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GALWAY

# COVID-19 EVENT MANAGEMENT POLICY

# MfG COVID-19 EVENT MANAGEMENT POLICY

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# MfG COVID-19 EVENT MANAGEMENT POLICY

## 1.0 Introduction

Due to COVID-19, extra consideration has to be given to deliver concerts in a way that minimises risk to all involved.

Since Music for Galway (MfG) is about to start presenting concerts again, this document sets out what measures will be taken to keep everyone involved as safe as possible.

This is a summary of the most important points, more details of which can be found in later sections of this policy.

- 1.1 tickets for live events with audiences will be booked over the phone
- 1.2 contact numbers will be taken at this time to facilitate contact tracing
- 1.3 seats will be allocated at the time of booking and used as a reference number in lieu of a physical ticket
- 1.4 information on the control measures to be taken will be emailed along with the booking confirmation
- 1.5 masks should be worn when inside the venue but may be removed while seated
- 1.6 upon arrival, audience members will queue adhering to the current social distance guidelines and will be immediately directed to their allocated seats
- 1.7 programmes will be placed on seats according to seating plan, to avoid the risk of potential contamination
- 1.8 audience members will be asked to remain in their allocated seat at all times until the performance ends, and only leave to use the toilet or in an emergency
- 1.9 advance notice will be given if there will not be an interval
- 1.10 toilets will be available and cleaned regularly
- 1.11 after the performance, audiences will be directed to leave row by row and asked to maintain social distancing until outside the venue
- 1.12 enhanced cleaning measures will be taken in a coordinated effort between MfG and the venue staff
- 1.13 links for live, streamed events can be purchased on the MfG website
- 1.14 all personnel will have received COVID-19 awareness training
- 1.15 audience members and personnel will be asked to stay at home if feeling unwell or displaying signs of COVID-19, regardless of how mild

For a list of the responsibilities according to your role in the event, go to the appropriate section as listed below:

- 12.0 Staff and Volunteer Responsibilities in the Venue
- 13.0 Artist Responsibilities in the Venue
- 14.0 Contractor Responsibilities in the Venue

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Government website accessed 19/10/2021:

<https://www.gov.ie/en/publication/c9158-essential-services/#information-and-communications>

## Information and communications

The following services relating to information and communications:

- the production and publication of newspapers, journals and periodicals and the distribution of those publications, whether in hardcopy or digital format
- the production of television and radio programmes, video, sound, digital or other electronic content and the broadcast or publication of the same to the public or a portion of the public
- the provision of services necessary to deliver and support electronic communications services, networks and associated facilities (including wired and wireless telecommunication activities, satellite telecommunication activities, and other communications activities (including broadband, internet and cloud services providers) from providers Authorised by legislation)
- the provision of data centre services and related services

## 2.0 Background to COVID-19

The outbreak of Coronavirus Disease 2019 (COVID-19) has evolved rapidly and the Department of Health is leading the Government response in Ireland to this national public health emergency and it, along with the Health Service Executive's (HSE) Health Protection Surveillance Centre (HSPC), is providing up to date information and advice on its website.

Exposure to COVID-19 is a public health risk which affects all citizens. The COVID-19 pandemic also has implications for all workplaces, including concert venues, as it can present a health risk to staff, audience members and other persons at a place of work. The reopening of the economy goes hand-in-hand with the provision of public health measures to reduce the risk of spread of COVID-19 as well as the existing occupational safety and health measures.

Managing the risk of spread at a MfG event is important in relation to the health of employees, volunteers, contractors, venue staff, artists, and audience members but is also important as part of general efforts to control the spread and protect the most vulnerable. The following protocol describes the measures required to be put in place by MfG and adhered to by employees, volunteers, contractors, venue staff, artists and audiences to reduce the risk of spread of COVID-19 at a MfG event.

## 3.0 Signs and Symptoms of COVID-19

Infection with the virus that causes COVID-19 can cause illness, ranging from mild to severe, and, in some cases, can be fatal. It can take anything from 2 days up to 14 days for symptoms of coronavirus to appear. They can be similar to the symptoms of cold and flu.

Common symptoms of coronavirus include:

- a fever (high temperature of 38 degrees Celsius or above)
- a cough - this can be any kind of cough, not just dry

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- shortness of breath or breathing difficulties
- loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

For the complete list of symptoms, please refer to <https://www2.hse.ie/conditions/coronavirus/symptoms.html>

Some people infected with the virus, so called asymptomatic cases, have experienced no symptoms at all.

