

Covid 19 Business and Safety Plan

Maru Koala and Animal Park

COVID-19

Business and Safety Plan

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Outline

This plan has been developed for Maru Koala and Animal Park, to ensure the safe reopening of the premises under the Victorian Government's current recommendations for customer and staff safety regarding the Coronavirus (COVID-19) outbreak. Maru is due to open on the 1st of June in accordance with the ease of social distancing restrictions. The Animal park, Mini Golf and Homestead Bistro will all be open to the public under strict guidelines as outlined below. Ensuring Staff and customer safety is a priority and regular cleaning and social distancing practices are maintained to reduce the spread of COVID-19.

What is Coronavirus

Also referred to as COVID-19 has been described by the World Health Organisation (WHO) as an infectious disease, that spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes. The WHO also states that most people infected with the COVID-19 will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness. Research on COVID-19 has revealed that the virus has a lipid (fat) based membrane, this means that simple soap and water is one of the most effective ways to reduce the spread of the virus. As soap or alcohol-based cleaners break down this lipid membrane and cause the virus to become inactive.

Aim

The aim of this plan is to set out clear guidelines for the business and staff to follow to ensure the safe reopening and continual running of the business following the COVID-19 outbreak.

Objectives

- Prioritise the safety of all staff and patrons.
- Develop effective and clean cleaning and social distancing procedures.
- Ensure these procedures are carried out safely and effectively.
- Remain up to date with all current information on COVID-19

Reopening

To ensure the premises is safe to welcome in guests the following steps will be taken to ensure Maru Koala and Animal Park is clean and set up appropriately to accommodate social distancing. Many cleaning procedures have already been implemented, the Animal Park And Mini Golf course have both reopened along with our Bistro.

Deep Clean

The Kitchen, Mini golf and ticket sales area are being regularly cleaned and disinfected in accordance to COVID-19 regulations, these procedures can be found in saved under 9a.staffHR/Covid19/Procedures. Admissions area is signed with 1.5m distancing. The Barn and bistro area is begin used for inside dinning with our Alfresco and undercover area being used as preference.

The Barn and outside dinning areas will be cleaned and regularly disinfected to ensure the spaces are safe to reopen. The kitchen and Mini golf have already undertaken a deep and thorough clean prior to their reopening and as stated above regular cleaning is being maintained. The same applies for the Animal park as staff have had to access the park to care for the animals, therefore a regular and thorough cleaning has been maintained.

Staff will also be completing regular cleaning and disinfecting throughout the premises on all high tough surfaces and specific cleaning tasked will be completed between the mini golf and park entry sessions.

Every morning a cleaner will also come through and deep clean the bathrooms, hand sanitising and washing stations and the portable. This procedure will be updated regularly to ensure high cleaning standards are maintained.

All these procedures, along with our chemical ratios are saved in 9a.staffHR/Covid19/Procedure.

Covid - 1. Procedure for Cleaning and Disinfecting General Surfaces

OBJECTIVE	To ensure all surfaces and cleaned and disinfected to meet COVID-19 cleaning standards
FREQUENCY	To be completed after any surface has been used or touched by staff or guests
TIME	10minutes

All staff MUST wash their hands with soap and water for a minimum of 20 seconds, before they begin cleaning and disinfecting, it is preferable to wear gloves for this process.

No.	CLEANING
1	Collect a small bucket and at least 2 new chucks. Fill the bucket with water and detergent (soap/dishwashing liquid)

2	Thoroughly clean the surface using detergent and water, clean from the least dirty surface to the most dirty or soiled surface
	DISINFECTING
1	Spray disinfectant (either the premixed bleach or lemon disinfectant) onto the cleaned surface and use a fresh dry chucks or paper towel to ensure the whole surface is covered. Do not use the cloth to dry the surface
2	Leave the surface wet with the disinfectant for 10 minutes
3	After the ten minutes rinse and dry the surface
	FINISHING UP
	Refill cleaning products, only if needed remembering bleach mixes can only be used for 24hours
	Throw away gloves, chucks or paper towel used for cleaning and disinfecting
	When finished with a fresh chuck wipe down spray bottles with disinfectant, and put the bucket used through the commercial dishwasher. Then wash hands with soap and water

Venue set up

The main building is open for tickets, food and retail sales to the public. Our Dining room is open in line with government regulations. We also have outside dinning available. They will have access to hand sanitiser at the admissions counter and will be directed to the hand washing station on entry to the park.

