



# COVID Safety Plan

## Contents

Objectives of the Management Plan and Interpretation.....	3
Physical Distancing.....	4
Staff Training & Education.....	5
Hygiene & Cleaning Protocols .....	6
Compliance .....	8
Response Planning Infection Controls .....	9

## Objectives of the COVID Safety Plan and Interpretation

### Disclaimer

For the avoidance of doubt, the COVID Safety Plan does not create additional nor replace current legal obligations for Licensees or the business carried on at a premises. The existing legal obligations remain in effect in accordance with relevant Government Directions and any other applicable Act or subsidiary legislation (as amended from time to time) which applies to the business including but not limited to obligations regarding Licensee's proprietorship, or the occupation or use of the Premises.

The Covid Safety Plan will remain in effect while Government Directions for public health and safety are in place in relation to the management of the Covid-19 situation.

Kununurra Country Club Resort remains committed to the health and safety of its staff and guests. Beyond the cessation of Government Directions in relation to the management of Covid-19, compliance with State and Federal legal obligations and industry accreditations will guide the operation of the business in relation to the health and safety of staff and guests.

In this COVID Safety Plan, unless the context demands otherwise, the following words and phrases shall have the following meanings:

<b>"Government Directions"</b>	shall mean lawful directions issued by Australian Federal or Western Australian Governments for the health and safety of the public
<b>"Licensee"</b>	shall mean the person or entity legally entitled to hold and operate the food or liquor licence relating to the Premises, and by whom this Management Plan is adopted.
<b>"Management"</b>	shall mean and include the Licensee, Approved Manager and any other person or persons directly involved in the practical management of the Premises
<b>"Premises"</b>	shall mean the licensed or unlicensed premises and the immediate area under the control of premises management to which this Management Plan relates and is in force
<b>"Public Areas"</b>	shall mean licensed or unlicensed facilities available for the use of in-house guests, Members or bar and restaurant guests, including but not limited to restaurant dining areas, pool, garden seating areas and guest laundry
<b>"Virus"</b>	shall mean the Coronavirus disease, and is also commonly referred to as COVID-19

## Physical Distancing

Management is committed to the principles of physical distancing and will abide by the current mandated requirements (as amended over time) as they relate to venue capacity and physical distancing appropriate to the Premises.

To help ensure staff and patrons are aware of the importance of physical distancing and management's commitment to best practice we will adopt the following physical distancing protocols:

- Public area (restaurant, pool etc) capacity will be in accordance with the current mandated capacity restrictions (as amended over time) and will be displayed at the entry of the Premises or area to which it applies.
- The current trading conditions will be adopted and amended over time in accordance with the current government restrictions and will be posted on a notice at the entry to the Premises.
- Any queues awaiting entry or service will be overseen and managed by staff and or management, to help ensure physical distancing is adhered by patrons awaiting entry or service.
- Floor and or ground markings will be adopted in standing zones such as queueing areas, payment or service areas (as permitted by restrictions).
- Relevant signage reinforcing physical distancing requirements will be erected in appropriate areas within the venue.
- Staff and hygiene officers will engage with patrons to reinforce physical distancing requirements across all areas of the business.
- Management will take all reasonable measures to enforce appropriate physical distancing, however we recognise physical distancing requirements may not be applicable in all situations such as members of the same household, family or intimate partners.
- Patrons who refuse any reasonable request from staff to adhere to physical distancing requirements will be refused entry or required to leave the Premises.
- Floor layout in Public Areas will allow for adequate physical distancing spacing between customer groups as well as between employees and customers.
- Floor markings and barriers will be located where required in Public Areas to provide guidance on physical distancing. This will be monitored and managed by the Management and staff.

## Staff Training & Education

Management believes that comprehensive health and hygiene training for all staff is an essential element in efforts to suppress COVID-19 and assists the prevention of any future viral or bacterial infection that may threaten the health or welfare of our staff and patrons. Management requires all staff to undertake appropriate training to a level that is commensurate with their roles and duties at the Premises.

