

# COVID Safe plan

## Kingston City Hall Reopening

### Our COVID Safe Plan

Business name:	City of Kingston
Site location:	Kingston City Hall 985 Nepean Highway Moorabbin 3189
Contact person:	Vince Healy, Operations Coordinator – Arts and Cultural Services
Contact person phone:	03 9556 4413 – 0418 345 969
Approved by:	Julian Harvey Vince Healy Daniel te Hennepe
Date prepared:	Updated 21 September 2021

Guidance	Action to mitigate the introduction and spread of COVID-19
<b>Hygiene</b>	
<b>Provide and promote hand sanitiser stations for use on entering venue and other locations in the venue/worksite and ensure adequate supplies of hand soap and paper towels are available for staff.</b>	<ul style="list-style-type: none"><li>• Hygiene signage in place at entry and exit points to the venue.</li><li>• Hand sanitiser stations in place at entry and exit points to the venue and adjacent to the lift entries on all levels.</li><li>• All staff work stations/desks have been provided with cleaning items including hand sanitiser, disinfectant wipes and masks.</li><li>• Hand sanitiser station in place at the concierge desk.</li><li>• All staff have been provided with written guidance via email on hand sanitising and good hygiene practices.</li><li>• Hygiene posters have been placed in all bathrooms, bar, café, kitchen backstage and dressing room areas.</li><li>• Adequate supplies of soap and paper towels will be maintained at all times.</li></ul>
<b>Where possible: enhance airflow by opening windows and adjusting air conditioning.</b>	<ul style="list-style-type: none"><li>• Windows generally do not open in this building. Where windows open, they will be opened if practical to do so.</li><li>• Air Handling Contractor has reviewed air handling to ensure that as far as practicably possible enhanced air flow is achieved.</li></ul>
<b>In areas or workplaces where it is required, ensure all staff wear a face covering and/or required PPE, unless a lawful exception applies. Ensure adequate face coverings and PPE are available to staff that do not have their own.</b>	<ul style="list-style-type: none"><li>• All staff are required to always wear a mask when they are at work unless eating, drinking or where a legal exemption applies.</li><li>• Disposable masks are accessible at the workplace. Cloth masks made to DHHS specification have been allocated to all staff.</li><li>• Rubbish bins available to dispose of masks when required</li><li>• Staff are monitored by Managers, Team Leaders, Supervisors and Coordinators to ensure that mandatory practices are being adhered to.</li><li>• Disposable gloves are accessible at the workplace for cleaning and other required tasks.</li><li>• Disinfectant wipes are available for staff to clean down their workstations at the commencement and conclusion of their working day</li></ul>

Guidance	Action to mitigate the introduction and spread of COVID-19
Provide training to staff on the correct use and disposal of face coverings and PPE, and on good hygiene practices and slowing the spread of coronavirus (COVID-19).	<ul style="list-style-type: none"> <li>All staff have been provided with written guidance via email and have been advised to familiarise themselves with these instructions for the correct use of masks or face covering. An instructional video has also been shared <a href="http://kingintra.kingston.vic.gov.au/News-Info/COVID-19">http://kingintra.kingston.vic.gov.au/News-Info/COVID-19</a></li> <li>Surgical masks are for single use. KN95 masks are for single day use. Disposable masks can be disposed of in regular rubbish bins in accordance with DHHS guidance material.</li> <li>Cloth masks are to be washed in accordance with manufacturer's instructions outlined on the manufacturer's brochure provided with the mask.</li> <li>All staff have been provided with written guidance via email on good hygiene practices. Hygiene posters have been placed in all bathrooms.</li> </ul>
Replace high-touch communal items with alternatives.	<ul style="list-style-type: none"> <li>Managers, Team Leaders, Supervisors to eliminate or reduce where possible the use of high-touch communal items.</li> <li>No sharing of desks/workstations.</li> </ul>

