

# COVID-19 Work Health and Safety Plan

Operating the Club under new COVID-19 Restricted Conditions



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## 1. Before Opening the Venue

- A. Complete the COVID safe checklist for dining (provide by Government) (check APPENDIX).
- B. Walk through the COVID-19 Safety Plan (page 18) and implement recommended control measures (or similar options).
- C. Train staff in new safety measures
- D. Complete the Safe Work Australia checklists for:
  - i. “Cleaning”
  - ii. “Physical Distancing”
  - iii. “What can I do to keep my workers safe at the workplace and limit the spread of COVID-19”
  - iv. “Health, hygiene & facilities”
- E. Display posters including:
  - i. “Do Not Enter if Sick”
  - ii. “Physical Distancing”
  - iii. “Stop the Spread”
  - iv. “Good Hygiene”
  - v. “Hand washing”
  - vi. “Government Restrictions”
  - vii. “Maximum Capacity”

## 2. Aim

This document outlines what the COVID-19 virus is, and how to operate a Club under these conditions and reduce the risk of spreading the virus.

### 3. Risk Management

This table identifies the risks present in a hospitality venue relating to COVID-19

Infected patrons entering the club	Infected staff working at the club	Staff or patrons contracting the virus at the Club	The virus spreading in the club causing others to become infected
<p>These risks will be managed by adopting the following principles:</p> <ul style="list-style-type: none"> <li>- Staff training</li> <li>- Club cleaning schedules</li> <li>- Adjusting Club layout</li> <li>- Adopting heightened hygiene procedures</li> <li>- Social distancing</li> <li>- Signage &amp; education</li> <li>- Monitoring patrons &amp; enforcing restrictions</li> </ul> <p>These control measures are outlined in this document</p>			

### 4. How to identify Covid-19 or flu like symptoms

- Fever
- Coughing
- Sore throat
- Fatigue (tiredness), and
- Difficulty breathing or shortness of breath.

### 5. Vulnerable people

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

## 6. How is COVID-19 spread?

- The most likely way someone will catch the virus is by breathing in micro-droplets a person close to them has released by sneezing, coughing –or just breathing out
- A person can, however, also catch it via the hand-to-face pathway: touching a surface where live virus material is present, then touching their mouth, nose or eyes
- Spread of COVID-19 is highest from people with symptoms
- Spread of COVID-19 before symptoms appear is less common

## 7. If a Person Has Symptoms of COVID 19

If a staff member or patron is showing symptoms of COVID-19 they must stay home and self-isolate until they are tested. If the test is negative, they should stay home until they are well. If the test is positive, they should self-isolate for 14 days.

## 8. Staff Training

All staff should be trained in the following before starting work. Certificates of training will be kept on the staff members personal file.

- Lighthouse Safety & Compliance Hospitality Hygiene Safety Video
  - <https://lighthousesafety.com.au/central-coast/>
- Managers of the Club will also complete Covid-19 Infection Control Training
  - <https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>

## 9. Managing people exposed to COVID-19 in your workplace

If you reasonably suspect a person at the workplace has the virus, or has been exposed to it follow these steps:

1. Isolate the suspected person, give them a surgical mask if available, and hand sanitizer. Keep your distance.
2. Any staff dealing with the infected person must use social distancing, wear a mask, gloves, and eye protection, and disposable apron.
3. Call the helpline for advice:
  - NSW 1300 066 055
  - National Coronavirus Helpline on 1800 020 080
4. Assist in making arrangements for the transport of the person from the workplace to home or a medical facility. Staff will not drive those exposed home. If necessary, ask helpline for guidance on transport.
5. Close areas the person had been in contact with so public cannot enter.
6. Clean and disinfect the areas where the suspected person had been. See guidance on how to clean and disinfect below in Section 10.
7. Identify who was in close contact with the potentially infected person. Upon advice of the public health officials – you may need to contact these people and inform them to isolate (as guided by health officials). Their details should be recorded on your daily customer list.
8. Review procedures in place regarding how the situation was managed, and what additional control measures should be implemented.

### Self-Isolation

A person is required to self-isolate if any of the following applies to them:

- a. you have COVID-19
- b. you have been in close contact with a confirmed case of COVID-19
- c. you arrived in Australia after midnight on 15 March 2020

## 10. Cleaning

**Cleaning** means physically removing germs, dirt, and organic matter from surfaces.

**Disinfecting** means using chemicals to kill germs on surfaces. It is important to clean before disinfecting because organic matter and dirt can reduce the ability of disinfectants to kill germs.

