

# FCAC COVID19 Re-Activation Plan

Version: 2.3

## *Business Continuity and Covid-19 Response Planning*

This plan is of relevance to:

- FCAC Board
- FCAC Staff
- Contractors
- Tenants
- Artists and Companies in Residence
- Key stakeholders

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Based on principles developed by Slua Event  
Safety Consultancy, adapted by FCAC



Document Control		
Version	Date of Revision	Detail of amendments.
1.	15 May 2020	First Draft
2	22 May 2020	Minor revisions
3	25 May 2020	Update to reflect Victorian Government Announcement
4	1 June 2020	State of emergency period extended
5	9 June 2020	Vic Gov Guidelines cross-checked
6	26 June 2020	Extended state of emergency
7	13 July 2020	Amendment in response to new stage 3 lock down. Dates amended. Addition of daily log.
8	22 Sept 2020	Reactivation stages changed to align with Victorian Government Road Map
9	29 Sept 2020	Reactivation stages changed to align with Victorian Government Road Map
10	27 Oct 2020	Reactivation stages changed to align with Victorian Government Road Map
11	8 Nov 2020	Reactivation stages changed to align with Victorian Government Advice.
12	23 Nov 2020	Updated to reflect easing Vic restrictions announced 22/11/2020
13	7 Dec 2020	Updated to reflect easing Vic restrictions announced 6/12/2020

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*The document is based on current government advice about measures to reduce the spread of COVID-19. As the advice issued continues to evolve, this protocol and the measures employers and workers need to address may also change. Therefore, it should be noted that the attached details are non-exhaustive and are also subject to change. In addition, further supports for employers and workers will be developed and provided where appropriate. This is a living document.*

## Aims of this document

- To offer a toolbox of approaches for the safe re-opening of FCAC and the continuity of service after we re-open. **The plan must be relevant to our context and our communities.**
- Prepare FCAC to open our doors to the public with appropriate staffing and resources.
- Be able to follow government protocols and ensure FCAC complies with all public health and safety, hygiene and social distancing requirements in all work, tenanted, exhibition, performance and public spaces.
- Prepare contingency measures to address sustainability of functions and activities and assigning new critical responsibilities to all staff members

## FCAC COVID19 Response Team

The FCAC Management Team are responsible for updating this plan to align with government and industry guidelines, and will be referred to as the COVID19 Response Team in this document. The Chair of this team is the Executive Director and Co-CEO. All staff, tenants and stakeholders are responsible for the safe operations of the FCAC precinct and implementation of the plan. The FCAC Board will be regularly provided updates on the implementation of the plan, and the FCAC's Board approval will be required before FCAC re-opens to the general public.

## Reactivation Phases - Overview

This FCAC Reactivation Plan has been developed for the purpose of enabling and supporting FCAC managers, staff and tenants to plan and implement best practice safe return to work processes to prevent the spread of COVID19, and has been designed to incorporate the protocols and guidance outlined by relevant government agencies. This Plan is living document, which will be subject to change as public health advice on COVID19 changes over coming months. This document does not supersede existing strategy documents.

A flexible and scalable approach to reactivation is required.

The Reactivation Phases summarized below are aligned to government restrictions and site readiness, rather than fixed dates. This will allow FCAC staff, programs and tenants to respond to restrictions and understand requirements more easily.

**NOTE:** The FCAC Board must approve transition from Stage 3 to Stage 4. This is due to the increased risk for public access to the precinct.