Guidance	Action to mitigate the introduction and spread of COVID-19
<b>Cleaning</b>	
Increase environmental cleaning (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily).	<ul style="list-style-type: none"> <li>Daily continuous roaming cleaning and disinfecting including common touchpoints in place when the venue is in use.</li> <li>Overnight cleaning program in place.</li> </ul>
Ensure adequate supplies of cleaning products, including detergent and disinfectant.	<ul style="list-style-type: none"> <li>Managers, Team Leaders, Supervisors in control of on-site chemicals and cleaning supplies will ensure adequate stock levels are maintained at all times.</li> <li>External Cleaners are provided with cleaning supplies for the cleaning activities they undertake.</li> <li>There are three central strategic storage locations of sanitation and cleaning products. These are at: <ul style="list-style-type: none"> <li>Garden Boulevard Depot, 43 Garden Boulevard, Dingley Village VIC 3172;</li> <li>Cheltenham Office, 1230 Nepean Hwy, Cheltenham VIC 3192; and</li> <li>Parkdale Historical Centre, 302 Como Parade West, Parkdale VIC 3195</li> </ul> </li> </ul>

Activity	Action to mitigate the introduction and spread of COVID-19
<b>Physical Distancing – Hirers, Patrons, Visitors, Contractors Attending the Venue</b>	
<p>Patrons, Visitors, Hirers and Contractors Entering and Exiting the Venue.</p> <p><b>Ground Floor Foyer</b></p>	<ul style="list-style-type: none"> <li>Automatic Doors at the front of the Venue signed as the main entrance</li> <li>Southern stairwell signed as the up and down to the upper floors of the Venue with the stairwell split using Tensa Barriers.</li> <li>Car Park automatic doors signed as the main exit point at the southern end of the building with these doors placed on exit only.</li> <li>Northern stairwell and automatic doors signed as the exit point from the upper levels with these doors placed on exit only.</li> <li>Annex the foyer so there is no access to the northern section from the main entry point, access to this area is strictly limited to authorised staff and contractors.</li> <li>Remove all soft furnishings and place into storage if practicable.</li> <li>Screens erected at the Concierge desk</li> <li>No patrons, visitors, hirers or contractors to enter the office area and all enquiries dealt with at the Concierge desk.</li> <li>Signage on the Venues capacity displayed.</li> <li>Signage on the foyer capacity displayed.</li> <li>1.5m Distancing decals on the floor including entry and exit points.</li> </ul>

Activity	Action to mitigate the introduction and spread of COVID-19
	<ul style="list-style-type: none"> <li>All Patrons, Visitors, Hirers and Contractors to scan the QR Code and enter their details.</li> <li>Any person who refuses to use the QR Code system will be denied entry to the venue.</li> <li>All Patrons, Visitors, Hirers and Members of the Public entering the Venue are required to follow the directions of Venue staff where requested to do so.</li> <li>All persons in the Venue are required to always wear a mask unless eating, drinking or where a legal exemption applies.</li> <li>QR Code kiosk check in system in place for any person that does not have the ability to scan the QR Code.</li> </ul>
<p><b>Patrons, Visitors, Hirers and Contractors Entering and Exiting the Venue.</b></p> <p><b>Mezzanine – Level 1</b></p>	<ul style="list-style-type: none"> <li>Southern stairwell signed as the up and down to the upper floors of the venue from this level.</li> <li>Northern stairwell signed as the main exit point from this level.</li> <li>1.5m distancing decals on the floor including entry points to the toilets.</li> <li>Men's Toilet door to the left is signed as the entry point and the door on the right is signed as the exit point.</li> <li>Ladies' toilet door to the right signed as the entry point and the door on the left signed as the exit point.</li> <li>Hygiene signage in place within the toilets</li> </ul>
<p><b>Patrons, Visitors, Hirers and Contractors Entering and Exiting the Venue.</b></p> <p><b>Foyer Lounge, Grand Hall and Banquet Room – Level 2</b></p>	<ul style="list-style-type: none"> <li>Southern stairwell signed as the up and down to the upper floors of the venue from this level.</li> <li>Northern stairwell signed as the main exit point from this level.</li> <li>The centre double doors signed as the main entry point to the Grand Hall.</li> <li>The northern double doors signed as the exit point from the Grand Hall.</li> <li>Grand Hall capacity signage in place at 1 person per 4sqm.</li> <li>Doors to the breezeway signed as the main entry/exit point to the Banquet Room area.</li> <li>Banquet Room capacity signage in place at 1 person per 4 sqm.</li> <li>Foyer Lounge capacity signage is in place at 1 person per 4sqm.</li> <li>1.5m distancing decals in place including the entry and exit points to the spaces.</li> <li>Stairwell at the southern end of the foyer signed as the main entry point to the 3<sup>rd</sup> level.</li> <li>Stairwell at the northern end of the foyer signed as the main exit point from the 3<sup>rd</sup> level.</li> <li>Hygiene signage in place.</li> <li>Hand Sanitiser stations in place.</li> <li>All groups utilising the kitchen for catering at events will be advised to thoroughly clean and disinfect all areas and surfaces prior to vacating the venue. Should this not occur a cleaning charge will be applied to the group to carry out this requirement.</li> <li>All persons are required to wear a mask at all times unless eating, drinking or where a legal exemption applies.</li> </ul>
<p><b>Patrons, Visitors, Hirers and Contractors Entering and Exiting the Venue.</b></p> <p><b>Function Rooms A &amp; B – Level 3</b></p>	<ul style="list-style-type: none"> <li>Stairwell at the southern end from level 2 signed as the up/down from level 3.</li> <li>Stairwell at the northern end signed as the main exit from Function Room B.</li> <li>Hand sanitiser station in place</li> <li>Hygiene signage in place</li> <li>Floor 1.5m distancing decals in place including entry and exit points to the spaces.</li> <li>All groups utilising the kitchen for catering at events will be advised to thoroughly clean and disinfect all areas and surfaces prior to vacating the venue. Should this not occur a cleaning charge will be applied to the group to carry out this requirement.</li> <li>Room capacity signage in place at 1 person per 4sqm.</li> </ul>