## 4.0 How COVID-19 Spreads

The virus that causes COVID-19 disease is spread from people in fluid and in droplets scattered from the nose or mouth of an infected person when the person with COVID-19 coughs, sneezes or speaks. The fluid or droplets land on objects and surfaces around the infected person. Other people contaminate their hands by touching these objects or surfaces and then bring the virus into contact with their eyes, nose or mouth by touching them with their contaminated hands. COVID-19 can also spread if droplets from an infected person land directly on the mucous membranes of the eye, nose or mouth of a person standing close to them.

It is still not known how long the virus survives on surfaces in different conditions. The period of survival may vary under different conditions (e.g. type of surface, temperature or humidity of the environment). Studies indicate that it can persist on surfaces for hours and up to several days in the absence of effective cleaning. Thorough and regular cleaning of frequently touched surfaces is essential. If disinfection is required it must be performed in addition to cleaning, never as a substitute for cleaning. While people are most likely to pass on the infection when they have symptoms, current information suggests that some infected people spread the virus to others prior to developing or displaying symptoms themselves.

## 5.0 MfG COVID-19 Event Management Policy

This COVID-19 policy outlines MfG's commitment as an event's organiser to implement this policy and help prevent the spread of the virus. The policy will be signed and dated by the Executive Director and brought to the attention of all employees, volunteers, contractors, venue staff, artists and audiences.

## 6.0 MfG COVID-19 Event Management Policy Statement

Music for Galway is committed to providing a safe and healthy environment for all our employees, volunteers, contractors, venue staff, artists and audiences. To ensure that, we have developed the following COVID-19 Event Management policy. Everyone involved in the event are responsible for the implementation of this policy and a combined effort will help contain the spread of the virus.

We will:

- continue to monitor our COVID-19 event management and amend this plan in consultation with our employees, volunteers, contractors, venue staff, artists and audience members

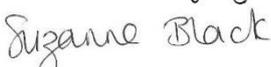
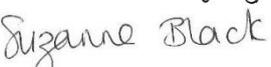
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- provide up to date information on the Public Health advice issued by the HSE and Gov.ie
- inform everyone involved of essential hygiene and respiratory etiquette and physical distancing requirements
- display up to date information on the signs and symptoms of COVID-19 and correct hand-washing techniques
- ensure a trained COVID-19 Compliance Officer will be present at each event
- put in place a reporting system
- adapt the venue to facilitate physical distancing
- keep a contact log to help with contact tracing (details to be collected at time of booking or at event if walk-ins are allowed)
- have all employees, volunteers, contractors, venue staff, artists undergo an induction briefing
- inform audience members of safety requirements
- develop a procedure to be followed in the event of someone showing symptoms of COVID-19 while at the event
- ensure that cleaning of the venue is in accordance with current HSE guidelines

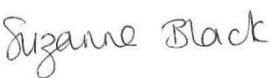
All employees, volunteers, contractors, venue staff and artists will be consulted on an ongoing basis and feedback is encouraged on any concerns, issues or suggestions. This can be done through the COVID-19 Compliance Officer, as stated in 7.0 *Responsible Persons for Performing Tasks*.

## 7.0 Responsible Persons for Performing Tasks

MfG has identified suitably trained personnel to help with ensuring that the plan is implemented. Persons have been identified who have agreed to carry out tasks and have been briefed on these and their responsibilities.

Responsible Persons Task Register			
No.	Task (non-exhaustive list)	Responsible Person	Signature
1	Person responsible for overall implementation of the plan	Anna Lardi	
2	Identification and training of COVID-19 Compliance Officer	Anna Lardi	
3	Planning and Preparing the venue before the event	Anna Lardi	
4	Control Measures	Anna Lardi Suzanne Black	 
5	COVID-19 Induction Training	Anna Lardi Suzanne Black	 

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6	Dealing with a Suspected Case of COVID-19	Anna Lardi	
7	Ensuring that venue is clean and disinfected	Anna Lardi	
8	COVID-19 Compliance Officer	Anna Lardi	
9	Declaration Forms	Suzanne Black	
10	Other:		

## 8.0 Planning and Preparing for an Event

The planning and preparing phase is critical to ensure that the event is run with minimal risk.

Employees, volunteers, contractors, venue staff and artists have been asked to self-monitor for signs and symptoms of COVID-19, which have been explained to them, and the declaration form will be used to assess the person's health before they enter the venue.

This policy will provide everyone involved with information and guidance on the measures MfG will put in place to help prevent the spread of the virus and what is expected of them. Any issues or concerns should be raised immediately and will be responded to as soon as possible.