The Barn and alfresco seating area will be available for sit down meals. Hand sanitiser will be available the entry and exits of both eating areas. Tables will be spaced to allow guest to sit 1.5meters apart and capacity limits will be in place to allow for one person per 4m². Tables will be spaced 1.5 meters apart. The barn doors will be left open where possible with one door for entry only and the other will be for exit only. There will be not self-service condiments; water will be taken directly to the table. Guest will be asked to order before they take a seat or for one guest per order to return to the counter to order. More information on how to set the venue up in line with the Victorian Government Guidelines can be found here:

<https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19>

Signage

Signage for both staff and patrons will be clearly displayed throughout the premises, all the signs used can be found saved in 9a.staffHR/Covid19/Templates, forms & signs. The signage will include, but is not limited to:

- Signage for social distancing, including place making on the floor for ques
- Signage for the maximum number of patrons allowed in the venue or space at any time.
- Exit and entry points
- Hand sanitiser and washing stations
- Information on the symptoms of COVID-19
- Display Menus or laminated for meal options that are non-contact or are able to be sanitised
- Display's confirming that staff have completed the Victorian Government online COVID-19 training
- Hygiene practices – such as how to cover your mouth effectively when you cough or sneeze.

Slowing the spread of coronavirus

Staying apart keeps us together



WASH your hands often with soap and running water, for at least 20 seconds
Dry with paper towel or hand dryer



TRY not to touch your eyes, nose or mouth



COVER your nose and mouth with a tissue when you cough or sneeze. If you don't have a tissue cough or sneeze into your upper sleeve or elbow.



PHONE your doctor or the hotline – **1800 675 398** – if you need medical attention. They will tell you what to do



CONTINUE healthy habits: exercise, drink water, get plenty of sleep



BUY an alcohol-based hand sanitiser with over 60% alcohol.

Find out more dhhs.vic.gov.au/coronavirus

If you are concerned, call the **Coronavirus hotline 1800 675 398 (24 hours)**
Please keep Triple Zero (000) for emergencies only

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Let's all keep 1.5 metres apart



Staying apart keeps us together

For more information about coronavirus (COVID-19), please visit vic.gov.au/coronavirus

Authorised by the Victorian Government, 1 Treasury Place, Melbourne



Staff Safety

Staff safety will be a top priority to ensure Maru maintains its duty of care to their staff and reduced the risk and potential spread of COVID-19. Staff will be responsible to ensure that they carry out all procedures correctly and work conscientiously to ensure not only their safety but the safety of the guests of the Park.

Social Distancing Practices

Staff will be required to follow strict social distancing rules as outlined by the Victorian Government, including washing their hands with soap and water on arrival, maintaining 1.5m away from other staff members and patrons. Practicing good hygiene, cleaning and disinfecting equipment they use once they are finished with it or before another staff member uses it. Staff must stay home from work if they are experiencing any symptoms of COVID-19 or have been exposed to anyone that has tested positive to the virus. Under these circumstances the staff member will be required to be tested for the virus and receive a negative test result before they can return to work. If a member of a staff member's household has tested positive to the virus, the staff member cannot attend work and must phone and advise management, they will then be required to follow the instructions of the Victorian Public Health Unit case manager that is responsible for the affected person. A procedure for how staff must conduct themselves when they arrive at work, and more specific social distancing practices including managing lunch breaks and Staff Coronavirus Health Questionnaires can be found in 9a. StaffHR/COVID 19/Templates, forms/signs business reopen.

Staff Coronavirus (Covid-19) Health Questionnaire

Each staff member should to complete this questionnaire before starting each shift.

Employee name: _____

	Date													
	time of shift													
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Are you currently required to be in isolation because you have been diagnosed with coronavirus (COVID-19)?														
Have you been directed to a period of 14-day quarantine by the Department of Health and Human Services as a result of being a close contact of someone with coronavirus (COVID-19)?														

If you answered YES to either of the above questions you should not attend work until advised by the Department of Health and Human Services that you are released from isolation or until your 14-day quarantine period is complete.

If you answered **NO** to the above questions, proceed to the symptom checklist below.

Are you experiencing these symptoms?

