



GREATER
DANDENONG
City of Opportunity

THE DRUM

DRUM THEATRE COVID SAFE PLAN

Contents

Version Control	2
VENUE AND ORGANISATION DETAILS	2
INTRODUCTION	3
Current Situation.....	3
COVID-19 (Coronavirus) transmission	3
Vulnerable groups.....	3
COVID-19 symptoms	3
Review of Plan.....	3
INFORMATION SOURCES	4
Acknowledgement	4
COVID SAFE COMPLIANCE COORDINATOR.....	4
COVID SAFE PRINCIPLES.....	4
Physical Distancing.....	4
Wear a Fitted Face Covering / Mask.....	6
Practice Good Hygiene and Cleaning	6
Keep Records and act quickly if someone becomes unwell (Response Plan)	7
Avoid Enclosed Spaces	8
Workforce Bubbles	8
STAFF.....	9
Working from home.....	9
Sick Workers.....	9
PPE for staff.....	9
CUSTOMERS & PATRONS.....	10
Warnings and Advice	10
Tickets, refunds and exchanges	10
Patron Compliance.....	10
Patron screening options	11
COMMUNICATION	11
Disability Access	11

Administration Offices	11
Technical and Back of House	11
Box Office	14
Merchandise	14
Front of house – all events.....	14
PLAN SIGN OFF	16

Version Control

Version	Officer	Date
3.1	Phillip Dowling	20 January 2021

VENUE AND ORGANISATION DETAILS

Drum Theatre, 226 Lonsdale Street, Dandenong VIC 3175

A department of **City of Greater Dandenong**

Venue Coordinator: Susan Strano Ph: 8571 1623 / 0413 135 446

COVID Safe Compliance Coordinator: Phillip Dowling Ph: 8571 1609 / 0466 579 285

COVID Marshal: As per rostering, reports to the COVID Safe Compliance Coordinator

INTRODUCTION

Current Situation

The Drum operates under the Restricted Activity Directions issued by the Chief Health Officer of the Victorian State Government.

Government and health authorities acknowledge that restrictions may change depending on the level of COVID-19 cases in the community. This may create a challenging “stop/go” environment which The Drum will have to navigate and respond to.

Entertainment venues are currently permitted to open to the public, however various restrictions are still in place. For example: Physical distancing and density quotient rules still apply. Under these restrictions, maximum numbers achievable are less than normal capacity. This has major implications for the viability of performances as well as for general events.

COVID-19 (Coronavirus) transmission

Currently, it is understood that the virus can spread in the following ways:

- Direct contact with a person while they are infectious,
- Direct or indirect contact with respiratory droplets (such as when a person coughs or sneezes),
- Direct contact with object and surfaces which are contaminated by respiratory droplets.

Therefore, Greater Dandenong City Council, in line with current Victorian State Government Directions, have developed this COVID Safe Plan for The Drum to reduce the possibility of the spread of COVID-19 amongst staff, patrons and visitors.

Vulnerable groups

While every person has the same risk of contracting COVID-19, some persons are at a higher risk of more serious illness or complications if they are infected. These include:

- People aged 65 and older with chronic medical conditions,
- People aged 70 years or older,
- People with compromised immune systems,
- Aboriginal and Torres Strait Islander people aged 50 years and older with one or more chronic medical conditions.

COVID-19 symptoms

Some COVID-19 symptoms include:

- Fever
- Dry cough
- Sore throat
- Runny nose
- Chills or sweats
- Shortness of breath
- Loss of smell and taste senses

Review of Plan

This is an evolving situation, and this Plan will be amended as necessary. Update triggers may include:

- If the Victorian or Federal Government introduces, amends or revokes its COVID-19 orders, directions, regulations or public health laws.
- If the Federal or Victoria Department of Health & Human Services releases new guidance or amends its existing guidance on COVID-19
- If Worksafe Victoria releases new guidance or amends its existing guidance on COVID-19.
- If there is a confirmed case in the Performing Arts Section and the resultant feedback leads to changes.
- General feedback from staff, hirers and patrons to improve the measures and processes in this document.