Activity	Action to mitigate the introduction and spread of COVID-19
	<ul style="list-style-type: none"> <li>All persons are required to always wear a mask unless eating, drinking or where a legal exemption applies.</li> </ul>
<p><b>Staff Working on site in the Venue</b></p>	<ul style="list-style-type: none"> <li>All staff are to scan the QR Code and enter their details upon entering the venue.</li> <li>Staff are required to always wear a mask unless eating, drinking or where a legal exemption applies.</li> <li>Staff who are unwell are directed not to attend work and encouraged to get tested.</li> <li>Managers, Team Leaders and Supervisors are empowered to implement flexible working protocols to stagger start times where required to minimise build up.</li> <li>Rostering system implemented including Casual, Part Time and Permanent staff to ensure the limiting of numbers in the Venue at any given time.</li> <li>Casual staff will be rostered according Venue activity and maintenance requirements, the numbers on site will be minimised where practicable to do so.</li> <li>Permanent, Part Time staff will be on a rotating roster to minimise the number on site at any given time.</li> <li>The 4 sqm rule has been considered in determining the allowable number of staff in an office space at any given time.</li> <li>Each staff members desk/workstation provided with cleaning items including hand sanitiser, gloves, masks, disposable gloves and disinfectant wipes.</li> <li>Staff are not to share desks/workstations and no hot desking.</li> <li>Staff members are required to clean their desks/workstations with disinfectant wipes at the start and before ending their working day.</li> <li>Staff members are required to thoroughly clean all crockery, cutlery, and any other item they have used for the preparation and consumption of a meal.</li> <li>Hygiene signage put up in the office area.</li> <li>No members of the public/patrons, hirers or contractors permitted into the office, all interactions with these groups are to be conducted at the concierge desk.</li> </ul>
<p><b>Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks).</b></p>	<ul style="list-style-type: none"> <li>Training material and Information has been distributed to staff via emails, kNet, staff meetings, toolbox sessions and other information sessions.</li> <li><a href="http://kingintra.kingston.vic.gov.au/News-Info/COVID-19">http://kingintra.kingston.vic.gov.au/News-Info/COVID-19</a></li> </ul>
<p><b>Box Office/Ticketing</b></p>	<ul style="list-style-type: none"> <li>All in person ticketing enquiries/purchases to be dealt with at the Concierge desk</li> <li>Screens erected at the Concierge desk.</li> <li>Hygiene Signage placed in the holders behind the Concierge desk.</li> <li>PPE's to be provided at the Concierge desk including hand sanitiser, gloves, masks, disposable gloves, and disinfectant wipes.</li> <li>All hirers/groups hiring the Venue for a ticketed event are required to use Kingston Arts ticketing services as a general requirement of hire and as a means of data collection – (This must be strictly enforced)</li> </ul>
<p><b>Venue Hire</b></p> <p><b>Hire Documentation and Correspondence, Venue Tours and On-Site Meetings</b></p>	<ul style="list-style-type: none"> <li>All in person venue enquiries to be conducted in the ground floor foyer area where a section has been set up to carry this out considering distancing requirements and hand sanitiser in place.</li> <li>Staff have been advised that they ensure that appropriate PPE's are in place when conducting these activities.</li> <li>Staff are to advise hirers that they are required to have their own appropriate PPE's when attending the Venue for meetings and or tours.</li> <li>All Venue hire tours for existing and or prospective clients to be carried out by appointment only.</li> <li>Venue Hire to advise all hirers/groups using the Venue for a ticketed event of the requirement in using Kingston Arts ticketing services as a</li> </ul>