See *9.0 Control Measures for Employees, Volunteers, Venue staff, Artists and Contractors* for the measures that will be in place to minimise the risk of everyone involved being exposed to COVID-19 at a MfG event.

Help is available for any employees who may be suffering from anxiety or stress. Face-to-face services are limited at the moment because of the coronavirus outbreak but a number of services are providing online counselling and support, phone and text support. See *Mental health supports and services during coronavirus* document.

The venue, including seating, toilets, doors and frequently touched surfaces, will be thoroughly cleaned in coordination with the venue.

## 9.0 Control Measures for Employees, Volunteers, Venue staff, Artists and Contractors

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This section deals with the measures implemented by MfG to prevent or minimise the spread of COVID-19 at an MfG event and in our communities.

## 9.1 Hand hygiene / hand sanitising

Everyone will be made aware of the importance of good hand hygiene and posters on how to wash hands correctly will be displayed in appropriate locations.

MfG will ensure that there is adequate hand washing and hand sanitising stations, which will be regularly checked and well-stocked.

Everyone will need to wash their hands:

- before leaving home
- before and after being on public transport
- when arriving / leaving the venue
- after coughing or sneezing
- before and after eating
- after using the toilet
- before smoking or vaping
- where hands are dirty
- before and after wearing gloves
- after touching potentially contaminated surfaces
- if in contact with someone displaying any COVID-19 symptoms
- after handling money

## 9.2 Respiratory hygiene

Good respiratory measures which limit the spread of the virus are as follows:

- avoid touching the face, eyes, nose and mouth
- cover coughs and sneezes with an elbow or a tissue
- dispose of tissues in a covered bin

## 9.3 Physical distancing

Everyone will be expected to observe physical distancing in line with the current regulations laid out by the Irish Government ([www.gov.ie](http://www.gov.ie)). Posters will be a visible reminder of what distance everyone is expected to maintain.

Where it is not possible to maintain the recommended physical distance between personnel, PPE equipment will be made available ie. masks, gloves, clear screens. Personnel have been trained in the correct fitting, use, removal, cleaning, storing and disposal of PPE.

## 9.4 Face coverings

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The Irish Government has recommended the wearing of face coverings if it is difficult to practice physical distancing. This may help prevent people who do not know they have the virus from spreading it to others.

If masks are worn they must be clean and they must not be shared or handled by other colleagues.

## 9.5 Minimising contact

Personnel have been told not to shake hands and to avoid any physical contact.

Personnel should not share objects that touch their mouth, for example cups and only use their own stationary.

Social distancing is not required during an emergency evacuation but must be adhered to once outside the venue.

## 9.6 Cleaning and disinfection in the venue

MfG will coordinate with the venue to ensure that the cleaning standards adhere to the current HSE guidelines.

## 9.7 Considering at-risk employees

MfG will provide an information sheet on *People at Higher Risk from Coronavirus* to all employees, volunteers, contractors, venue staff, artists. If they fall into any of these categories, they should tell MfG who will inform them of the risk and may ask them to sign a waiver if they still wish to be involved in the event.

## 9.8 Informing audience members

All audience members will be informed of the control measures to help prevent the spread of infection. They will be required to follow all instructions given to them in both the email they will have received after booking their tickets and any announcements prior to the start of the event.

## 9.9 Delivering first aid

If first aid is needed, it may not be possible to maintain the recommended social distance so face coverings or visors may be required. Personnel designated as first responders will be trained on infection prevention and control principles. This will include training on hand hygiene and how to deliver first aid while using Personal Protective Equipment (including face masks).

## 10.0 COVID-19 Event Management Induction

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Before entering the venue, each employee, volunteer, contractor and artist will be required to complete a *COVID-19 Declaration* form.

Personnel will be informed about changes at the venue due to COVID-19 and updated on new ways of working.

MfG has revised the induction training to include measures to help prevent the spread of the virus and ALL personnel will be given this information either before or upon entering the venue (see *MfG COVID-19 Venue Induction Training* sheet).

## 11.0 Dealing with a suspected case of COVID-19

This section details MfG's procedure to be followed in the event of someone developing the signs and symptoms of COVID-19 while in the venue. We have identified a way to isolate the affected person from other employees and procedures to be followed to enable them to safely leave the premises.

### 11.1 Instructions if a person develops signs and symptoms of COVID-19 in the venue

Anyone who starts to display symptoms of COVID-19 in the venue should immediately report their concerns to the COVID-19 Compliance Officer.