INFORMATION SOURCES

Acknowledgement

The Drum wishes to acknowledge the work and support of the Victoria Association of Performing Arts Centres (VAPAC), Performing Arts Connections Australia (PAC) Australia and Creative Victoria. The valuable resources provided by these organisations have contributed greatly to this COVID Safe Plan. VAPAC has worked with Members, State and National peak bodies and agencies to develop a set of principles and guidelines mapping a safe path to welcome audiences, producers and hirers back into our venues.

VAPAC has sought legal advice and referenced Government guidance where appropriate.

VAPAC – COVID-19 Resources including a Safe Guide for reopening performing arts venues

www.vapac.org.au/resource_category/covid-19/

PAC Australia – Guidelines for COVID-Safe Theatres

www.paca.org.au/covidsafetheatres/

Creative Victoria – Arts and Culture Return to Business Guidelines

www.creative.vic.gov.au/coronavirus/return-to-business

COVID SAFE COMPLIANCE COORDINATOR

Compliance with measures implemented to reduce the spread of COVID-19 is the responsibility of **every** individual who works in or visits our venues, including management, staff, contractors and patrons. However, the COVID-Safe Compliance Coordinator is responsible for overseeing the implementation of measures and reporting back to the Drum leadership team and Council COVID-19 working group regarding the effectiveness or otherwise of the measures.

COVID SAFE PRINCIPLES

The following COVID Safe Principles are integral to this COVID Safe Plan:

1. Physical Distancing
2. Wear a fitted Face Covering / Mask
3. Practice Good Hygiene and Cleaning
4. Keep Records and act quickly if someone becomes unwell (Response Plan)
5. Avoid Enclosed Spaces
6. Workforce Bubbles where possible

Physical Distancing

Current recommendation is 1.5m distance between people unless they are from the same group. This should be considered when considering seating options.

If this is not possible for any reason control measures should be put in place:

- Minimise the number of person-to-person interactions that need to be completed within 1.5 metres.
- Minimise the number of individuals involved in activities that need to occur within 1.5 metres of each other. eg. Essential work in control room, wings, grid or box office.
- Limit close contact between workers/other people to not longer than 15 minutes face-to-face or more than 2 hours cumulative over the course of a week in a shared closed space. If this is not possible, utilise PPE.
- Arrange furniture in a layout that is consistent with physical distancing and the square metre rule or remove entirely.
- Provide personal protective equipment (PPE) where necessary (eg. gloves, masks, glasses). It should be noted that the primary purpose of masks is to prevent the wearer from spreading infection to other people. This may occur if the person is infected but unaware or asymptomatic.

Density Quotient

Currently this is one person permitted per two square metres if electronic contact tracing is being used for non-seated areas such as foyers and bathrooms.

The density rule does not apply to workplaces that do not have public access. All workplaces should abide by the 1.5m physical distancing rule where possible.

Venue Capacities

The **Capacity** of various spaces with The Drum will vary according to the level of restrictions in place at any given time. These are:

- Mass gathering limit
- Density quotient
- Physical distancing requirements

The capacity of each space will be posted via signage at the entrance to the space.

The capacities of spaces at Drum Theatre (based on density quotient and restriction limits, and without setup logic applied) are:

Space	Capacity	Space	Capacity
Foyer	176	Understage	46
Foyer Lounge Area	16	Dressing Room 3	11
Bar	30	Dressing Room 3 Toilet	1
Box Office (Public Area)	8	Dressing Room 4	10
Entry Airlock	4	Dressing Room 4 Toilet	1
Magistrates Room	27	Green Room	15
Foyer Male Toilet	9	Rehearsal Room	56
Foyer Female Toilet	20	Reading Room	29
Foyer Accessible Toilet	2	Committee Room	37
Stage	88	Auditorium Stalls	176
Loading Dock	31	Auditorium Dress Circle	0
Dressing Room 1	3		
Dressing Room 2	4		
Dressing Room 1/2 Toilet	2		
Basement Accessible Toilet	3		

Signage

Signs, floor decals and other notices are in use throughout the venue, with mandated COVID-19 information including floor distancing, stay home if unwell notices and information on COVID-19 symptoms.