FCAC Stage	One	Two	Three	Four <i>*Approved by Board on 19/11/2020</i>	Five	Six
Victorian Government Roadmap Alignment	Stage 1 Now until 28 Sept 2020	Stage 2 Currently from 28 September 2020	Stage 3 28 October 2020 – 3 December 2020	Last Step	Last Step <b>From 7 Dec 2020</b>	No Restrictions
Open to the public?	No	No	No	Yes	Yes	Yes
FCAC Operations	Staff working from home Permits required	Staff working from home Permits required	Mixture of staff working from home and on-site. Distancing in office.	Mixture of staff working from home and on-site. Distancing in office.	Staff On Site	Staff On Site
Onsite Public Programs	No	No	No	Reduced. Gathering restrictions.	Yes. Gathering restrictions. COVID plan.	Yes. Gathering restrictions. COVID plan if req.
Onsite Creative Development	No	TBC. Limited. COVID plan.	Limited. COVID plan.	Yes. COVID plan.	COVID plan.	COVID plan.
ArtLife	Digital Offering Only	Digital Offering Only	Digital Offering Only	Reduced On-site and Digital	Onsite and Digital	Onsite and Digital
Tenants and Requirements	No access.	Limited Access is permitted under Vic Roadmap.  Tenants requirements in place, inc need for COVID Safe Plan	Reduced access.  • Tenants requirements in place, inc need for COVID Safe Plan	Normal access as per sublease, following health advice.  • Tenants requirements in place, inc need for COVID Safe Plan	Normal access as per sublease, following health advice.	Normal access as per sublease, following health advice.
Tenants On-Site	Nil	Neuromoves to provide health services.	TBC	All	All	All
Café	Not Open Yet	Fit-out	Open from 4 November. Outdoor and limited indoor dining.	Take-away, Dine-in limited by restrictions.	Open	Open
Daily Log			In Use	In Use	In Use	TBC
COVID Protocols	All visitors must adhere to: Contact Tracing Room Limits/ Distancing Sanitation, Masks	All visitors must adhere to: Contact Tracing Room Limits/ Distancing Sanitation, Masks	All visitors must adhere to: Contact Tracing Room Limits/ Distancing Sanitation, Masks	All visitors must adhere to: Contact Tracing Room Limits/ Distancing Sanitation, Masks. Audience policy available online	All visitors must adhere to: Contact Tracing Room Limits/ Distancing Sanitation, Masks. Audience policy available online	TBC
Cleaning	Nil	Daily Warehouse only Extra Surface Cleaning	Daily – normal Extra Surface Cleaning	Daily – normal Extra Surface Cleaning	Daily – normal Extra Surface Cleaning	Daily – normal
FCAC Management	COVID Plan updated and shared, advice followed, regular briefing to Board.	COVID Plan updated and shared, advice followed, regular briefing to Board.	COVID Plan updated and shared, advice followed, regular briefing to Board.	COVID Plan updated and shared, advice followed, regular briefing to Board.	COVID Plan updated and shared, advice followed, regular briefing to Board.	TBC

These phases are designed to be flexible, adapt, and respond to changing government advice and implement a portfolio of controls including:

- **Engineering Controls**

Engineering controls are things which place a physical barrier between the person and the hazard or provide mechanical reduction of the hazard eg placing screens between people.

- **Administrative Controls**

Administrative Controls provide the best options for most organisations. The risk assessment must consider how you will keep the workplace and equipment clean, adjust your work practices and ensure people are safe.

- **PPE Controls**

Masks, gloves and other equipment where appropriate.

### **Victorian Government Re-activation Checklist**

The Victorian government has developed a range of resources, and suggest a minimum check-list to consider before reactivating venues:

- Protect staff wellbeing by ensuring safety and hygiene measures are in place as well as ensuring workers are complying with health advice and are not unwell Organisation
- Provide all staff\*, as well as venue hirers, with a copy of these guidelines Organisation
- Have provisions in place to record visitor contact details on booking or entry, with first name and a contact number (the details of every visitor should be recorded, not just one per booking) Organisation
- Undertake a deep clean of the premises and implement additional hygiene and cleaning measures and practices Organisation
- Ensure your organisations/venue is set up to adhere to physical distancing requirements Organisation / employees / patrons
- Ensure visitor awareness of, and compliance with, requirements (including collection of contact information) Organisation/ patrons
- Be ready to work with the Department of Health and Human Services (DHHS) in the event of a case of coronavirus (COVID-19) or an outbreak affecting your business Organisation
- Complete and consider displaying coronavirus (COVID-19) checklists provided in these guidelines. Organisation

## FCAC Tenant Requirements for Returning To Site

Tenants are required to:

- Communicate regularly with FCAC, and note any changes to the access of their spaces.
- Implement a COVID Safe Plan suitable for their operation, keep this plan updated, and share it with FCAC. Plans may use the template provided by the [Victorian State Government](#).
- Follow all reasonable directions from FCAC, and provide requested information to be included in FCACs overall COVID Risk Management Plan.
- Consider how the Victorian Government Regulations relate to their operations and industries.
- Keep their staff, clients and participants safe by adhering to all relevant government advice.