You may need to clean with a detergent first, then follow up with a disinfectant. Also, you may use a mixed solution that cleans and disinfects simultaneously. Check your cleaning products for cleaning and disinfecting solutions and before mixing any chemical. Your supplier and chemical labels will be able to provide more guidance on the product used. Personal Protective Equipment must be used when handling chemicals.

Cleaning is an essential part of disinfection. Organic matter can inactivate many disinfectants. Cleaning reduces the soil load, allowing the disinfectant to work. Removal of germs such as the virus that causes COVID-19 requires thorough cleaning followed by disinfection (or done simultaneously using a combined solution). The length of time that SARS-COV-2 (the cause of COVID-19) survives on inanimate surfaces will vary depending on factors such as the amount of contaminated body fluid e.g. respiratory droplets or soiling present and environmental temperature and humidity.

Coronaviruses can survive on surfaces for many hours but are readily inactivated by cleaning and disinfection. It is good practice to routinely clean surfaces as follows:

### **Frequently touched surfaces**

Door handles, bar and tabletops, chairs, Gaming machines, light switches, ATM buttons, handrails should be frequently, mechanically cleaned. Detergent solution (as per manufacturer's instructions) or detergent/disinfectant wipes can be used (so long as mechanical cleaning is achieved). Sinks and basins should be cleaned on a regular basis also.

### **Minimally touched surface**

Floors, ceilings, walls, blinds. Detergent solution/wipes (as per manufacturer's instructions) are adequate for cleaning general surfaces and nonpatient care areas.

Damp mopping is preferable to dry mopping. Walls and blinds should be cleaned when visibly dusty or soiled.

### **Hand hygiene**

Soap and water can be used for hand hygiene at any time and should be used when hands are visibly soiled. Alcohol-based hand rub (sanitiser) can be used if soap and water are not readily accessible, except when hands are visibly soiled. Cleaning hands regularly also helps to reduce environmental contamination

### **Communal areas**

These environments include (but are not limited to), dining rooms, cafe, gaming rooms, function areas, public bar, and Designated Outdoor Smoking areas.

The risk of transmission of COVID-19 in these settings can be minimised through a good standard of general hygiene. This includes:

- Promoting cough etiquette and respiratory hygiene.
- Routine cleaning of frequently touched hard surfaces with detergent/disinfectant solution/wipe.
- Providing adequate alcohol-based hand rub for staff and consumers to use. Alcohol-based hand rub stations should be available, especially in areas where food is served, and frequent touching of surfaces occurs.
- Training staff on use of alcohol-based hand rub. (Lighthouse Safety Hygiene training video)

### **Information for cleaning staff**

The risk when cleaning is not the same as the risk when face-to-face with a sick person who may be coughing or sneezing.

- Cleaning staff should be informed to avoid touching their face, especially their mouth, nose, and eyes when cleaning.
- Cleaning staff should wear impermeable disposable gloves and a mask plus eye protection or a face shield while cleaning.
- Cleaners should use alcohol-based hand rub before putting on and after removing gloves.
- Alcohol-based hand rub should also be used before putting on and after removing the surgical mask and eye protection.
- The mask and eye protection act as barriers to people inadvertently touching their face with contaminated hands and fingers, whether gloved or not.

The Lighthouse Safety and Compliance Hygiene training video shows the correct procedures for wearing PPE.

### **Air Filter and HVAC Cleaning**

The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

### **Locations for the Distribution of Personal Protective Equipment (PPE)**

Front of House - Club Entrances & Exits, Foyer (reception area), Food, Beverage & Gaming areas

Back of House - Employee Entrances, Kitchens, Bars and Security

## **11. Cleaning a contaminated area with disinfectant (where a person with or suspected of having COVID-19 has been)**

If physical dirt is removed, a disinfectant should be used where the manufacturer claims antiviral activity, meaning it can kill the virus (such as chlorine-based disinfectants). Ready-made disinfection products can be used if available (check labels). Diluted bleach or disinfectants listed on the Australian Register of Therapeutic Goods that have virucidal claims can be used.

If using freshly made bleach solution, follow manufacturer's instructions for appropriate dilution for use (read the Safety Data Sheet). Note that prediluted bleach solutions lose potency over time and on exposure to sunlight. Wipe the area with bleach solution using disposable paper towels or a disposable cloth.

Dispose of gloves and mask in a leak proof plastic bag. Wash hands well using soap and water and dry with disposable paper or single-use cloth towel. If water is unavailable, clean hands with alcohol-based hand rub.

### **Preparation of chlorine-based disinfectant solution**

Chlorine (bleach) can effectively kill viruses but handling it can be hazardous for humans. Use a safer alternative, where possible, and always follow manufacturer's instructions.

Know when and how to dilute it correctly (e.g. always pour concentrate into the water, never the other way around).