Wear a Fitted Face Covering / Mask

- Fitted Facemasks must be carried by all persons outside their home. Scarves, bandanas and other loose face shields are not acceptable.
- As of 11.59pm, Sunday 17 January 2021, face masks will no longer be mandatory in all public indoor settings although some settings remain with a mandatory requirement. The Drum will, until further notice, require the wearing of a fitted facemask as a condition of entry to events.
- Guidelines on wearing facemasks are available from the Victorian Government Coronavirus website www.coronavirus.vic.gov.au/face-masks.
- First aiders may need N-95 or equivalent face coverings when dealing with potentially sick workers or patrons. These will be supplied by The Drum and will be located with all first aid kits.
- Cleaning at The Drum is undertaken by Council's approved contractor. This contractor is responsible for ensuring the supply of masks to their staff when onsite at The Drum.
- Training and guidance in the correct use of masks has been provided to staff via CEO demonstration in an all-staff video communication.
- Compliant masks are available for workers / patrons if needed and are located in the technical operations office.
- There are a number of lawful reasons for not wearing a face mask and can be referenced on the Victorian Government Coronavirus website www.coronavirus.vic.gov.au/face-masks-when-wear-face-mask#exceptions-for-not-wearing-a-face-mask. This includes the case of someone working on their own in an enclosed space such as an office who does not need to wear a face mask unless another person enters the room.

Practice Good Hygiene and Cleaning

Hand Washing & Personal Hygiene

Good hygiene is critical for slowing the spread of coronavirus (COVID-19). **Everyone** should be taking the following hygiene actions:

Wash your hands

- Wash your hands regularly for at least 20 seconds, using soap and water or use a hand sanitiser that contains at least 60 percent alcohol.
- Wash your hands when you get home, arrive at other people's homes, at venues or at work.
- Wash your hands after blowing your nose, coughing, sneezing, or using the toilet.

Cough and Sneeze Etiquette

- Cover your nose or mouth with a tissue, then throw it away and wash your hands thoroughly.
- If you do not have a tissue, cough or sneeze into your elbow or upper sleeve.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- If you are wearing a face mask, leave it on.
- Do not share drink bottles, glasses, crockery or cutlery other than with people you live with.

Return to work induction will include training in effective, frequent hand washing with soap and use of sanitiser.

Cleaning regime & Hygiene

Cleaning and disinfecting common contact surfaces will help to slow the spread of coronavirus (COVID-19).

- Cleaning services at The Drum are provided by Council's approved contractor.
- Office spaces are cleaned once daily where normal administration activities are taking place and while most of the workforce are working from home.
- Spaces used for events are cleaned prior to and directly after each session.
- All 'high-touch areas' of the venue where there is regular human contact with surfaces will be cleaned *and* sanitised after each public event / performance. Both steps are essential.
- In some cases, additional cleaning may be required during the event.
- If "hot desking" cannot be avoided, the equipment and desk space must be thoroughly cleaned and sanitised between users.
- "Desk sharing" is considered to be when staff use the same desk equipment on different days. This should be avoided where possible. The equipment must be thoroughly cleaned and sanitised after use.

Keep Records and act quickly if someone becomes unwell (Response Plan)

Contact tracing

In the case of any suspected COVID-19 infection we must be able to immediately and accurately contact all visitors to the venue and advise them to undertake the appropriate measures. In the case of the coronavirus, the DHHS will contact Council to obtain contact details of everyone who has visited the venue for longer than 15 minutes.

