

We recognise that frequent cleaning, hand hygiene, the wearing of face masks or face covering, ensuring people do not attend the venue when they are unwell and physical distancing are the main measures that can protect against the spread of COVID-19. To assist us to provide the safest environment possible for our staff and patrons we have developed the following plan.

## **COVID-19 SAFE PLAN for ANGLESEA GOLF CLUB**

The following measures will be in place when open:

- Deep cleaning of premises
- Venue set up for appropriate number of people and physical distancing
- Signage, menus and record keeping
- Staff and management policies, practices and training.

### **Deep cleaning of premises**

- Appropriate detergents and disinfecting products are available from the cleaning cupboard & the Bar to effectively clean and sanitise all surfaces.
- A deep clean of all contact surfaces and objects, e.g. counters, tables, doors, handles, keyboards, taps, chairs, tables, handrails, tills, phones, vending machines, terminals.
- Thoroughly clean and sanitise all areas and surfaces used for food preparation and serving as well as ensuring utensils are cleaned and sanitised before use to ensure there is no risk to food safety.
- Check all stocks of food packaging materials, such as takeaway containers, are clean.
- Air conditioning systems to be serviced according to manufacturer's instructions and ensure they are fully functional. Fresh air flow will be maximised where appropriate.

### **Venue set up for appropriate number of people and physical distancing**

- The venue will be set up to adhere to patron and table size limits, and physical distancing of dining groups of:
  - a limit of 10 patrons per separate dining space (not including staff); and
  - a limit of 50 patrons outside (not including staff); and
  - a density quotient of 1 patron per 4 square metres of the floor space accessible to patrons inside; and
  - a density quotient of 1 patron per 2 square metres of the floor space accessible to patrons outside; and
  - all tables to have a maximum of 10 patrons and are spaced at least 1.5 metres apart; and
  - patrons are only allowed to attend the premises for 2 hours.
- Optimise physical distancing in the layout by reviewing entry and exit points, flow of staff and patrons, location of hand sanitiser.
- Place tables so that any diners on a neighbouring table remain 1.5 metres apart when seated. A maximum of 10 patrons may be seated at any table.
- We will allow 10 patrons in the bistro, 10 in the function room and 50 outside, this is calculated using the pertinent density quotient for each area.

- Face masks or face coverings will be worn by all staff at all times and patrons will only be allowed to enter the premises if wearing a face mask or face covering, such masks or face coverings will only be allowed to be removed whilst seated and to eat or drink or when a medical exemption is shown that allows the patron to not wear a mask.
- Hand sanitiser will be provided at entry and exit points so staff and customers can use it when arriving and leaving.
- We will minimise the number of touch points for staff, by using cashless payments and only having table service.
- There will be no communal condiments and drink stations. Drinking water will be supplied free via table service.
- Tables, chairs and condiments will be cleaned and sanitised after each group of diners.

### **Signage, menus and record keeping**

- The venue will display signage for staff and patrons and install in appropriate, highly visible locations

Signage will include:

- a sign at the entrance to your venue that advises patrons of the maximum number of patrons allowed at any time.
- a sign at the entrance to each food service area that advises patrons of the maximum number of patrons allowed in the space at any time.
- information about the symptoms of coronavirus (COVID-19) and the need to stay home when unwell
- hygiene and physical distancing practices.
- The venue will display a poster confirming that staff have reviewed the guidelines, including evidence that at least one staff member at the venue has completed the Victorian Government online coronavirus (COVID-19) training.
- The venue will promote physical distancing by placing floor or wall markings or signs to identify 1.5 metres distance between persons for queues and waiting areas and using physical barriers where possible.
- The venue will place physical barriers or use floor signage to maintain 1.5 metres physical distancing between cashiers and patrons.
- The venue will use single use menus.
- The venue will use our internal systems for recording patron contact details (name and a contact phone number) to support contact tracing. The system will aim to minimise the number of people who touch the surface; and retain patron contact details securely for at least 28 days after the patron has visited the venue.
- The venue will use our internal systems for recording of all contractors, service providers, trades people & delivery drivers contact details (name, phone number, date & time of entry) to support contact tracing. The venue will retain contact details securely for at least 28 days after the person has visited the venue.
- A record keeping folder for Staff Coronavirus (COVID-19) Health Questionnaires which will be completed before starting any shift, will be kept at the venue.