Activity	Action to mitigate the introduction and spread of COVID-19
	<p>condition of hire and as a means of data collection – (This must be strictly enforced)</p> <ul style="list-style-type: none"> <li>• Where practicable all venue hire documentation to be provided, completed and returned electronically.</li> <li>• All hirers/user groups are to provide their COVID Safe Plan for the intended activity at a minimum of thirty (30) days prior to the date of their booking</li> </ul>
<p><b>Performing Arts</b></p> <p><b>Contracts and Documentation, Producers, Performers, Venue Tours and On – Site Meetings</b></p>	<ul style="list-style-type: none"> <li>• All documentation to be sent, completed and returned electronically where practicable.</li> <li>• Venue tours and or on-site meetings for producers or any other party associated with a touring show to be conducted by appointment only.</li> <li>• All touring companies are to provide their COVID Safe plan at a minimum of thirty (30) days prior to the date of the performance.</li> </ul>
<p><b>Covid Marshal and Covid Check in Marshal</b></p>	<ul style="list-style-type: none"> <li>• Covid Marshal/s in place for all events to ensure compliance of Covid Safe practices.</li> <li>• Covid Check in Marshal/s in place for all events to ensure patrons scan QR Codes.</li> <li>• Event Supervisors will act as the Covid Marshal and Covid Check in Marshal for small events.</li> <li>• QR Code kiosk check in system in place for any person that does not have the ability to scan the QR Code.</li> </ul>
<p><b>Capacity and Distancing Signage</b></p>	<ul style="list-style-type: none"> <li>• Building and floor capacities have been developed in accordance with the 1 person per 4sqm rule.</li> <li>• Venue Capacity signage has been put up at the entrance to the venue.</li> <li>• Signage has been placed on the entrances/doors to each space indicating the capacity of the area.</li> <li>• Signage and floor decals are in place in all areas reinforcing the requirement for all to practice social distancing of 1.5m.</li> </ul>
<p><b>Event Floor Plan/Seating Plans</b></p>	<ul style="list-style-type: none"> <li>• Floor Plans/Seating arrangements for each event will be developed in accordance with the 1 person per 4sqm rule.</li> <li>• Actual capacities will be affected with the implementation of additional measures such as setting theatre style seating 500mm apart for events.</li> <li>• Seating for meetings and workshops will be set according to the 4sqm rule.</li> <li>• Signage for 1.5m distancing and hygiene will be put up within the spaces if deemed necessary.</li> <li>• 1.5m floor distancing decals will be placed within the spaces if deemed necessary.</li> </ul>
<p><b>Water Cooler Stations</b></p>	<ul style="list-style-type: none"> <li>• All water cooler stations around the Venue including the office and public access areas are now back in place.</li> </ul>
<p><b>Back Stage, Goods Lift Landing and Dressing Room Areas</b></p>	<ul style="list-style-type: none"> <li>• Double doors at the top of the ramp signed as the entry/exit point to the backstage and dressing room areas.</li> <li>• Stairwell at the northern end of the backstage area signed as the main entry to the dressing rooms.</li> <li>• Northern emergency exit signed as an alternative exit point from the dressing room and backstage areas and used where practicable.</li> <li>• 1.5m distancing floor decals placed around the back of house areas including the goods lift landing, backstage and dressing rooms.</li> <li>• Hygiene signage in place in the backstage and dressing room toilets.</li> <li>• 1.5m distancing signage up in the goods lift.</li> <li>• PPE stations set up in the backstage and dressing room areas including hand sanitiser, masks, disposable gloves and disinfectant wipes for visiting crew, performers etc.</li> <li>• Compulsory sign in of the QR Code in place for visiting crew, cast, tour managers and producers for the purpose of contact tracing.</li> </ul>
<p><b>Technical –</b></p>	<ul style="list-style-type: none"> <li>• No visiting operators/crew allowed to this area where possible and practicable.</li> </ul>