- Government Directions mandate that we keep records and contact details for all persons coming into the venue for 15 minutes or more, including those under 18 years of age. This includes staff, contractors, patrons, production personnel, conference delegates etc.
- The DHHS requirement is for first name, contact phone number, date & time and specific place of visit however, we should ask for last name if the person is happy to provide this.
- All visitors to The Drum including "walk-up" patrons, should immediately sign into Council's 'on site' register via a QR code at the venue entrance.
- All workers, performers, production and touring staff and contractors should immediately sign into an 'on site' register at the Loading Dock Pedestrian Entrance Door. Any person not doing so will be refused entry.
- Contact details are required to be held for 28 days after which they are destroyed. Personal details taken via our ticketing system are governed by Council's privacy regulations as a separate matter.
- Visitors should be encouraged via notices to download and use the government COVID-Safe app before attendance. Visitors cannot be compelled to do so, and it is not a condition of entry.

RESPONSE PLAN

This plan is the key to managing a local coronavirus incident when any person who has tested positive for COVID-19 has been at our venue. The infected person may be a patron, a staff member or visiting producer/hirer, performer or crew person, or contractor.

Incident Management

Refer to Council's [Important COVID Procedures and Forms](#) (staff only accessible internal link) page and Council's **Staff Member Discloses COVID-19 Virus Infection Procedure** (located in [Objective](#)) which should be applied immediately if a COVID-19 case is disclosed by a member of staff or user of the facility.

What to do if someone displays symptoms of coronavirus

If any customer, visitor, contractor or staff member displays symptoms (fever, coughing, sore throat, fatigue and shortness of breath) consistent with COVID-19 infection, staff should report this to their supervisor. The supervisor will request the person to leave the premises.

If an emergency, such as a person having difficulty breath, 000 much be called to summon urgent medical help.

Staff should not report to work if they have symptoms and should get tested immediately and isolate until they receive their results.

The National Coronavirus Helpline phone number 1800 020 080, which operates 24 hours a day, seven days a week can be called to seek any medical help related to COVID-19.

If a staff member develops symptoms while at work, they should notify their supervisor and leave the workplace. After reaching home they must contact the Department of Health and Human Services (DHHS) coronavirus (COVID-19) hotline on 1800 675 398 for advice on testing.

Getting tested for COVID-19

The current DHHS advice is that if a person has symptoms of coronavirus, they should get tested and remain in isolation until test results are confirmed.

Avoid Enclosed Spaces

- Work areas have been rearranged where possible to enable staff to maintain physical distancing whilst at work.
- This is not always possible in areas such as the Control Room, Box Office and Storerooms. People in these areas should minimise the time spent working together. Additional cleaning and sanitising of surfaces will be carried out.
- Ventilation and the introduction of fresh air is being increased where possible. All Heating, Ventilation and Air Conditioning (HVAC) systems have been set to use outside air instead of the normal economy dampened systems. Exhaust fans in all bathrooms have been set to highest volume settings. All HVAC systems will be on when the building is in use.

Workforce Bubbles

- Where possible, "work teams" are formed in which people routinely work together but keep their distance from everyone else. It is recognised that there may not be sufficient staff to create a complete Team A and Team B, however the amount of "crossover" is kept to a minimum both in terms of time and physical space.
- Staff should only work at a single site on one day. Those who work elsewhere, such as casual employees, have been required to declare this work. When rostering staff, they will be required to confirm/declare whether they will be working from other sites. Staff who are

required to work at Drum Theatre on a particular day will be advised that they cannot work at a different site on that day.

Technical Staff

- In circumstances where only 1 or 2 staff are required for an event, the concept of Team A/Team B may be possible – depending on different staff being available for the next day/shift and what level of supervision is required.
- All efforts will be made to aim to separate into teams so that staff are not in direct contact, however due to the nature of the work this may be impossible to achieve. Whilst onsite all staff will be appropriately separated and contact will be limited to the minimum required to get tasks done, for example lifting and shifting of equipment.

Minimise interaction times

On occasions when staff have to interact with each other, short interactions of less than 15 minutes are OK under the Bubble concept. In practice, interaction should be less than this, reducing risk of transmission further.