Each venue will have a designated isolation area and the affected person will be asked to self-isolate in this area with the door closed. Anyone occupying the isolation area will be asked to vacate immediately.

The following will be available in the isolation area:

- ventilation through opening a window, if possible
- tissues
- hand sanitiser
- disinfectant and/or wipes
- gloves, masks
- pedal-operated, closed bin

### 11.2 Arranging for the person to leave the venue

If the affected person is well enough to travel home, they will be asked to wear a mask when exiting the building. They will be directed to call their GP and self-isolate at home for a period of 14 days. They will be advised not to use public transport not to go to their GP's surgery or any pharmacy or hospital.

If the affected person feels unable to go home by themselves, they will remain in isolation and be allowed to arrange for transport home.

If emergency care is required, the emergency services (ambulance) will be called without delay.

### 11.3 Disinfection

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The isolation area and any areas where the person was present, will be taken out-of-use until cleaned and disinfected, at least one hour after the affected person has left the building.

Current HSE guidance recommends waste such as cleaning waste, tissues etc. from a person suspected of having COVID-19 should be double bagged and stored in a secure area for 72 hours before being presented for general waste collection.

## 11.4 Follow Up

The COVID-19 Compliance Officer will begin contact tracing using *the COVID-19 Contact Log for MfG Events*.

An assessment of the incident will be carried out to identify if any follow-up action is needed.

## 12.0 Staff and Volunteer Responsibilities in the Venue

Staff and volunteers must keep themselves updated on the latest advice from Government and the HSE. This policy will be emailed to the staff and volunteers involved in the event and must be read before entering the venue.

### MfG staff, venue staff and volunteers should:

- accurately complete and return a *Declaration* form, at least 3 days before the event date
- inform MfG if there are any circumstances relating to Covid-19 not included in the form but which may need to be disclosed to allow a safe involvement at the event e.g. you are in a higher risk category
- monitor their own temperature prior to leaving home to travel to the venue
- sanitise hands when entering and exiting the venue
- wear masks as required by current regulations
- fill in the *COVID-19 Contact Log for MfG Events* form as required
- attend any induction training provided
- co-operate with MfG to make sure the control measures within this policy are maintained
- maintain appropriate physical distancing
- avoid touching their face and practise good hand and respiratory hygiene
- avoid any physical contact with people not from their household
- adhere to seating plan provided by MfG to accommodate audience members from the same household or pod to sit together
- communicate relevant control measures to audience members, ensuring everyone gives the same message and there is no inconsistency
- keep internal doors of the venue open, as far as is reasonably practicable, to avoid the risk of potential contamination
- keep windows and internal and external doors open, as far as is reasonably practicable, to ensure adequate ventilation
- report any symptoms of COVID-19 before or during the event
- avoid sharing items such as phones, pens etc.
- clean any personal items brought into the venue and avoid leaving them down on communal surfaces or to clean the surface after the personal item is removed

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- fit, use, remove, clean, store and dispose of any required PPE correctly
- report any concerns about exposure to COVID-19, control measures not being maintained or any suggestions that could help prevent the spread of the virus

## 13.0 Artist Responsibilities in the Venue

This policy will be emailed to the artists involved in the event and must be read before entering the venue.

Artists should:

- accurately complete and return a *Declaration* form, at least 3 days before the event date
- inform MfG if there are any circumstances relating to Covid-19 not included in the form but which may need to be disclosed to allow a safe involvement in the event e.g. you are in a higher risk category
- monitor their own temperature before leaving their accommodation to travel to the venue
- if travelling by taxi, wear a mask and sanitise hands after leaving the taxi
- read or attend any induction training provided
- sanitise hands when entering and exiting the venue
- co-operate with MfG to make sure the control measures within this policy are maintained
- report any concerns about exposure to COVID-19, control measures not being maintained or any suggestions that could help prevent the spread of the virus
- fill in the *COVID-19 Contact Log for MfG Events* form as required
- maintain appropriate physical distancing both onstage and off
- avoid touching their face and practise good hand and respiratory hygiene
- avoid any physical contact with people not from their household
- during rehearsals, take frequent breaks and where possible outside to facilitate ventilation of the room (continue to maintain social distancing outside)
- limit movement by eating/drinking in their designated seat, where taking outdoor breaks is not possible
- bring their own drinking receptacles and use only this receptacle. Under NO circumstances should receptacles be shared
- avoid sharing items such as phones, pens etc.
- clean any personal items brought into the venue and avoid leaving them down on communal surfaces or to clean the surface after the personal item is removed
- where applicable, wind instruments should be cleaned outside or away from other people
- keep internal doors of the venue open, as far as is reasonably practicable, to avoid the risk of potential contamination
- keep windows and internal and external doors open, as far as is reasonably practicable, to ensure adequate ventilation
- report any symptoms of COVID-19 before or during the rehearsal and event
- fit, use, remove, clean, store and dispose of any required PPE correctly
- wear masks as required by current regulations including when entering and exiting the venue
- during the event, orchestra members should wear masks where possible and everyone should wear masks getting on and off stage
- practice social distancing when in the green room, when provided. MfG will provide an area large enough to facilitate this along with hand sanitiser, paper towels, a covered bin, pre-packaged drinks and snacks