## Taking bookings & arrival of patrons

We are allowing only online and phone bookings, with no walk-in patrons. We have 2 sittings, the first at 5.30pm to 7pm and the second from 7.15pm to 8.45pm. The 15-minute interval is to allow the staff to sanitise all surfaces and tables between sittings.

Alcohol will not be served without a meal. We ask our patrons to order a meal prior to ordering alcohol.

We also ask our patrons to retain their receipt for food as proof of purchase. As always, our staff will encourage our patrons to drink responsibly.

## Staff and management policies, practices and training

- All supervisory and senior staff members are required to complete the COVID-19 online training;
- All staff should make themselves familiar with the Hospitality Industry Guidelines for coronavirus (COVID-19); and
  - The venue will display posters confirming that staff have reviewed the guidelines and completed the training as required.
  - The Hospitality Industry Guidelines for coronavirus (COVID-19) will be distributed to staff and ensure that they are familiar with the guidance information.
- Management understands our obligations under the Occupational Health and Safety Act and have reviewed the coronavirus (COVID-19) guidance from WorkSafe Victoria available at [www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers](http://www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers).
- Staff will follow the protocols of cleaning and sanitising to maintain good hygiene at our venue, including frequent cleaning of high touch points such as doors, handles, chairs and handrails.
- COVID-19 training will be an ongoing agenda item at our regular staff meetings to continually refresh knowledge of relevant training.
- We will communicate with staff on measures we have put in place to make this a safe workplace and provide staff with the information and education necessary for them to perform their work in a safe manner including information about the changes to work practices such as cleaning and sanitising.
- All staff are encouraged to download the COVID-Safe App before returning to work to assist contact tracing.
- The staff member rostered on as supervisor will be the nominated coronavirus (COVID-19) Response Officer on duty daily. Management will be responsible for ensuring that all policies and practices are being followed, that staff are trained, and records are being kept appropriately.
- It is the responsibility of the COVID-19 Response Officer to ensure that all requirements of this plan are met, that relevant staff are allocated duties, rosters for cleaning are provided and ticked on when completed and that the required records are kept.

## Potential coronavirus (COVID-19) outbreak among staff?

We will maintain accurate records of the work roster to identify who has been in close proximity with one another during a shift. We will then be able to rely on these records if a staff member should test positive for coronavirus for tracing purposes.

If staff develop symptoms at work, such as fever, cough, sore throat or shortness of breath, they are to leave the workplace and seek medical advice.

If a staff member does test positive for coronavirus in our business, we will treat their condition with understanding and compassion. Checking in on their wellbeing regularly during self-isolation and monitor their mental health.

### **What do I do if a staff member or customer tests positive for coronavirus?**

If a patron or staff member who is a confirmed case of Coronavirus (COVID-19) has attended our business while they are infectious, we expect to be contacted by DHHS.

We will then:

- Consult with DHHS on whether the business is required to close for a short period to facilitate cleaning and enable contact tracing.
- Determine what areas of the business were visited, used, or impacted by the infected person.
- Clean and disinfect all areas that were used by the confirmed case (for example, dining areas, offices, bathrooms and common areas).
  - Close off the affected area before cleaning and disinfecting.
  - Open outside doors and windows to increase air circulation and then commence cleaning and disinfection.
  - Fully sanitise all areas of the site, paying particular attention to high touch areas. The venue will remain closed until this is completed.
- Where relevant, notify patrons and staff that they may have had contact with an infected person and encourage them to monitor their health and report any concerns to their healthcare provider.
- Work with DHHS to ensure that all appropriate preventative measures have been taken prior to reopening the business.
- Any staff member who tests positive for coronavirus (COVID-19) should remain in home isolation until they have been notified by DHHS that they are no longer required to isolate and have met its criteria for release. The staff member should follow DHHS guidance and the venue's policy.
- Staff who are determined as close contacts of a person with coronavirus should not come to work for 14 days after their last close contact and must quarantine themselves. During quarantine, they should watch for symptoms and seek medical assessment and testing if they become symptomatic.
- If multiple staff are directed to be quarantined and this affects operational capacity, we will need to follow our Food Safety Plan for disposing of raw materials (especially fresh ingredients), any work in progress, or short shelf-life stock to ensure food safety is maintained.

We will respect the privacy of people with a confirmed case of coronavirus and treat their condition with understanding and compassion. Check in on their wellbeing regularly during self-isolation and monitor their mental health.