STAFF

Working from home

When the government advice allows staff to return to the workplace, partial (or occasional) working from home for office-based staff as a flexible work pattern remains an option and may be authorised by discussion with your supervisor/manager and in accordance with Council's Working from Home Guidelines (see [Flexible Working Options](#) on The Source)

Sick Workers

- The simple message is: if you are unwell, you must stay at home.
- Staff must notify their Supervisor and stay at home from work if they have symptoms consistent with COVID-19 – such as fever, cough, chills, muscle pain, headache, sore throat or shortness of breath. As per the advice for all Victorians, even if staff have only mild symptoms like tiredness or a sore throat, they should attend a coronavirus (COVID-19) testing location. Your supervisor and/or COVID Safe Compliance Coordinator should be informed of all such cases.
- If staff record temperatures of 37.5 degrees or above whilst they are at home, they are considered to have a fever and should not come to work.
- Symptomatic Workers. If a worker exhibits any symptoms of COVID-19 at any time while at work, they will be sent home and the Response Plan will be activated immediately.
- Staff members who have a suspected or diagnosed case of COVID-19 must provide medical clearance before returning to work.
- Staff members who have been in close contact with a person who tests positive, but are not presently symptomatic, should quarantine for 14 days, seek medical advice and undergo testing if symptoms appear.

PPE for staff

In general, government advice is that control measures such as good hygiene and physical distancing are more effective than PPE.

Gloves

- Gloves must be worn when sanitising of equipment is being completed.
- Gloves will be supplied by the COVID Safe Compliance Coordinator

- Staff should also wear gloves in some instances e.g. Fitting radio mics to performers

CUSTOMERS & PATRONS

Warnings and Advice

Up to date information on visiting The Drum and information for ticket holders relevant to coronavirus (COVID-19) is available at drum.greaterdandenong.vic.gov.au/visit/coronavirus-covid-19-update-drum-theatre.

Patrons will be asked when purchasing tickets only to attend the venue if they are in good health and to agree to the terms and conditions outlined. This will be done via the website, on ticket confirmation emails and by box office personnel.

Tickets, refunds and exchanges

Tickets will be sold according to current density quotient / physical distancing / mass gathering restrictions in place in the state of Victoria.

Ticket sales may be suspended if it is unclear how many seats can be sold and what distancing is required.

Our refund policy has been extended so that refunds may be given anytime up to the “last minute” to a patron who cancels their attendance because they have developed symptoms, contracted coronavirus or are self-isolating. This is to encourage patrons to put the safety of other patrons and staff ahead of financial considerations. This will be communicated to all Venue Hirers.

Patrons will be advised when they purchase tickets that in the case of an event not proceeding for reasons related to COVID-19, they will be offered a full refund. Existing patrons may be asked to move to different seats to ensure appropriate physical distancing; if those new seats are not acceptable to the patron, the patron will be offered a full refund.

If an event is postponed and rescheduled to another date for reasons relating to COVID-19, ticket holders will have their bookings transferred to the new date. If the new date does not suit the ticket holder, they are entitled to a full refund.

Children over the age of 12 months on the day of the performance must have a ticket and their own seat. If a child was under the age on the original performance date and will be over 12 months on the new performance date, they will require a ticket. Parents must contact the box office to make necessary arrangements.

The Drum will follow current government advice that patrons must be provided with allocated seats to make the job of contact tracing easier.

Current regulations on the square metre rule in Victoria stipulate one person per two square metres. The distance between people not from the same group is 1.5m. For this reason, bookings made either online or over the phone will not initially be allocated a seat. Once the majority of bookings are received for an event, allocations will be made, and tickets sent to ticket holders. This ensures that the correct physical distancing is maintained for each booking.

Patron Compliance

The Drum has the right to refuse entry or ask a patron to leave if they are not complying with Chief Health Officer directions or with the published terms and conditions of venue entry.

It is not a condition of entry that patrons download and use the COVID-Safe app although they will be encouraged to do so in order to assist health authorities with contact tracing if needed.

Patron screening options

Patron Screening measures are NOT mandated by the Government or Health authorities at this time.