Activity	Action to mitigate the introduction and spread of COVID-19
<b>FOH Operating Position</b>	<ul style="list-style-type: none"> <li>• PPE's station in place including hand sanitiser, masks, disposable gloves and disinfectant wipes.</li> <li>• FOH equipment to be sanitised before after events.</li> <li>• Area barricaded to prevent unauthorised persons entering the space.</li> </ul>
<b>Technical – Back of House</b>  <b>Staff, Performers, Travelling Crew, Producers and Hirers</b>	<ul style="list-style-type: none"> <li>• All Staff, Performers, Travelling Crew, Producers and Hirers are to scan the QR Code upon entering the venue via the back door.</li> <li>• Actions to be implemented where practicable to minimise the number of person-to-person interactions.</li> <li>• Staff fitting mics to performers to be provided with PPE's such as gloves, masks and glasses or face shield if these are deemed to be practical and or necessary, if possible and practicable staff to instruct performers on how to fit their own.</li> <li>• Where it is safe and practical to do so, tasks and processes that usually require close interaction are to be reviewed and identify ways to increase physical distancing.</li> <li>• Backstage areas to be cleared of excess equipment where practical to maximise space.</li> <li>• All high contact/risk equipment to be cleaned prior to and after performances with an alcohol-based sanitiser.</li> <li>• Colour coded tape system to be implemented on all high contact/risk equipment to identify what has been cleaned.</li> <li>• All in house technical staff to be provided with personal supplies of PPE's including hand sanitiser, masks, disposable gloves and disinfectant wipes. Provide glasses or face shields if these are deemed to be practical and or necessary.</li> <li>• Consideration has been given to the extra time that will be required for bump in's, rigging, rehearsals, and bump outs with the restrictions in place.</li> <li>• All persons working in these areas are required to always wear a mask unless eating, drinking or where a legal exemption applies.</li> </ul>
<b>Review delivery protocols to limit contact between delivery drivers and staff.</b>	<ul style="list-style-type: none"> <li>• Delivery drivers are required to deliver to the ground floor concierge only and not to enter the premise pass that point.</li> <li>• Access to Loading dock restricted to approved persons only, excluding delivery drivers, unless specifically required to access due to the nature of the delivery/collection.</li> <li>• Screens/Barriers have been installed at the concierge counter and customer service counters.</li> </ul>
<b>Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing.</b>	<ul style="list-style-type: none"> <li>• Managers, Team Leaders and Supervisors who can work from home must work from home.</li> <li>• Managers, Team Leaders and Supervisors are empowered to implement flexible working protocols to stagger start/finish times, adjust work patterns/rosters and work locations to ensure temporal as well as physical distancing.</li> <li>• Staff who are not rostered for a shift are not to attend the Venue.</li> </ul>

Guidance	Action to ensure effective record keeping
<b>Record keeping</b>	
<b>Establish a process to record the attendance of customers, clients, visitors and workplace inspectors, delivery drivers. This information will assist employers to identify close contacts.</b>	<ul style="list-style-type: none"> <li>• All persons entering the venue are required to scan the QR Code and enter their details.</li> <li>• For staff entering the Venue their access activity will be monitored via the security system.</li> <li>• QR Code kiosk check in system in place for any person that does not have the ability to scan the QR Code.</li> </ul>