## FCAC COVID Safe Considerations by Business Area

FCAC is as a hub for artists and groups with workshops, gallery spaces, studios, and theatre spaces. We are also home to a number of tenants with unique business and operational requirements. The success of FCAC is determined by FCAC users and audience members. On this basis, FCAC can fail or be damaged if we are unable to fulfil these roles over a prolonged period, but will be further damaged if unsafe work practices lead to COVID19 transmission.

Key FCAC roles (as a venue):

- Support for local groups and artists through use of spaces.
- Tenanted spaces.
- Artist studio spaces.
- Delivery of NDIS services.
- Delivery of exhibitions, performances and arts experiences.

The following considerations have been acknowledged in developing this plan:

- Prioritizing the safety of FCAC staff, contractors, tenants, audiences and communities and adhering to best-practice safety practices and compliance measures.
- Understanding audience appetite and demand – referenced from [Patternmakers COVID19 Audience Outlook Monitor](#).
- Identifying the centers critical functions and how they can be delivered safely in the context of COVID19. Identifying what can be adapted safely and what cannot be delivered safely.
- Determining what the impact will be on not performing FCAC's core functions beyond a certain point: How long can we sustain the business if closed for an indefinite period?
- Ensuring that any statutory requirement is fulfilled for ensuring the safety of employer and audience.
- Ensuring any activity can be financially sustained.

In formulating and updating this plan, we need to acknowledge that other incidents may compound the current risks of COVID19. What FCAC can manage routinely may now become a far riskier proposition and risk will exist elsewhere where it did not exist before. The new normal is deeply abnormal.

Crises often develop in unpredictable ways and the response usually requires creative and innovative approaches. Without proper preparation and planning suspected/confirmed cases of COVID19 will cause business disruption,

put staff and audience welfare at risk and could lead to significant loss of audience and revenue. The processes discussed in this document will help to minimise the disruption.

FCAC Staff should continually identify the critical activities required, what inputs are required to maintain them and what areas are more critical than others. The introduction of the COVID19 protocols may make some projects unworkable. The following considerations should be factored into planning across teams.

### Management Considerations

Department	Action	Frequency	Notes
Management	Constant monitoring of new guidelines and advice issues from relevant government agencies.	Daily.	Review led by ED, AD and Facilities Manager.
Management	Communicate with key stakeholders including MCC	As often as required	
Management	Sign off of Daily COVID Log	Daily	
Management	Execute quality 'spot checks' on cleaning, COVID safe protocol and contact tracing data	Min 3 times per week	
Management	Review and sign tenants COVID Safe Plans	As required	
Management	Reactivation plan shared with all staff and discussed at team level. Ensure 'critical COVID19 procedures' are understood by all staff.	With every new version.	New versions shared with Tenants/ Staff/ Stakeholders
Management	Communication to Tenants and AIR/ CIR of updated reactivation timeline.	With every new version.	New versions shared with Tenants/ Staff/ Stakeholders
Management	Flexible work arrangement policy and procedure implemented.	As required.	Staff have reviewed and provided feedback.
Management	Issue work permits where required. Collect 'return to work' disclaimer forms before returning to site. Other compliance requirements	As required.	

### Programming Considerations

- **Stay up-to-date with unfolding guidelines and legislation:**
  - Ensure casual staff and artists are briefed and aware of new protocols.
  - Speak up - share ideas to improve safety.
  
- **Ensure there are clear cancellation/postponement plans:**
  - Continually update protocol where events need to be cancelled or postponed. If an artist contracts COVID19 then the show will possibly be forced to cancel, how do you control loss of earnings or guard against?
  - **Establish clear back-up plans (if possible):** Do you need alternative programming arrangements in place in the event of a section of the programming falling through?
  - **Update ticketing information** with terms and conditions for show cancellation and refund policy in contracts.
  
- **Plan events in-line with gathering restrictions:**
  - Consider reducing capacities in program budgets – understand where the new break-even is for the

project.