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- where possible, have a toilet allocated specifically to them

## 14.0 Contractors Responsibilities in the Venue

Contractors such as stage managers, costume designers, set and lighting designers, should:

- accurately complete and return a *Declaration* form, at least 3 days before they are due to be in the venue
- inform MfG if there are any circumstances relating to Covid-19 not included in the form but which may need to be disclosed to allow a safe involvement in the event e.g. you are in a higher risk category
- read or attend any induction training provided
- co-operate with MfG to make sure the control measures within this policy are maintained
- monitor their own temperature before leaving home to travel to the venue
- report any symptoms of COVID-19 before entering or whilst in the venue
- sanitise hands when entering and exiting the venue
- wear a mask according to current regulations
- record their time in the venue by filling in the *COVID-19 Contact Log for MfG Events*
- keep a record of any times they are working in the venue in the days leading up to the event and submit them to MfG before the event date
- maintain appropriate physical distancing at all times
- avoid touching their face and practise good hand and respiratory hygiene
- avoid any physical contact with other people
- clean any personal or work-related items brought into the venue and avoid leaving them down on communal surfaces or to clean the surface after the item is removed
- fit, use, remove, clean, store and dispose of any required PPE correctly
- report any concerns about exposure to COVID-19, control measures not being maintained or have any suggestions that could help prevent the spread of the virus

## 15.0 Audience Members

Members of the audience at all MfG events must also cooperate in maintaining the control measures put in place to help prevent the spread of the virus and report any issues or concerns they may have.

The following measures will be emailed to the person booking the tickets, to ensure that they know what to do before entering the venue and how they will be expected to behave. They will be asked to distribute this information to all ticket holders in their party.

Audience members should:

- provide a contact number for the group at the time of booking, to facilitate contact tracing
- read the emailed information on control measures before entering the venue
- monitor their own temperature prior to leaving home to travel to the venue
- report any symptoms of COVID-19 before or during the event
- wear masks when entering and exiting the venue, or making their way to or from the toilets

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- sanitise hands when entering and exiting the venue
- fill in the *COVID-19 Contact Log for MfG Events* form as required (for walk-ins, if allowed)
- upon arrival, queue adhering to the current social distance guidelines and immediately take their allocated seats, as directed
- if using a lift, only one person or one household group should use it at a time and sanitise their hands using the sanitiser provided, when entering and exiting the lift
- remain seated until the event ends and do not change seats or move around unless to use the toilets or in an emergency situation
- masks may be removed whilst seated during the performance, if current regulations allow
- leave the auditorium after the performance ends, row by row as directed and maintain social distancing until outside the venue
- avoid touching your face and practise good hand and respiratory hygiene
- avoid any physical contact with people not from your household
- report any concerns about control measures not being maintained or have any suggestions that could help prevent the spread of the virus

## 16.0 COVID-19 Compliance Officer

MfG has appointed COVID-19 Compliance Officers to ensure that the control measures are followed. Good communication channels are essential for all stakeholders. Everyone involved should engage with the COVID-19 Compliance Officer to highlight concerns, report defects, submit ideas and identify improvements.

Responsibilities of the COVID-19 Compliance Officers:

- keep up to date with the latest COVID-19 advice from Government so that they can help in keeping others informed
- perform checks at the venue to ensure that the control measures are in place and are being maintained
- report any problems, areas of non-compliance or defects that they see. Records should be kept including what action was taken to remedy the issue
- provide information regarding higher risk categories
- maintain the *COVID-19 Contact Log for MfG Events*
- perform contact tracing for anyone who displayed signs and symptoms of COVID-19 during an event
- pass on information on supports available if anyone is feeling anxious or stressed

Signed: 

MfG Executive Director

Date: 19/03/2021