	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Fever (If you have a thermometer, take your own temperature. Fever (If you have a thermometer, take your own temperature.														
Chills														
Cough														
Sore Throat														
Shortness of breath														
Runny nose														
Loss of sense of smell														

If you answered **YES** to any of the above questions you should not enter your workplace (or should leave your workplace). Tell your employer, go home, and get tested for coronavirus (COVID-19).

If you answered **NO** to all the above questions, you can enter your workplace.

If you develop symptoms, stay at home and seek further advice from the 24-hour coronavirus hotline 1800 675 398 or your general practitioner.

You are encouraged to download the COVIDSafe App to assist contact tracing.

Staff Training

All staff will be required to complete Victoria Government online COVID-19 training course that will be available from the first of June. All staff will also all undertake a two hour training session with a member of management to insure they understand the current industry guidelines for COVID-19, correct cleaning and disinfecting procedures, infection prevention and control training specific to COVID-19, social distancing practices, and education on all the new policies and procedures that have been implemented to ensure they can complete their work in a safe manner. Management have developed a training check list that will be completed with each staff member to ensure that every aspect of the COVID-19 training is completed, this will also be used to record refresher training, that should be conducted every three months or if important changes are made to the guidelines. This check lists can be found saved in 9a.StaffHR/COVID19/Templates forms & signs..

Staff Roles and Procedures

As a result of COVID-19 many staff roles and procedures have been affected, and therefore were required to be revised to insure they meet the current Victoria Government guidelines to enable Maru to reopen safely. All staff will be issued with an 'amended duties during COVID-19' PD relevant to the current roles to ensure they understand how to conduct themselves in a safe manner to reduce the risk and potential spread of the virus. A copy of these procedures and amended position descriptions can be found saved in 9a.StaffHR/COVID19/Policies & Procedures.

Introduction of COVID Officer

Maru is introducing a new role specific for the management and control of COVID-19, each day a staff member will be assigned to a specific role with the business to ensure the smooth running of the day. Effective from the first of June each day there will be an assigned COVID-19 officer, this person will be required to ensure that social distancing guidelines and all procedures and policies that have been implemented to reduce the risk and spread of the virus are being followed. This will apply to both patrons and staff, as the officer will monitor patron behaviour, and staff are adhering to capacity limits to ensure they are not breached, and staff are regular cleaning and disinfecting as required. A clear outline of the COVID-19 Officers duties can be found saved under 9a. StaffHR/COVID19/Policies & procedures. A copy of the position description can be found below.

MARU KOALA & ANIMAL PARK POSITION DESCRIPTION

Position Title

COVID 19 Officer

Position Description (what the position involves)

Maintaining a safe environment for both staff and guests at Maru whilst minimizing the spread of Coronavirus. Providing assistance to Maru guests . Regularly cleaning and disinfecting of mini golf, dining and toilet areas. Regular cleaning and disinfecting of any regular touch items ie phones door handles etc. using the 9a.Covid – 1. Procedure for Cleaning and Disinfecting General Surfaces
Walking around the Maru grounds to ensure that staff and customers are maintaining social distancing requirements at all times.

Position reports to...

The Manager

ESSENTIAL CRITERIA:

- Strong verbal communication skills
- Able to follow instructions and guidelines as trained and documented in the written procedures - including the cleaning routine.
- A pleasant and out-going personality with a focus and desire to provide quality customer service.

COVID-19 Testing Log

For risk management purposes Maru has developed a COVID-19 testing log for staff, this will; be a tool used to monitor if any staff are required to get tested for the virus. It will record when staff were tested. This information will be only be available to management, for the staff's privacy.

Patron Safety

Patron safety will be a top priority for Maru to ensure it maintains its duty of care to their guests and works to reduce the risk and potential spread of COVID-19.

Patron Log

The Victorian Government has released strict guidelines regarding record keeping of all patrons and visitors on the premise. This has been put in place to assist with contact tracing in the event of a suspected case of COVID-19 on the premises. Patrons are required to register their details using the Victorian government QR registration on arrival. The staff member will complete the form for the guest who are unable to complete the online Covid registration, noting what parts of the premises they will have access to. For the privacy of all patrons these forms will be kept for 28 days and then destroyed, this data will only be shared with representative of the Department of Health and Human Services under the circumstance of a potential case. The template for this form can be found saved under 9a. StaffHR/COVID19/Templates, forms & signs.