- Work in a well-ventilated area and wear personal protective equipment (see video).
- DO NOT use with any other products (e.g. toilet bowl cleaners, acids - including vinegar - or anything containing ammonia).

When preparing bleach solutions, observe the following:

- Gloves should be worn when handling and preparing bleach solutions.
- Appropriate protective eye wear should be worn in case of splashing.
- Check labels for advice regarding aprons, face mask, or other PPE

Bleach solution should be - made up daily.

- used mainly on hard, non-porous surfaces (it can damage textiles and metals).
- Sufficient time is required to kill the virus; follow manufacturer's instructions.

When mopping floors ensure full PPE is worn (Gloves, apron, eye protection and mask)

- Mop floor
- Remove PPE and perform hand hygiene
- Clean all cleaning equipment and return it to the cleaners' room or storage area, discard any waste
- Perform hand hygiene

## 12. Customer Log

Details of customers must be recorded for tracing back should there be a case of COVID-19. A document will be in place to record staff attendance times. Members and visitors will be registered through the club's electronic sign in stations at reception and will receive a registration ticket. Members and visitors will then scan out upon departure. This system always tracks the total number of patrons onsite. All members and visitors' details will be kept for a minimum of 28 days.

## 13. The Patrons Journey

### Patron Arrival

- A staff member will greet each visitor to the club. Visitors will be asked to use hand sanitizer. Appropriate signage will also be prominently displayed outlining proper hygiene procedures and current physical distancing policies in use throughout the club.
- Guests will enter the club through one point of entry only (reception) and through doors that are either propped open or are automated.
- All visitors will be required to sign in so that in the event of any infections being detected, contact tracing information will be quickly and readily available

### Physical Distancing

Throughout the club we will meet federal and state health authority guidelines on proper physical distancing.

#### a) Queuing

Any area where visitors or employees' queue will be clearly marked for appropriate physical distancing. This includes reception/foyer areas, elevator, coffee shops, dining areas, gaming rooms and ATMs.

#### b) Foyer & Reception Areas

Staff will utilise space & multiple workstations to ensure separation between employees whenever possible.

#### c) Bistro and Bar

Bistro and bar will reduce seating capacities to allow for a minimum of 1.5 metres between each seated group/party of guests. Self-serve buffet-style food service will be suspended and replaced by alternative service styles, as advised by Local Health Authorities.

#### d) Gaming Operations

EGM's will be turned on with the relevant allocation of chairs removed to allow for physical separation between visitors. Signage will also be deployed on every second EGM explaining the social distancing requirements. Staff and managers will ensure that guests do not congregate around EGM's or move signage without consulting or approval from staff or a manager.

#### e) Function Rooms & Spaces

Meeting and function set-up arrangements will allow for physical distancing between guests in all meetings and events based on state recommendations.

#### f) Back of the House

Physical distancing protocols will be used in any staff dining rooms, shared office spaces and other high-density areas in order to ensure appropriate distancing between employees.

## 14. DEPARTMENT SPECIFIC SANITISATION POLICIES

### EMPLOYEE SERVICES & HUMAN RESOURCES

#### **Cleaning & Sanitizing Protocol**

- Any Laundry facilities to be regularly cleaned and inspected

#### **Physical Distancing Protocol**

- Clearly defined lines and waiting areas to be clearly marked on the floor in front of around any staff areas
- Locker room floors to be clearly marked with available and unavailable spaces
- Staff rooms to have table & chairs reduced to ensure social distancing and will be monitored to ensure congregation of staff does not occur

### GAMING OPERATIONS

#### **Gaming Machine Operations**

#### **Cleaning & Sanitizing Protocol**

- Hand sanitising stations will be on the gaming floor and located near redemption terminals & ATMs
- Digital Payment technologies for gaming (card based cashless operations)
- Workstations to be sanitised at least once every four hours
- Staff to offer to sanitise EGM's for guests sitting down at a machine
- EGM's to be sanitised regularly during operation by gaming floor staff
- Gaming supervisors to complete a log to track each EGM's sanitisation schedule

#### **Physical Distancing Protocol**

- EGM's will be turned on with the relevant allocation of chairs removed to allow for physical separation between visitors.
- Signage will also be deployed on every second EGM explaining the distancing requirements.
- Staff and managers will ensure that guests do not congregate around EGM's or move signage without consulting or approval from staff or a manager.
- Visitors to maintain 1.5m of separation while waiting in line

#### **Visitor Considerations**

- Hand sanitiser dispensers to be placed throughout the gaming floor
- Hand sanitiser bottles will be located on the counter at the Cashier
- Signage will be placed throughout the gaming floor to remind guests to sanitise EGM's before use or contact a staff member for assistance.