- The staging of work outdoors within public spaces may be much more straightforward than work indoors.
- When programming and curating an exhibition consider how long it takes an audience member to circulate, what is the dwell time for an area, how areas of higher interest are managed and how to distribute audience circulation and viewing times.
- Managing “touch” exhibits,
  - headphones in sound installations – Bluetooth enabled touring guides or on a phone, individual headphones for attendees that are cleaned after every use?
  - Children’s interaction areas; and
  - Consider seating areas e.g. benches, cushions etc, encourage people to bring folding chairs, or supply and wipe down at the end -avoid unnecessary contact/contamination points!
- Alternative programming choices to protect against refund requests e.g. live becomes a value-added experience with an associated online package? Consider the digital journey?

Department	Action	Frequency	Notes
Programming	Ensure artists, funders and stakeholders are kept informed and up-to-date with latest information/timelines	As required	Up to date

#### ArtLife Considerations

- Stay up-to-date with unfolding guidelines and legislation. Ensure you stay briefed and aware of new protocols. Speak up- share ideas to improve safety.
- Are there accessible resources available to ensure ArtLife Artists can make self-determined decisions about their safety?
- Are the broader ArtLife community across the safety controls in place?
- Can delivery be adapted to maximise safety, access and impact for the participants?
- What changes can be made to ensure the safety of ArtLife staff? Are they well-briefed on new procedures?

Department	Action	Frequency	Notes
ArtLife	Delivery of ArtLife is online, with regular newsletters sent to the community	Daily	
ArtLife	Creation of resources for ArtLife Participants	As required	Eg Self-determination tool to return to on-site activities, COVID Safe Protocols etc
ArtLife	Keep accessible resources up-to-date with best practice COVID management protocols.	As required.	
ArtLife	Develop COVID19 safe operational plans for on-site ArtLife delivery, and assess if safe to do some form of delivery at all.	Fortnightly.	

#### Marketing and Communications Considerations

- Stay up-to-date with unfolding guidelines and legislation. Ensure you stay briefed and aware of new protocols. Speak up- share ideas to improve safety.



- Consider the audience - are FCAC's public facing channels up-to-date with the latest information? Is this information clear and easy to understand? Will the communication ensure the general public are aware of the measures taken?
- Is public signage around the precinct up-to-date?
- Are there ways to profile artists and communities digitally or in create ways?
- What digital signage opportunities are available on-site that don't require touch?

Department	Action	Frequency	Notes
Marketing	FCAC public channels are up-to-date with latest opening information/ timelines.	With every new version.	New comms released July 14 2020

#### Cultural Facilities Team - Production, Facilities and Front of House Considerations

- Stay up-to-date with unfolding guidelines and legislation. Ensure casual staff are briefed and aware of new protocols. Speak up- share ideas to improve safety.
- Put in place facilities to avoid advance reccis, provide accurate and recent CAD drawings, tech specs with images etc. Consider the benefit of pre-rigs to reduce numbers on build day.
- Revise emergency procedures but note that in any emergency situation, the immediate danger would supersede the social distancing requirement.
- Capacities to adhere to social distancing rules (1.5m<sup>2</sup>). Spread out foyer furniture, negate or reconsider assembly points. There will be a need, for the event organisers, to show how isolation of individuals and groups will be managed at the event location. Follow current guidance and apply them as these capacity densities will change as more knowledge of the virus is known.
- Auditorium seating capacity and back-stage capacities should be posted on signs outside doors.
- Touring events and shows will need to comply with the venues COVID19 policy, and they should be made aware of this in advance.
- Ensure project delivery dates have sufficient transit time contingency factored in as supply chain is facing considerable disruption.
- Consider the scale of the set or art installation, ensuring production schedules consider cleaning, staff orientation, pre event safety inspection.
- Ensure that any work equipment that was due to be inspected during the shutdown has been inspected and that building and facilities maintenance is up to date.
- Specific venue or event assessment. Considering the layout, information (signage), staffing for entrancing, circulation and exiting.
- Prioritise collective rather than individual decision making and keep a constant communication loop between production, front of house and administrators.

Department	Action	Frequency	Notes
CFT (Cultural Facilities Team)	Contact details of everyone entering the venue will need to be kept to assist with contact tracing and venue log created.	Daily.	QR Code created – implemented from 25 June 2020
CFT/ FOH	Daily COVID Risk Management Log Implemented.	Daily.	
CFT	Social distancing of workers undertaking maintenance (1.5m <sup>2</sup> ) and trades observed and implemented.	Daily.	
CFT	Frequently touched surfaces are identified and a list created.	Once. Added to as required.	Implemented.