We are not currently carrying out temperature screening. Other measures such as signage, cleaning, sanitisation and contact tracing will be implemented instead.

COMMUNICATION

Disability Access

We will continue to provide full accessibility for all patrons including those with disabilities.

Administration Offices

All workplaces are encouraged to apply the square metre rule wherever possible and staff should remain 1.5m apart.

Combined with increased protocols, risk management, cleaning and sanitisation this will necessitate a change to work practices. It may also increase the time taken to perform some duties.

The Drum will:

- Identify the appropriate capacity per office/meeting space based on the square metres per person rule and provide this through signage at each entrance.
- Discourage 'hot desking' and carry out appropriate sanitising/cleaning of all equipment such as keyboards and phones between users if hot desking cannot be avoided.
- Provide appropriate signage about good hygiene practices.
- Provide hand sanitiser in key locations.
- Minimise face to face meetings where possible (utilise online meeting facilities) – this applies both to staff and external stakeholders.
- Staff/attendees that do need to attend meetings in person should be seated a minimum of 1.5m apart and avoid sitting face to face. Sitting side by side (1.5m apart) or offset seating is preferred.
- Request contactless delivery for any good arriving at the venue.
- Staff mental wellbeing will be supported through appropriate consultation, making signage and printed/online materials available and communicating information about the Employee Assistance Program within the organisation.
- No shared food eg. birthday cakes, 'family-style' staff meals, etc.
- Manage hygiene, mitigate the sharing of utensils and crowding of common areas.

Technical and Back of House

As with all workplaces, the technical, production, performance and back of house / administration areas of venue must also comply with the current physical distancing regulations.

The 'square metre rule' will be applied wherever possible and staff are encouraged to remain 1.5m apart.

Combined with increased protocols, risk management, cleaning and sanitisation this will necessitate a change to work practices. It will also increase the time taken to perform most technical duties, from bump in to rigging and staging.

Appropriate operating procedures will be established that are suitable for this area.

Where it is not possible to undertake necessary work tasks and maintain physical distancing, or staff need to work in confined areas such as the control room, other control measure will be implemented.

- Where crew and staff must work in close proximity, they should minimise the time they are in close contact.
- Where there is unavoidable close contact between workers / other people for longer than 15 minutes face-to-face cumulative over the course of a week or more than 2 hours in a shared closed space, PPE such as facemasks should be utilised

The Drum has taken the following measures to facilitate safe operations in the Technical and Back of House:

- Touring companies and Hirers will be informed of our COVID Safe Plan (published on website) and will be requested to submit their own plan to us. Hirers and users of the venue must sign off and acknowledge that they have read and agree to our COVID Safe measures.
- Touring companies and Hirers must provide Drum Theatre a copy of their COVID Safe plan at least three weeks prior to the date of their event where practicable, understanding that regulations may change quickly that may require updates to be made.
- Touring Company and Hirer plans will be expected to take into consideration distancing requirements for their performers, their touring party, and from our audience both on and off stage.
- Single entry where feasible for all staff/contractors/performers/volunteers/deliveries. This will be the Loading Dock Pedestrian Access Door. The Stage Door is not in use under this COVID Safe Plan.
- Compulsory sign-in register for all people entering through the Loading Dock Pedestrian Door for each day to allow contact tracing.
- Contactless delivery of goods where possible.
- Hand Sanitiser stations provided at key points including entrances, and other areas as required.
- Signage at all entrances regarding venue / back of house protocols for staff and visiting production crew to observe.
- Supervisor to brief all personnel regarding venue policy and process on arrival.

Dressing rooms and Green Room

- Display room capacity limits set according to distancing guidelines at entrance to each room.
- Provide hand sanitiser stations.
- Establish restroom occupancy limits and entry controls for toilets within dressing rooms and backstage
- Only one set of occupants per hire.

Loading Dock

- Control occupancy to enable distancing within area limits.
- Ensure crew levels to not exceed spatial limits.
- Provide hand sanitiser / wipes to all appropriate areas

Fly Floor

- Disinfect touchable surfaces, weight stacks and ropes, control panels after each production.
- Hand sanitiser station and regular handwashing
- Provide hand sanitiser / wipes to all appropriate areas.

