1 hour prior to each performance. QR Codes will also be on display.  Front of House will also remind patrons if they see groups forming.  An announcement will be played before intermission and at the end of the performance reminding patrons that they must not form large crowds, and to please exit the theatre one row at time, as well as greet people they may know outside, not inside.
<i>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.</i>  <i>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.</i>	Minimal public transport is available and private transport is used by most of our audiences, with a substantial amount of free parking available within walking distance of the venue,
<i>No more than 5 performers should sing indoors. There is no recommended cap on performers singing outdoors. All performing singers should face forwards and not towards each other, have physical distancing of 1.5m between each other</i>	Our current production is not a musical and does not involve singing.

<i>and any other performers, and be 5m from all other people including the audience and conductor, where practical. In indoor areas, audience members should not participate in singing or chanting.</i>	
<i>In indoor areas, alcohol should only be consumed by seated customers. There should be no dancefloors.</i>	No alcohol or other refreshments will be sold or made available.
<b>Hygiene and Cleaning</b>	
<i>Adopt good hand hygiene practices.</i>	On arrival all cast and crew to hand sanitise at all rehearsals and performances.
<i>Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.</i>	Front of House personnel to check all bathrooms for supplies and make sure all are well stocked.
<i>Have hand sanitiser at key points around the facility, such as entry and exit points.</i>	Front of House to ensure hand sanitiser is available and is used by patrons on entry to the building, and the refreshments room.
<i>Clean frequently used indoor hard surface areas at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day</i>	<p>Stage crew to wipe down all touched surfaces and handles with disinfectant wipes before and after each run of the show or rehearsal.</p> <p>Stage crew to lightly spray all props and touched set pieces before and after each show/rehearsal.</p> <p>Front of House to wipe down all touched surfaces and handles in the Front of House and refreshments room.</p> <p>Front of House to lightly spray all audience seats before and after each show.</p>
<i>Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.</i>	<p>Disinfectant wipes will be made available for use. The bleach spray solution for the Front of House and Stage crew will be diluted to the following breakdown:</p> <ul style="list-style-type: none"> <li>• 1:99 diluted household bleach (mixing 10ml of bleach with 1litre of water) can be used for general household cleaning.</li> <li>• 1:49 diluted household bleach (mixing 10ml of bleach with 0.5litre of water) is used to disinfect surfaces or articles contaminated with vomitus, excreta, secretions or blood.</li> </ul> <p><b>This solution must be made fresh each day!</b></p>
<i>Develop strategies to address cleaning of very high-touch surfaces such as handles</i>	Sanitised wipes will be available for Front of House and for patrons.

<i>and chair arms. Consider having disinfectant wipes available for customers to use.</i>	
<i>Staff are to wash hands thoroughly with soap and water before and after cleaning.</i>	Disposable gloves will be made available for all staff and crew on cleaning duty. All staff and crew will wash hands with soap and water immediately on completion of their cleaning process.
<i>Encourage contactless payment options.</i>	Contactless payment options will be available at each performance where necessary.
<i>In indoor areas, increase natural ventilation by opening windows and doors where possible, and increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).</i>	Where possible, doors will be left open until just prior to performance, and opened during intermission and immediately upon conclusion of the performance.
<b>Record Keeping</b>	
<i>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 purposes of tracing COVID-19 infections and are stored confidentially and securely.</i>	Front of House to collect all contact details of Front of House for the performances and submit them to the secretary at the end of each performance by email. QR Code to be used (Service NSW app). Stage manager to collect all cast and crew contact details and submit them to the secretary at the end of each performance by email. Ticketing to keep the audience contact details from trybooking for the period of 1 month from the close of the last performance.
<i>Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.</i>	The Stage manager will make all staff and crew aware of the COVIDSafe app at the stage manager safety briefing at the first full dress rehearsal.
<i>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.</i>	All cooperation will be given to the NSW Health if contacted to any positive case of COVID-19. SafeWork NSW will be notified ASAP after a positive case is confirmed.

#### Publication Information

Publication Date	Version number	Summary of changes
19/11/20	1.0	Original document
12/1/21	1.1	Increased capacity to 75% in accordance with current guidelines, use of QR Code using Service NSW app, requirement for audience to wear masks.
21/2/21	1.2	Changed to 2 square metre rule, in line with regulations changing on Feb 12

		<p>Updated seating arrangements to be in accordance with current guidelines, ensuring the audience is spread evenly throughout the venue to maximise physical distance between groups.</p> <p>Insert public and private transport information</p> <p>Insert information about singing during performances</p> <p>Remove reference to staff wearing gloves to wash hand, in accordance with latest COVID Safe Plan template.</p> <p>Insert reference to doors being opened wherever possible.</p>
2/3/21	1.3	Audience will be encouraged to wear masks