CFT	New cleaning schedule finalized and implemented.		
CFT	Assessment of workspaces undertaken and modification of back and front offices made to promote distance between workers.	Once, to be reviewed in stage 3.	
CFT	Critical COVID19 procedures initiated. Refer to 'critical COVID19 procedures in this document'	In instance of incident.	Staff and Tenants to be trained as return to site
CFT	Site patrol to maintain safety of assets.	Daily.	No new incidents.
CFT	Deep cleaning process in case of COVID19 is developed.	Once to be reviewed.	Advice from cleaning company req.
CFT	Leave doors wedged open where safe to so, to avoid need for contact.	Daily.	
CFT/ FOH	Create temporary room capacity signs for FCAC spaces and display.	Updated to align with new guidelines.	Signage is in use on site and updated as required.
CFT	Ensure there are an adequate number of bins to dispose sanitation waste.	Daily.	
CFT/ FOH	Keep temporary room capacity signage up to date.	Updated as needed.	Implemented, updated as required.
CFT/ FOH	New hand sanitation stations set-up at all entry and exit points of FCAC and in front/ back offices.	Once, to be reviewed in stage 3.	Implemented.
CFT/FOH	COVID19 health advice posters updated and displayed in all relevant areas (foyer, entries, bathrooms, kitchens, ArtLife studio etc).	To be updated as required.	Implemented.
CFT/ FOH	Order adequate supplies of hand sanitizer, gloves, face masks and spot cleaning supplies.	As required.	Implemented.
CFT/ FOH	Prepare 'isolation area' (office 2) for suspected cases to be isolated on site and develop associated cleaning procedure.	Once, to be reviewed in stage 3.	

#### HR and Staffing (inc. Casuals in FOH, Tech, ArtLife, Workshops)

- All staff need to be aware of the expectation to raise concerns about safety in a professional and constructive manner – staff need to be solutions orientated and work as a team.
- What are the staffing levels required to open the centre with COVID19 protocols in place and maintain hygiene standards?
- Ensure appropriate briefing staff in new or changed COVID19 related procedures, roles and responsibilities – COVID19 Response is a regular agenda item for all-in and team meetings.
- Consider employee well-being: consider how other staff may feel coming back into the building and ensure they understand the plans in place.
- Assess how increased levels of absenteeism could affect critical activities and how this could be prevented, cross-training to ensure cover on roles.
- Ensure staff know where to access relevant policies and procedures about leave and flexible working

arrangements.

Department	Action	Frequency	Notes
All Staff	Report if you have COVID19 symptoms or are tested positive to senior management as soon as possible. Stay away from the site.	Daily.	
All Staff	Remain up-to-date with FCAC COVID19 advice	Daily.	
All Staff	Adhere to existing leave and work procedures and seek advice if unclear	Daily.	
All Staff	Access Management Team, Arts Well Being Collective or EAP if needing support.	As required.	
All Staff	Wipe desks with cleaning material provided at the end of the day.	Daily.	
All Staff	Conduct meetings applying social distancing, and utilize remote meetings for larger gatherings to minimize contact.	Daily.	
All Staff	Avoid public transport when coming to FCAC – avoid where possible.	Daily.	

**Daily Operational COVID19 Log – FCAC COVID19 Risk Management**

**Version 1.1**

Log to be kept available behind FCAC Reception at all times. Must be completed, and signed daily. Signed copy to be scanned and sent to all staff. Paper copy to be submitted to RG mailbox daily. Log can only be signed by Darren Gee, Robyn Gawenda, Ben Beare, Daniel Santangeli or Trained Duty Manager.