Control Room

- Reduce number of personnel where possible.
- Where possible do not allow touring company personnel access
- Disinfect touch surfaces and high use equipment after each use.
- Routinely disinfect common touch points in control and production areas
- Provide hand sanitiser / wipes to all appropriate areas / crew.

Orchestra Pit

- Orchestra pit use should be avoided where possible.
- Number of musicians will be reduced to enable physical distancing of 1.5m between players.
- Installation of sneeze guards / mute shields between musicians is highly recommended.
- Provide hand sanitiser to the entrance/exit of the pit.
- No instruments should be used by separate musicians unless a complete clean has been done on the instrument. This is particularly important for items like keyboards/pianos.
- During rehearsal and performances, performances should maintain 1.5 metres distance from each other, hand hygiene practices should be strictly followed, and the sharing of instrument that are played with a mouthpiece must be avoided.
- Orchestra Pit should also be cleaned with increased frequency.

On Stage – Personnel / Performers

- The 'Stage' area is considered a 'workplace'. Therefore, the square metre density rule does not apply, but where possible physical distancing of currently 1.5m should be maintained. The Drum is also currently applying the 2 square metre density rule to the stage area.
- Indicate clear limits to the number of personnel allowed on stage at any one time, including performers and production staff. Technical Supervisor to monitor.
- Limits large ensembles such as Choirs and Orchestras. The Senior Technical Operations Officer will work with them and their own COVID-Safe plan to manage close contact performer numbers safely both on stage and in back of house.
- Acknowledge that touring companies pose a high risk due to the possibility of touring party unknowingly spreading the disease as they travel around the country. Higher safety measures and closer monitoring will therefore be required of touring parties.
- During rehearsals and performances, performers should maintain 1.5 metres distance from each other, hand hygiene practices should be strictly followed, and the sharing of microphones or of instruments that are playing with a mouthpiece must be avoided. Rehearsal and performance areas should also be cleaned with increased frequency.
- Informed Consent – Close Proximity: producers / touring party / hirers will be required to have appropriate controls and strategies in place regarding close proximity performers, and if appropriate have written informed consent from performances to work in scenes that require close contact and what control measures are in place.
- The stage area and surrounding back of house is included in daily / each event cleaning schedules, including all high touch surfaces.
- Minimal use of communal areas including Green Room.

Equipment and Props

- A risk management / hygiene strategy has been established for all high touch / high risk and 'shared' staging, performance and technical equipment.
- This may include headsets, microphones, headphones, props and sets as well as audio and LX desks and equipment.

- Practical, safe equipment protocols and training to be implemented.
- Sanitise all high-risk equipment before / after each use with an alcohol-based disinfectant.
- Areas of colour coded tape have been established to quickly identify when equipment has been cleaned and is ready for next use or still required cleaning.
- Restriction of items like headsets and microphones to single allocated use by individuals only.
- Where possible, artists should provide their own microphone / headsets for hand-held or close use.
- If body-worn radio mics are required (ie. Lapel mics) artists will be instructed by the venue technicians to fit their own microphone and should ensure that their clothing has a fixed collar/lapel position and a waistband/belt.
- The venue will provide appropriate PPE for crew when fitting equipment such as radio microphones to performers if this is necessary.
- Require cast/crew to handle hand-held props out of a sanitised bag and return then to the same bag when finished.
- Quarantine of Microphones and related high-risk equipment: until further evidence and advice is received, precautionary quarantine should be placed on such equipment for up to 72 hours where practical.

Box Office

- Floor decals and suitable queuing measures to ensure physical distancing.
- Contactless payment options will be provided and preferred.
- Sneeze guards are deployed on the box office counter.