Conditions of entry

Maru Koala and Animal Park has a responsibility to all of its patrons to ensure they understand the importance of social distancing and the policies in place to reduce the risk and spread of COVID-19. Therefore, to ensure patron awareness and compliance throughout the venue, guests will be greeted on entry by the admission staff and informed of the main guidelines they will need to follow on entry to the premises. All guests over the age of 16yrs are required to check in using the government Covid-19 QR code check in and provide proof of full vaccination. Guests over the age of 12yrs are required to wear a facemask. They will have access to hand sanitiser at the counter and will also be directed to the hand wash station. Along with signage being posted up throughout the venue, the COVID-19 Officer that is rostered on during the day will also be monitoring patron compliance. Saved under 9a. StaffHR/COVID19/policies & procedure. Listed below is a copy of the guidelines the administration staff will be presenting to all patrons on entry of the premises.

Outbreak Procedure

The following procedure was developed using the recommendations outlined by Safe Work Australia. This procedure is to be followed strictly in the case of a suspected exposed individual to COVID-19 or a potential positive COVID-19 case. This is preferably to be handled by management, however, to reduce the potential spread of the virus minimum staff should be involved.

Procedure for a Potential COVID-19 Case

OBJECTIVE	To respond to and safely manage a suspected case or exposure of COVID-19
FREQUENCY	To be completed if there is a suspected COVID-19 case
TIME	To be completed as quickly and safely as possible to reduce the potential spread

	<i>All staff should be doing a self-assessment before leaving for work</i>
No.	Actions for staff who have not attended work
1	If a staff member is showing signs of any symptoms of COVID-19 they should phone management before arriving at work. Symptoms include - fever, cough, sore throat or shortness of breath.
2	If COVID-19 is suspected the staff member will need to arrange to be tested as the same day. Testing facility is located at 50 -54 high St Cowes. They will be required to isolate for at least 48 hours or until they receive their test results.
3	If the results are negative, they will be fine to return to work.
4	If the results are positive, they will need to follow the directions from their doctor and be fully recovered from the virus before they can return from work.
5	Management will keep and maintain a log of all staff who have been tested.

	Actions for any person on the premises suspected of being exposed to or having the virus
1	If the person has serious symptoms such as difficulty breathing, call 000 for urgent medical help, emergency service will advise you how to proceed.
2	Otherwise if the person is in a stable condition, you will need to isolate them from others and appropriate provide personal protective equipment (PPE) to the person (hand sanitizer, face mask, tissues) and anyone assisting the person.
3	Once the person is isolated further discuss their likelihood of being a positive case (have they been exposed to a positive case ect.). While maintaining social distance from the individual.
4	Call the Vic public health unit ph.1800 675 398, they will be able to advise more specifically how to proceed.
5	You should already have the person contact details from their entry on the premises, make sure you have these available and make note where they have been in the workplace and who they have been in close contact with and for how long.
6	Arrange transport for the person to go home, to a medical facility if they need to, or a place they can isolate while they arrange to get tested. Preferably transport will be their own personal vehicle, avoiding public transport or taxi services, but if absolutely necessary ensure the individual avoids contact with others, and practices social distancing with appropriate PPE.
7	Close off the affected areas and do not let anyone use or enter them until the space has been cleaned and disinfected. Open doors and windows where possible to increase air flow. Equipment and PPE used must also be cleaned and disinfected. The person conducting the cleaning will also need to be wearing appropriate PPE
8.	The Victorian Public Health Unit will manage contacting any potentially exposed individuals in the case of a positive test.
9.	However, keep note of who the person may have had contact with. You will also need to note the places in the workplace these potentially exposed people may have been, who they have been in contact with and for how long. The Health Unit may contact you to inform the close contacts that they may have been exposed and how to proceed and the requirements for quarantine. Individual privacy should be maintained for all persons involved.
10.	Review risk management controls and procedures regarding COVID-19

Addressing Future Restriction Changes

Due to the nature of COVID-19, the management team will have assigned office hours to continue reading up on current announcements and news on COVID-19. This will include making sure the current business plan is up to date and all policies and procedures meet the governments regulations and are being followed correctly by staff. This will also require them to make any adjustment to the plan as the restrictions are slowly relaxed or if in the case of an outbreak tightened.