

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

Your COVID-19 Safety Plan

Cinemas, theatres, concert halls, drive-in cinemas

Business details

Business name	The Crossing Theatre
Business location (town, suburb or postcode)	Narrabri
Completed by	Scott Pollock
Email address	scottp@narrabri.nsw.gov.au
Effective date	28 September 2020
Date completed	26 October 2020

Wellbeing of staff and customers

Exclude staff and customers who are unwell from the premises.

- anyone who presents with flu-like symptoms can be asked to leave the venue and encouraged to get tested

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

- this has been discussed with the permanent staff and will be discussed with casuals when they are rostered on

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

- this has been discussed with the permanent staff and will be discussed with casuals when they are rostered on

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

- print and display in poster box
- publish on website and Facebook
- update as required

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).

If customers are sick due to having any of COVID symptoms, they will be able to transfer their ticket to another date. This is only applicable if done prior to the screening.

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.

All COVID safety plans are kept on site

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.

- calculate maximum numbers per cinema/room - Cinema one maximum is 50 people and Cinema two is 26 people
- inform staff and clients of maximums
- designate responsibility for keeping track of numbers
- put appropriate maximum numbers/sales in the POS

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.

- every second row will be unavailable
- all customers will be told to keep one seat between each booking
- all ushers will ensure this is adhered to

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

- programming will ensure no two movies will start or end within 15 minutes of each other

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.

- use floor markers to distance people while queuing in booking or candy bar areas
- use signs to mark separate entry/exit
- we are actively promoting people to book on line

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.

Not applicable

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.

- remind staff to maintain distance of 1.5m
- place signage in staff areas

Use telephone or video for essential staff meetings where practical.

- communication will occur via emails

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

- use roster to determine separate break times for staff
- encourage staff to follow roster as closely as possible

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

- we are using physical barriers to maintain distances

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

- only necessary deliveries are occurring
- staff are to wash hands after unpacking/signing off orders

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

- where reasonable, place signs around the outside of the venue reminding people to gather while adhering to social distancing rules
- use RSA rules to govern customers hanging around

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.

Not applicable

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.

Private transport is the main mode of transport

Hygiene and cleaning

Adopt good hand hygiene practices.

-wash hands for 20seconds with soap consistently throughout the day and especially after touching high-traffic items

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

-soap, paper towel and hand dryers are available in all bathrooms

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

-hand sanitiser is available at sign-in stations throughout the venue

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

-frequently used areas will be sanitised consistently throughout the day

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

-remind staff of dilution rates of sanitiser, currently 1:1 ratio of disinfectant and water

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.

-key entry doors will be chocked open to avoid everyone touching the door handles

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

- have gloves available for staff to wear
- inform staff they must wear gloves when cleaning

Encourage contactless payment options.

- cinema purchases will be encouraged to be done via contactless payment
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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 ticket sales will include collecting the contact details for the group. These are saved digitally
- these are kept for a 28 day period

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

- encourage staff to download the app

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

completed

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.

- encourage staff to download the app

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

Yes