Merchandise

The following arrangements will be in place:

- Suitable queuing measures to ensure physical distancing. Floor decals, line markings, post/ropes etc.
- Only sellers to touch merchandise items until the sale is complete.
- Contactless payment options so sellers do not have to touch patron credit cards.
- No refunds or exchanges.
- Merchandise table to be placed where it will not impede movement of other patrons and create crowding.

Front of house – all events

These guidelines apply to all patrons, function guests or delegates.

The Drum will determine the maximum number of people allowed in all spaces, including the auditorium and function rooms in their different layouts. This will be based on current Chief Health officer directions on mass gatherings, density quotients and physical distancing protocols.

Front of House and venue staff are not included in capacity limits.

Event and function organisers are included in capacity limits as are any conference or speakers who are seated with other guests.

Unless advised otherwise, performers are not included in capacity limits unless they cross over into the audience area. The stage will have its own capacity limit as this is a separate area to the public space.

The Drum will:

Ensure there are clear notices, floor decals etc. to ensure physical distancing as customers arrive, collect tickets, visit toilets, make their way to the auditorium, function rooms etc.

Provide hand sanitisers at key points in the venue and ensure adequate supplies of soap and paper towels are available in public toilets.

Provide appropriate advice and information notices at entrances.

Provide appropriate foyer and auditorium messaging to patrons and guests during the event.

Open the house earlier to enable patrons to filter into the auditorium without crowding at the entrance.

Consider ways of staggering entrance times (similar to plane boarding) and exit times (if practical).

Instruct patrons to leave the auditorium at the end of the show in an orderly, row by row fashion without crowding the exits.

Meet and greet events will not occur until further notice unless otherwise arranged.

Government Directions may require us to check ID of people entering the venue to determine their Primary Place of Residence (PPR) and to refuse entry if their PPR is in a current lockdown area.

COVID Safe Marshal

If required, a COVID Safe Marshal will be present at events to ensure all patrons and visitors have provided contact details and observe appropriate physical distancing.

The COVID Safe Compliance Coordinator will delegate appropriate duties to the COVID Safe Marshal and provide training.

Ushers

Take instruction from the Front of House Supervisor regarding movement of patrons and guests to ensure physical distancing is maintained. They will be assisted in this task by the COVID Safe Marshal.

Ushers are not included in the capacity limits of the space as they are considered essential workers, however, they should maintain 1.5m distancing where possible.

Ushers should always wear a fitted face mask when working as they will not be able to maintain social distancing effectively when undertaking their duties (such as checking tickets for example).

Communications

All ushers must carry a two-way radio to enable them to be in contact with the Front of House Supervisor.

Emergency Evacuation

External emergency evacuation assembly points will need to be able to accommodate patrons / performers while maintaining distancing between unrelated groups.

Note: the goal of maintaining distancing between people becomes a secondary consideration if there is a clear an imminent danger requiring an emergency evacuation. Moving patrons away from imminent danger is the top priority.

Foyer

Capacity limits for the foyer and function rooms are indicated via signage at the entrance to each space. We may need to separate audiences or groups of people to ensure they do not exceed the capacity in each area, dependant on the total number of patrons in the building. This will be the responsibility of the COVID Safe Compliance Coordinator although the task may be delegated to other staff such as the COVID Safe Marshal to ensure that visitors move smoothly through each space whilst maintaining physical distancing. Each event may require its own planning to make this happen.

Toilets

Capacity limits for toilets will be indicated via signage at the entrance to toilets. The COVID Safe Marshal will oversee appropriate use of toilets. Intervals may need to be longer or not occur at all.

Lift

The square metre rule does not apply to lifts, however sensible precautions should be taken by people using the lift. The Drum lift is allowed to carry one person or one person plus their carer for disability access if required.

PLAN SIGN OFF

I acknowledge I understand my responsibilities and have implemented this COVID Safe plan in the workplace

Signed:



Name: Susan Strano, Coordinator Drum Theatre

Date: 20 January 2021

Signed:



Name: Phillip Dowling, Senior Technical Operations Officer

Date: 20 January 2021

Signed:



Name: Martin Fidler, Director, Community Services

Date: 21 January 2021