DATE: \_\_\_\_ / \_\_\_\_ / 2020

SIGNED: \_\_\_\_\_

Action	Person Responsible	Time Completed + Initials (or 'NA')	Notes and Remarks (eg reason for non-compliance)
Melbourne Cleaners daily clean completed of full venue – quality check.	Darren Gee		
Start of day check hand sanitizer station and PPE available and replenished at: <ul style="list-style-type: none"> <li>Warehouse Reception</li> <li>Warehouse Bunbury Entrance</li> <li>Henderson House Front Entrance</li> <li>Henderson House Balcony Entrance</li> </ul>	Reception or Duty Manager or Facilities Manager		
High-contact areas sanitised #1	Venue Supervisor		
High-contact areas sanitised #2	Venue Supervisor		
High-contact areas sanitised #3	Venue Supervisor		
Signage is updated and in-situ including <ul style="list-style-type: none"> <li>QR Code contact tracing</li> <li>Room capacity signage</li> <li>OHS/ Safe Work signage (hand washing etc.)</li> <li>Easy Read Resources</li> </ul>	Front of House Coordinator Duty Manager or Facilities Manager		
Contact tracing of guests arriving is adhered to – instructed to use QR code	Reception		
Facilities Manager and Executive Director to check QR code is being populated with spot checks during the day.	Facilities Manager and Executive Director		
Staff workstations left tidy and are wiped down by staff members	All staff to execute workstation tidy. Executive Director quality control.		
Ensure Duty Manager Event Sheets include relevant COVID19 Management Protocols for next day's events	Front of House Coordinator or Duty Manager		
Sanitiser and PPE Stocktake check complete and low items re-ordered	Reception or FOH Coordinator or Duty Manager		
Relevant updates to Tenants/ Residents sent.	Executive Director		
Relevant public announcements made via FCAC social media channels.	Marketing and Engagement Manager		
Were any COVID Emergency Protocols Initiated?	Facilities Manager		

*Note: separate incident report also required.*

## **Roles and Responsibilities**

### **FCAC COVID19 Response Team**

A COVID19 Response Team will be established to support FCACs COVID19 risk management work. The Response Team:

- Mirrors the existing management structure and consist of named staff member representatives who are responsible for FCAC's main activities e.g. HR, legal, finance, operations, programming, ArtLife etc.
- Is chaired/led by the CEO and COVID19 Safety Representative (Facilities and Resources Manager).

Management responsibilities as regards the Covid-19 (also applicable to other incidents) might include:

- Communicating to staff and stakeholders about any changes to [procedures.
- Assessing the impact and assessing current priorities, and delegating management authority;
- Ensuring that FCACs' goals continue to be met.
- Ensuring that FCAC continues to meet its legal and regulatory responsibilities;
- Directing the overall response to the incident.
- Resolving conflicts arising during the recovery phase, particularly on the use of scarce resources; and
- Composing and communicating messages to staff, suppliers, and stakeholders and the public.
- Meeting regularly and updating this plan.
- Responding to critical incidents.

### **FCAC COVID19 Safety Representative**

The role of the COVID19 Safety Representative (Facilities and Resources Manager). Is to provide practical advice, OHS expertise and oversee the implementation of this plan alongside the Co-CEOs.

The responsibilities of the Covid-19 Compliance Manager can be divided into two areas:

- Preparation and Planning
- Day to Day Tasks

Implementing the tasks listed in this plan are not the sole responsibility of the COVID19 Safety Manager, COVID19 Response Team or any FCAC Manager. Managers, supervisors, all staff, contractors and patrons must all take responsibility to ensure these guidelines are being followed. It is all staffs responsibly to contribute to continuous improvement and safety.

### **Tenants**

Tenants should delegate a person to keep in regular contact with FCAC's Facilities Manager and Executive Director. Tenants are responsible for following overall precinct protocols regarding use of masks, sanitation and contact tracing as directed, and must also have a COVID Safe Plan suitable to their operations.

## Appendices

The actions included below are based on current government guidelines. These guidelines will continue to change during the pandemic. You will have to review and amend accordingly.

### Non Compliance with FCAC Audience Policy

#### De-escalation Framework Cheat sheet – COVID Safe Non-compliance Visitors at FCAC

##### COVID Safe Audience Policy

- Our visitor policy is available under the 'Visit Us' section of the website, and in our Instagram Linktr.ee
- Visitors are asked to:
  - Wear a mask inside our venues at all times. This is our policy to keep staff and visitors safe.
  - Complete QR contact tracing if entering any indoor FCAC space (including using FCAC bathrooms).
  - Use hand sanitizer.
  - Maintain social distancing.
  - Book ahead if you are visiting in a group that is over 5 people or more.
  - Observe Room Limits
  - Be patient and kind.

##### Why people might not comply

- People may not understand that COVID restrictions heavily impact arts spaces – and are different to hospitality settings.
- Some people are experiencing caution fatigue, confusion and frustration regarding new health and safety regulations, and have differing beliefs and opinions about them.
- Some people may not wear masks due to respiratory / medical reasons.