## GENERAL OPERATIONS

### *Business Services, Office Services, Lost & Found*

#### **Cleaning & Sanitising Protocol**

- Counters and equipment sanitised at least once per hour
- Post sanitation signage for guest reference

#### **Physical Distancing Protocol**

- Staff to use separate counters and have individual stations to eliminate shared equipment
- Maximum of two employees at a counter
- Staff member or security located at the front door of the club, when necessary, to control physical distancing
- Tap & Go Credit & Debit facilities located at all service points where possible to reduce cash handling
- Digital Payment technologies for gaming (card based cashless operations)
- Enforce 1.5m physical distancing minimums

#### **Guest Considerations**

- Discontinue newspapers being available to visitors throughout the club.

## FOYER SERVICES

#### **Cleaning & Sanitising Protocol**

- Sanitise high touch front services areas and equipment
- Offices, desks, counters, workspaces and related equipment (including iPads and radios) to be sanitised at least once every four hours or upon a new employee using the equipment
- Wheelchairs and other guest amenities to be sanitised after each use

## PUBLIC AREAS

#### **Cleaning & Sanitising Protocol**

- Staff to sanitise the following areas at least once per hour
  - Gaming machines (in coordination with gaming team)
  - Lift handrails
  - Staircase handrails
  - Employee dining tables and counters
  - Entry doors
  - Exterior benches
- All Front of House (FOH) restrooms to be sanitised at least once per hour
- Entry & internal doors when not automatic are to be propped open or removed where possible to eliminate any physical contact by staff or visitors

## **FRONT OFFICE**

### **Cleaning & Sanitising Protocol**

- Sanitise all visitor touchpoints after each transaction including Credit Card Devices, pens and registration countertops
- Offices, Registration Desks to be deep cleaned and sanitised upon a shift change

### **Physical Distancing Protocol**

- Restructure barriers to provide appropriate 1.5m intervals
- Staff every other workstation
- Foyer meet & greet person to provide guidance to arriving and departing visitors to ensure physical distancing measures are followed
- Implement peak period queueing procedures for foyer areas

## **FOOD & BEVERAGE**

### ***Bistro, Bars & Lounges***

#### **Cleaning & Sanitising Protocol**

- Meet & Greet stations including all associated equipment to be sanitised at least once per hour
- Dining tables, bar tops, stools and chairs to be sanitized after each use
- Menus to be sanitised after each use.
- Sanitise trays (all types) and tray stands sanitised after each use
- Storage containers to be sanitised before and after each use
- Food preparation stations to be sanitised at least once per hour

#### **Physical Distancing Protocol**

- Staff and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
- Peak period queueing procedures to be implemented when guests are not able to be immediately sat
- Tables and booths to be utilised with appropriate physical distancing between each family or traveling party
- Reduce bar stool count to provide appropriate physical distancing
- Service Bars will be staffed to allow for appropriate distancing between employees

#### **Visitor Considerations**

- All self-serve condiments and utensils to be removed
- All food and beverage items to be placed on the table, counter, gaming machine or other surface instead of being handed directly to a visitor.

## CATERING & FUNCTIONS

### **Cleaning & Sanitising Protocol**

- All shared equipment and meeting amenities to be sanitised before and after each use, or be single use if not able to be sanitised
- All linen, including underlays, to be replaced after each use

### **Physical Distancing Protocol**

- All buffet-style and self-serve style events to be suspended until further notice due to high risk of contamination
- All food and beverage items to be individually plated and served
- Coffee and other break items to be attended and served by a staff member
- Condiments to be served in individual PCs or sanitised individual containers
- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows Government recommendations

### **Visitor Considerations**

- Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations
- Develop examples of physically distanced floor plans for Function Managers use
- Create modified menus to showcase styles of service and items currently available

## **Executive Summary**

### **Reopening**

- Control of entry – Single point of entry, registration of members, identification of visitors through a proven and controlled process.
- Sign-in procedures are an important component for the club across several areas. Especially given the current need to control and monitor the population as per government requirements following COVID19 Pandemic.
- Control of venue numbers holistically or by area/outlet.
- Proven implementation of control measures prior to re-opening – i.e., removal of furniture, sanitisation processes, removal of gaming furniture, cessation of entertainment and factors drawing larger than permitted attendance numbers.
- The Club's ability to provide support services and mental-health support for all employees and to some extent elderly and at-risk members.
- Commitment to preparedness by ensuring health and hygiene is highest priority in general and specific areas of kitchens, toilets, and key contact areas FOH/BOH
- Providing staff training on all changes to policies and procedure surrounding Covid 19 and creating a safe work environment for both staff and patrons.