Guidance	Action to ensure effective record keeping
Provide guidance to staff on the effective use of the workplace OHS reporting system (where available).	<ul style="list-style-type: none"> <li>If an incident, near miss or hazard, is identified in the workplace you must do the following: <ul style="list-style-type: none"> <li>Step 1: Ensure the welfare of the individual(s) and, if an emergency, call 000</li> <li>Step 2: Notify your direct manager/supervisor <ul style="list-style-type: none"> <li>Note: If the incident is a confirmed Covid-19 case the Manager <b>must immediately</b> contact Richard Frazer, Dan TeHennepe or Skip Fulton and wait for instruction.</li> </ul> </li> <li>Step 3: Report the incident or hazard 24/7 by contacting Injury Assist on 1800 995 314</li> </ul> </li> </ul>

Guidance	Action to prepare for your response
<b>Preparing your response to a suspected or confirmed COVID-19 case</b>	
Prepare or update your business continuity plan to consider the impacts of an outbreak and potential closure of the workplace.	<ul style="list-style-type: none"> <li>Business Impact Analysis has been reviewed because of the COVID-19 pandemic.</li> <li>The Business Continuity Plan has been activated. The Business Recovery Team is meeting at least weekly.</li> <li>Managers in critical services have plans in place to ensure service continuity is achieved if a case is identified in the workplace.</li> </ul>
Prepare to assist DHHS with contact tracing and providing staff and visitor records to support contact tracing.	<ul style="list-style-type: none"> <li>Business Recovery Team has identified key contacts in Council to assist DHHS with contact tracing. <ul style="list-style-type: none"> <li>Manager Community Buildings - Building access records</li> <li>Manage People Support - Reporting lines, Personal contact information</li> <li>Manager Information Services and Strategy - Meeting schedules / Calendars</li> <li>Departmental Managers – specific staff and visitor records relevant to the provision of applicable service delivery</li> </ul> </li> </ul>
Prepare to undertake cleaning and disinfection at your business premises. Assess whether the workplace or parts of the workplace must be closed.	<ul style="list-style-type: none"> <li>A panel of cleaning companies has been organised with capability to deliver a clean in accordance with DHHS standards.</li> <li>The Business Recovery Team directs the cleaning to take place, and this is implemented by the Manager Community Buildings.</li> <li>The Business Recovery Team may require a post-clean evaluation or validation to be undertaken prior to allowing persons to re-enter the workplace.</li> </ul>
Prepare for how you will manage a suspected or confirmed case in an employee during work hours.	<ul style="list-style-type: none"> <li>The Business Recovery Team has established Decision Making Process to provide action and response to a confirmed COVID-19 case.</li> <li>The Decision-Making Process provides for escalation to the Executive and direction to the applicable Managers for implementation of the response.</li> </ul>
Prepare to notify workforce and site visitors of a confirmed or suspected case.	<ul style="list-style-type: none"> <li>All communications relating to business continuity including changes to Council programs, services and team re-locations and employment conditions will be co-ordinated, and subsequently communicated, through the Business Recovery Team.</li> <li>For any staff, contactors, visitors deemed to be a close contact, based on advice from DHHS, those persons will be contacted by the relevant Manager at the direction of the Business Recovery Team.</li> <li>For any staff, contactors, visitors deemed to be a close contact, based on advice from DHHS, those persons may have their contact details provided to DHHS to assist in contacting tracing activities.</li> </ul>
Prepare to immediately notify WorkSafe Victoria on 13 23 60 if you have a confirmed COVID-19 case at your workplace.	<ul style="list-style-type: none"> <li>The Business Recovery Team has established Decision Making Process to provide action and response to a confirmed COVID-19 case.</li> <li>The Business Recovery Team will direct the Health and Safety Team to make notification to WorkSafe Victoria.</li> </ul>

Guidance	Action to prepare for your response
<p><b>Confirm that your workplace can safely re-open, and workers can return to work.</b></p>	<ul style="list-style-type: none"> <li>• The Business Recovery Team has established Decision Making Process to provide action and response to a confirmed COVID-19 case.</li> <li>• The Business Recovery Team will, to the maximum extent possible, seek guidance from key stakeholders including DHHS and WorkSafe Victoria, to make an informed decision about the re-opening of any workplace.</li> </ul>