

**> BE COVID SAFE.
HELP NSW 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	Emily McFetridge
Email address	eventcoordinator@narrabri.nsw.gov.au
Effective date	26 February 2021
Date completed	24 March 2021

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 will be encouraged to get tested. Signage displayed to promote staying home if feeling unwell.

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

Staff have been provided with fact-sheets on COVID-19 and are aware of physical distancing and cleaning requirements. Staff have also been informed and provided with

face masks which can be worn where physical distancing may not be possible.

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

Council staff will need to take sick leave while waiting for their test results or while self-isolating after a positive result. Working from home arrangements may be made for staff who are required to self-isolate as a close contact.

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

Conditions of entry will be printed and displayed in poster boxes on the outside of the venue as well as on our website.

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.

Other types of venues or facilities within the premises must complete COVID-19 Safety Plans where applicable. If contact details are captured electronically upon entry to the main premises on the relevant day, additional collection of contact details via electronic methods may not be required if there is no other public access to the sub-premises. However, additional contact details and time of entry must be captured where these sub-premises are indoor gyms, nightclubs, dine-in hospitality venues, pubs and bars.

All other facilities within The Crossing Theatre are compliant with their relevant COVID-19 Safety-Plan. Separate electronic check-in information is collected in the café and event spaces.

Venues taking bookings for weddings and funerals should ensure there is a COVID-19 Safety Plan in place for the event.

A new COVID-19 Safety Plan will be completed for each funeral and wedding held within The Crossing Theatre.

Physical distancing

Capacity at theatres and concert halls must not exceed 75% of seated capacity if ticketed and seated, OR one person per 2 square metres of publicly accessible space, whichever is greater. Indoor and outdoor cinemas can have 100% of seated capacity if ticketed and seated. Children count towards the capacity limit.

The Crossing Theatre Cinemas will abide by the one person per two square metre rule. Cinema capacity is as follows.

- Cinema 1 = 95pax
- Cinema 2 = 50pax

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 is has multiple sections, no section should be at more than 75% capacity.

Cinema patrons will be asked to leave a seat between groups to assist with an even spread throughout the cinema.

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.

Face masks can be made available to any patron who requests one.

Ensure 1.5m physical distancing where possible, including:

- **at points of mixing or queuing such as bars, toilets and entrance and exit points**
- **between seated groups**
- **between staff.**

Floor markers are in place to assist with queuing at the Candy Bar and Box Office. Available toilets and sinks are adequately spaced. Patrons and Staff reminded to maintain 1.5m apart where possible.

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

Cinema programming will ensure that all movies start a minimum of 15minutes apart. Where a theatre performance is occurring on the same night, the cinemas will

commence 45mins before or after the shows start time.

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.

Floor markers are used to distance patrons while queuing at Candy Bar and Box Office. ONLINE booking is always available for customers and is actively promoted.

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.

Where suitable, intermissions held during theatre performances will be recommended to be at least 30 minutes in duration.

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.

Staff are reminded to remain 1.5m apart, where possible. Signage can be displayed in staff only areas to reinforce. Face masks are available for Staff to wear when physical distance cannot be maintained.

Use telephone or video for essential staff meetings where practical.

Where possible, information will be sent to Staff via emails. Face to face Staff meetings will only occur when necessary.

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 and encourage staff to follow roster as closely as possible.

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

Floor stickers will be in place to stop customers from reaching/leaning on bench

tops/counters/bar.

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

Only necessary deliveries will be accepted. Where possible, movies and trailers will be delivered electronically.

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

Where practical, place signs around the outside of the venue encouraging guests to move on and not hang around. Staff to periodically check the outside of the venue for gatherings.

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.

Local taxis can be notified when a large theatre performance is being held.

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.

The Crossing Theatre car park is free and is available to all patrons.

No more than 30 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 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.

No more than 30 performers will be on stage and/or singing at one time. Singers will be instructed to face forwards and keep 1.5m distance between them. All performers will be 5m away from the audience.

Audience members will not be allowed to sing or chant.

There should be no dancefloors.

Dancing will not be permitted in the cinema or during theatre performances.

Hygiene and cleaning

Adopt good hand hygiene practices.

Wash hands for 20seconds with soap consistently throughout the day and especially after touching high-traffic areas. Posters on "how-to wash" are displayed in public bathrooms and staff areas.

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

Soap, paper towel and hand dryers are provided in all bathrooms.

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

Hand sanitiser is available upon entry to the building and at all tills/check in points within 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.

Children's area will remain packed away to avoid transmission through children. Door handles and other frequently touched hard surfaces will be sanitised consistently throughout the day. Seats will be sanitised in between sessions.

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

Spray sanitiser has a 1:10 ratio of disinfectant to water. Pump sanitisers are ready-to-use and should not be diluted.

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.

Inform and remind staff to wash their hands before and after cleaning. Gloves will be

provided for staff to wear while cleaning.

Encourage contactless payment options.

Eftpos payments are available at all kiosks.

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).

During summer air conditioning will be used to assist ventilation of the room.

Record keeping

Keep a record of the name, contact number and entry time for all staff, customers and contractors for a period of at least 28 days. Contact details must be collected for each person using a contactless electronic method, such as a QR Code or similar. Processes must be in place to ensure that customers provide the required contact information. Records must be provided as soon as possible, but within 4 hours, upon request from an authorised officer.

For school, child care, aged care and disability groups, contact details only need to be collected for two of the group organisers. The group organisers must have an electronic record of the name and phone number of all members, and parent or carer of any child, and be contactable at anytime for a period of at least 28 days.

Note: If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf. If there are unexpected circumstances which prevent the use of electronic methods to collect contact details (such as an internet outage), any paper records must be entered into an electronic format such as a spreadsheet within 12 hours.

Service NSW QR codes are provided at the entrance to every event and sign in is mandatory for all attendees. No paper sign in is allowed. Venue staff may use Ipad to assist people with the check-in process.

Contact details provided to the venue are to be used for contact tracing purposes only.

Ensure records are used only for the purposes of COVID-19 contact tracing and are collected and stored confidentially and securely. When selecting and using an electronic method of record collection, take reasonably practical steps to protect privacy and ensure the records are secure. Consider the 'Customer record keeping' page of nsw.gov.au

Records collected for COVID-19 contact tracing purposes will be used for this purpose only. Records are stored by Service NSW.

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

Ensure staff are aware of the COVIDSafe app and its benefits.

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

The Crossing Theatre is a registered COVIDSafe business.

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.

Full cooperation will be provided to NSW Health.

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

Yes