

We recognise that frequent cleaning, hand hygiene, the wearing of a close-fitting face mask when inside the venue, 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:

- Sanitising and cleaning of premises
- Venue set up for appropriate number of people and physical distancing
- The wearing of close-fitting face masks by both patrons and staff
- Signage and record keeping
- Staff and management policies, practices and training.

### **Cleaning of premises**

- Appropriate detergents and disinfecting products are available from the cleaning cupboard & the Bar to effectively clean and sanitise all surfaces.
- Sanitising of all contact surfaces and objects, e.g. counters, tables, doors, handles, keyboards, taps, chairs, tables, stools, handrails, tills, phones, vending machines, gaming machines, terminals, etc.
- 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 160 patrons inside the venue (not including staff); and
  - a limit of 30 patrons inside the Gaming Room (not including staff); and
  - a limit of 60 patrons outside (not including staff); and
  - a density quotient of 1 patron per 2 square metres of the floor space accessible to patrons inside; and
  - a density quotient of 1 patron per 4 square metres of the floor space accessible to patrons in the Gaming Room; and
  - a density quotient of 1 patron per 2 square metres of the floor space accessible to patrons outside; and
  - all tables are spaced at least 1.5 metres apart; and
- 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 close-fitting face mask will be worn by all staff and patrons when inside the venue except when seated and eating or drinking. Children under 12 years of age are exempted.
- 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 as much as possible, cashless payments.
- Patrons can order and pay at the Bar but must then take their drink or drinks back to their table.
- Patrons cannot stand to eat or drink on the outside deck. Patrons must be seated after ordering & paying for their drinks or food from the Bar or Bistro.
- There will be no communal condiments and drink stations. Drinking water will be supplied at the Bar.
- Tables and chairs 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 our venue that advises patrons of the maximum number of patrons allowed at any time; and
  - a sign at the entrance to each area that advises patrons of the maximum number of patrons allowed in the area at any time; and
  - information about the symptoms of coronavirus (COVID-19) and the need to stay home when unwell; and
  - hygiene and physical distancing practices; and
  - the requirement to wear a close-fitting face mask when inside the venue.
- 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, waiting areas and staff.
  - The venue will use laminated and sanitisable menus.
  - The venue will use a QR Code or our internal systems (if required) for recording patron contact details (name, contact phone number, date & time of entry) to support contact tracing. The systems will aim to minimise the number of people who touch surfaces; and retain patron contact details securely for at least 28 days after the patron has visited the venue.
  - The venue will use a QR Code or our internal systems (if required) for recording 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 by staff before starting any shift, will be kept at the venue.

### **Taking bookings & arrival of patrons**

We are allowing online and phone bookings for eating and drinking, walk-in patrons will only be allowed if there is the required seating available. The staff will sanitise all surfaces, tables and chairs between patrons.

### **Gaming**

- Only 30 patrons will be allowed in the Gaming Room, including the smoking deck, at any time.
- Every second gaming machine will be disabled from play to allow social distancing. Only one stool will be placed in front of a gaming machine. Disabled machines will not have stools placed in front of them.
- A close-fitting face mask will be worn by all staff and patrons inside the Gaming Room except when eating or drinking.
- Only two patrons can play, sit or stand in front of a gaming machine at a time.
- An easily recognised COVID Safe Marshal will be rostered on to enforce the rules and to police the Gaming Room whenever the Gaming Room is open.
- Staff will sanitise a gaming machine, it's surrounds and seating whenever a gaming machine has finished being played.

### **Kangaroo Tours**

- Only 12 patrons plus a driver will be allowed on a tour.
- A close-fitting face mask must be worn by the driver and patrons whilst seated in the tour bus.
- Patrons must sanitise their hands before boarding the tour bus.
- Patrons must social distance when not seated on the tour bus.
- The driver will sanitise the seats and handrails of the bus after each tour.

### **Staff and management policies, practices and training**

- All supervisory and senior staff members are required to complete the COVID-19 online training.
- All staff have made 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; and
  - 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 or COVID Safe Marshal will also be the nominated coronavirus (COVID-19) Safety 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 Safety 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); and
  - close off the affected area before cleaning and disinfecting; and
  - open outside doors and windows to increase air circulation and then commence cleaning and disinfection; and
  - 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.