##### What to do if someone is not complying with the Audience Policy

- Ask them politely to change their behaviour.
- Offer them a copy of the policy.

##### If they object/ do not comply

- Remind them that the COVID Safe Audience Policy is a condition of entry.
- That the requirements are designed to not only keep the individual safe – but protect the safety of FCAC staff, artists, communities and other visitors.
- Offer them an alternative – the exhibitions and lots of other free content is available online.

##### If the situation escalates/ they become aggressive

- Ask them to leave the venue, and let them know they can direct concerns to [reception@footscrayarts.com](mailto:reception@footscrayarts.com)
- Let them know that they are making you feel unsafe, and that you will call the police.

##### Follow-up

- Notify the Facilities and Resource Manager and Executive Director
- Complete an Incident Report

**Critical COVID19 Incident Procedures : Scenario 1 – Person presents symptoms at FCAC**

Inside the Arts Centre - a member of staff, artist or the public shows symptoms of Covid-19	
<p><b>Prevention:</b></p> <ul style="list-style-type: none"> <li>• All staff/ tenants/ artists/ visitors contractors are made aware of the symptoms of COVID19 via communication, posters/ information sheets.</li> <li>• Visitors and members of the public made aware of the symptoms of COVID19 in advance notification on tickets, websites, social media and through visible posters/information sheets at the entrance and throughout the venue.</li> <li>• Risk mitigation strategies outlined in each phase are implemented.</li> <li>• Staff are aware of risk mitigation and critical incident strategies.</li> <li>• Isolation space (office 2 Henderson House) is identified and ready for incident.</li> </ul>	
<b>Incident</b>	<p>A staff member, tenant, artist or visitor becomes aware that they or an immediate family member may have COVID19 symptoms OR a visitor presents extreme symptoms including:</p> <ul style="list-style-type: none"> <li>• Cough</li> <li>• Fever (high temperature - 38 degrees Celsius or above)</li> <li>• Shortness of breath or breathing difficulties</li> </ul>
<b>Steps</b>	<ol style="list-style-type: none"> <li>1. The staff member, tenant, artist or visitor must contact a member of the FCAC Management Team ASAP.</li> <li>2. Team member seek advice from the Victorian COVID19 hotline 1800 675 398.</li> <li>3. If they are on-site at the time, they must maintain physical distance from who they are notifying.</li> <li>4. The responder must provide a facemask to the affected person ASAP if available and call the COVID19 Safety Representative (Facilities Manager).</li> <li>5. The person displaying (patient) the symptoms must be instructed to immediately move to the designated isolation area (office 2). The person displaying symptoms must avoid touching surfaces on the way.</li> <li>6. The responder must assess the patient to see if they are well enough to return home.</li> <li>7. If patient is not well enough to travel home, they must contact their GP by phone (preferably using their own phone) to discuss the next steps.</li> <li>8. Any patient displaying symptoms staff or public should not use public transport and an alternative method of transport should be organized.</li> <li>9. Once the patient is off-site, an incident report must be completed by the responder ASAP.</li> <li>10. Relevant authorities should be contacted with the incident report.</li> <li>11. Text message sent to all staff from FCAC Executive notifying of incident.</li> <li>12. Any staff or visitors who were on-site at the same time must be notified that they may have had contact and their contact details provided to assist with contact tracing.</li> <li>13. The venue must be cleaned as quickly as possible, and the isolation room deep cleaning procedure enacted.</li> <li>14. The Marketing Team responsible for any public communications (if deemed necessary by COVID19 Response Team).</li> <li>15. Check in with affected staff member, tenant, artist or visitor 2 days following incident, or as appropriate.</li> </ol>

**Critical COVID19 Incident Procedures: Scenario 2 – A member of the public/ staff/ tenant/ visitor has tested positive after being at FCAC**