In order to demonstrate its commitment to training Management will adopt the following training protocols:

**Managers and Supervisors;** will be required to complete the mandatory Hospitality & Tourism COVID-19 Course or preferably the Hygiene Officer Course and provide a copy of their certificate of completion to the Resort Manager.

**All Operational Staff:** will be required to undertake and hold a current certificate of successful completion for the mandatory Hospitality & Tourism COVID-19 Hygiene Course and provide a copy of their certificate of completion to the Resort Manager.

### On Going Training

There will be regular meetings, staff briefings and training sessions convened by Management involving all staff. Training will be conducted by in-house personnel, external consultants and others, covering all matters relating to health and hygiene protocols and how they are implemented within the venue.

Regular staff briefings will be held regarding hygienic practices in the workplace, discussion of potential hazards and to refresh knowledge.

Certificates of completion of relevant training will be kept with the COVID-19 Safety Plan for inspection by authorised officers.

## Hygiene & Cleaning Protocols

Management acknowledges the importance of appropriate cleaning and hygiene protocols, as these policies and procedures relate to all areas of the property as well as personal hygiene practices, which are applicable to both staff and patrons.

- Hand sanitisers and/or hand washing facilities will be easily accessible to all staff and patrons to allow for regular and repeated cleaning and sanitising of hands. Sanitisers may be located in areas including but not limited to all entries to the Premises, all service areas, and bathrooms. A revised cleaning schedule has been developed and implemented within all areas of the venue and will be amended and updated as appropriate.
- All staff have been trained in the cleaning and sanitising protocols relevant to their area of responsibility.
- Management or hygiene officers will conduct regular inspections and ongoing training to ensure that cleaning and sanitising protocols are being adhered to.
- Hand washing signage will be displayed in appropriate areas such as bathrooms, and back-of-house zones such as kitchen, bar and staff areas.
- Staff will be required to wash their hands regularly during their shift especially after touching frequently touched surfaces or objects.
- Regularly cleaning and sanitising frequently touched surfaces in Public Areas such as bench tops, tables, floors and objects such as handles, screens, taps, handrails, telephones, eftpos terminals, switches and menus.
- Staff will be provided with adequate personal protective equipment that is appropriate to their role.
- Staff who use gloves will be required to change gloves regularly, washing hands both before and after changing gloves.
- Staff will be encouraged to wash their uniform or work clothes after each shift. Uniform items provided by the Premises will be washed onsite in commercial equipment at recommended temperatures with recommended chemicals.
- Contactless service and payment procedures will be actively encouraged wherever possible.
- Staff who handle cash are required to clean and sanitise their hands immediately after handling. If using Gloves, staff must dispose of gloves after each use.
- Deliveries from external suppliers to be left in a designated area, minimising entry to the venue areas to prevent potential transmission. If the delivery requires receipt i.e. food items, physical distancing guidelines are followed and practiced with hands sanitised immediately.

- In addition to the above, Kelly's Bar & Grill has adopted the following:
  - No cutlery, serviettes or menus in communal containers.
  - Reusable menus will be given to each customer ordering food, taken from the table once the order has been placed, each menu will then be cleaned and sanitised before the next use.
  - Furniture will be cleaned and sanitised after guests leave, and before the next guests are seated.
  
- In addition to the above, the following is in place for Housekeeping:
  - By arrangement with the guest, rooms will not be accessed by staff for servicing or maintenance unless the guest is out of the room.
  - In-room promotional material and property information have been reviewed to reduce 'high touch' items requiring cleaning and sanitation; cleaning and sanitation of 'high touch' items will be reviewed regularly to ensure best practice.
  - All linen is bagged prior to removing it from the room and for transport to laundry.
  - All laundry conducted with commercial machines and commercial grade detergent and sanitisers at recommended best practice temperatures – currently 75 degrees centigrade or above.