Member of the public attended the Arts Centre 6 days ago and tested positive for Covid-19	
<p><b>Prevention:</b></p> <ul style="list-style-type: none"> <li>• All staff/ tenants/ artists/ visitors contractors are made aware of the symptoms of COVID19 via communication, posters/ information sheets.</li> <li>• Visitors and members of the public made aware of the symptoms of COVID19 in advance notification on tickets, websites, social media and through visible posters/information sheets at the entrance and throughout the venue.</li> <li>• Risk mitigation strategies outlined in each phase are implemented.</li> <li>• Staff are aware of risk mitigation and critical incident strategies.</li> <li>• Isolation space (office 2) is identified and ready for incident.</li> </ul>	
<b>Incident</b>	A staff member, tenant, artist or visitor is tested positive after being at FCAC (within 14 days). They notify FCAC management or a team member.
<b>Steps</b>	<ol style="list-style-type: none"> <li>1. The staff member, tenant, artist or visitor must contact a member of the FCAC Management Team ASAP. The person notified must call the COVID19 Safety Representative (Facilities Manager).</li> <li>2. Team member seek advice from the Victorian COVID19 hotline 1800 675 398.</li> <li>3. FCAC COVID19 response Team initiate crisis meeting via Zoom.</li> <li>4. Establish timeline of incident and compile a log of visitors compiled and visitors contacted. Notify all tenants.</li> <li>5. If there is an event on the same day, assess the risk and consider cancellation.</li> <li>6. The Marketing Team responsible for any public communications (if deemed necessary by COVID19 Response Team).</li> <li>7. Close FCAC as soon as practicable and initiate cleaning procedure.</li> <li>8. Recommend testing to all noted contacts and staff. Isolate staff if tested positive.</li> <li>9. Incident report must be completed by the responder, including documentation of crisis response timeline. Text message sent to all staff from FCAC Executive notifying of incident.</li> <li>10. Relevant authorities should be contacted with the incident report.</li> <li>11. Crisis Team to continue to meet with updates.</li> <li>12. Check in with affected staff member, tenant, artist or visitor 2 days following incident, or as appropriate.</li> </ol>



## Employee Return to Work Form

This form must be completed and submitted to the venue three days prior to your return.

Name	
Job Title	
Department	
Mobile No	
Email	
Date	

**Please answer the following questions:**

Do you have symptoms of cough, fever, high temperature, sore throat, runny nose, breathlessness or flu like symptoms now or in the past 14 days?	Yes / No
Have you been diagnosed with confirmed or suspected Covid-19 infection in the last 14 days?	Yes / No
Are you a close contact of a person who is a confirmed or suspected case of COVID-19 in the past 14 days (i.e. less than 2m for more than 15 minutes accumulative in 1 day)	Yes / No
Have you been advised by a doctor to self-isolate at this time?	Yes / No
Have you been advised by a doctor to self-isolate at this time?	Yes / No

If you answer Yes to any of the above questions you are strongly advised to follow the medical advice you have received, or you should seek medical advice if you have not already done so.

If at any time you start to display symptoms of Covid-19 you should not come into work. You should self-isolate at home and contact your GP promptly for further advice. Please also inform your line manager or Covid-19 Compliance Manager if this situation arises.

You should let us know if there are any other circumstances relating to COVID-19, not included in this form, which we may need to know about to allow your safe return to work.

Signed:	Date:
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FCAC Incident log for suspect case

Location: \_\_\_\_\_

Date: \_\_\_\_\_

Incident no. \_\_\_\_\_

(No name or contact detail – ID on corresponding First Aid Medical form)

Employee/Contractor: Y/N \_\_\_\_\_ Member of \_\_\_\_\_

Public: Y/N Try to obtain as much detail as possible factoring in

that the patient may not be feeling very well.

Sample questions to ask	Answers
How long has the person been in/at the venue	
Identify / list the areas the person was in the venue	
Identify where possible the contact/touch points the person touched	
Identify / list the people/workers the person may have been in contact with	
Is the person alone or with a group	
Was the person alone or with a group	
What follow up is required	
Do you need to re-issue or refund tickets	
Ensure the decontamination clean of Isolation room and venue if required	

## Welcome to Footscray Community Arts Centre

Due to COVID-19 compliance requirements – FCAC is required to collect visitor's information for contact tracing.

To log your visit please:

1. Open your camera
2. Hover the camera over the QR Code below
3. Follow the link, and complete all required information



Note: FCAC will not use your details for marketing purposes or provide to any third party. It will be used for contact tracing purposes only.

If you cannot use the QR code, please fill out the form near Reception, and use hand sanitizer.

Thank you for your cooperation.

FCAC Team