## Compliance

In addition to the existing legislation that hospitality businesses are required to comply with there is new and constantly changing legislation. This legislation can be in the form of Government Directions, State of Emergency orders or amendments to regulations.

This section of the plan is to provide guidance on the current compliance requirements and will need to be updated from time to time as the compliance changes occur.

Current Directions require the following mandatory conditions:

- A strict capacity limit of 1 person per 2 square metres of public floor space for patrons consuming a meal or beverages ancillary to a meal
- On site capacity is 200 patrons (excluding take-away customers and staff) however this must not exceed 1 person per 2m<sup>2</sup>
- All adult patrons consuming food & beverage on the Premises must provide contact details for the keeping of attendance records
- COVID Safety Plan must be kept on site and made available to an authorised officer on request
- All staff must have completed the AHA Hospitality & Tourism COVID-19 Hygiene Course and certificates must be made available for inspection by an authorised officer on request
- Liquor must be consumed while seated only.



## Response Planning Infection Controls

It is important to recognise that the COVID-19 virus has not been eradicated and still poses a significant threat to the community, especially if further outbreaks are not identified and contained as quickly as possible.

The response planning infection control protocols below are intended to minimise the risk of infection to our customers and staff, to quickly identify cases if they do occur, and to ensure that effective contact tracing and isolation is possible to minimise the risk of any further outbreak.

- Accommodation bookings will not be accepted for guests requiring Quarantine due to close contact with a confirmed Covid-19 case or a positive test result for covid-19.
- Accommodation bookings will be accepted for guests requiring Self Isolation to comply with Government Directions only where room availability allows isolation reservations to be accommodated away from other guests.
- Guests not required to self-isolate are advised of the location of any self-isolation rooms and that they are not permitted to enter the vicinity. Staff enter this area only as required and in keeping with the policy and procedure outlined in this plan.
- All management and employees must report any of the following:
  - They are experiencing any flu like symptoms
  - They have been, or have potentially been, exposed to a person who has been diagnosed with COVID-19 or is suspected to have COVID-19 (even if the person who is suspected to have COVID-19 has not yet been tested)
  - They have undertaken, or are planning to undertake, any travel outside of the region
- Any workers displaying flu like symptoms will not be permitted to work and will be advised to seek medical advice.
- Workers who have contracted COVID-19 will not be permitted to return to work until they provide medical clearance.
- Any patron with a fever or exhibiting flu like symptoms will not be permitted to enter or remain on the Premises and will be recommended to seek medical advice.
- Patrons may be subject to contactless temperature checks prior to entry.
- Staff and patrons will be actively encouraged to download the COVIDSafe App.
- ID may be requested at entry for the purpose of verifying information provided for required contact tracing registration.
- All adult patrons consuming meals and or liquor onsite will be required to record their name and details on the prescribed attendance record. This information will be stored securely behind the bar during service and then locked in the management office each evening collated with other paperwork from service (seating plans etc)
- If any person who has attended the venue tests positive to the virus;

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- All relevant authorities will be notified
- All staff and management will be notified as soon as possible regardless of what shift they have worked.
- The venue will be given a deep clean at the earliest possible opportunity
- All staff with suspected contact will be required to a COVID-19 test and obtain medical clearance prior to returning to work.

This plan will be reviewed regularly to ensure government directions and best practice procedures are in place for staff and guests in relation to preventing the transmission of COVID-19.

Key Information Sources:

Western Australian Government: [www.wa.gov.au/government/covid-19-coronavirus](http://www.wa.gov.au/government/covid-19-coronavirus)

Australian Government Department of Health: [www.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources](http://www.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources)

Safe Work Australia: [www.safeworkaustralia.gov.au/covid-19-information-workplaces](http://www.safeworkaustralia.gov.au/covid-19-information-workplaces)

Australian Hotels Association (WA) COVID-19 Resource Centre

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