

> HELPING BUSINESS GET BACK TO WORK



15 June 2020

COVID-19 Safety Plan - updated 24 July

Hotels and accommodation (including backpackers, hostels and dormitory style accommodation)

We've developed this COVID-19 Safety Plan to help you create and maintain a safe environment for you, your workers and your customers.

Complete this plan in consultation with your workers, then share it with them. This will help slow the spread of COVID-19 and reassure your customers that they can safely visit your business.

You may need to update the plan in the future, as restrictions and advice changes – you can make changes to the plan if you've printed or saved it, or you can choose to download and create a new version of the plan.

Businesses must follow the current COVID-19 Public Health Orders, and also manage risks to staff and other people in accordance with Work Health and Safety laws. For more information and specific advice for your industry go to nsw.gov.au

BUSINESS DETAILS	
Business name:	NOAH'S on the beach
Plan completed by:	Management Team
Approved by:	Debera Mackenzie

> GUIDELINES FOR BUSINESS

Guidelines for your workplace and the actions you will put in place to keep your customers and workers safe

REQUIREMENTS	ACTIONS
Wellbeing of staff and customers	
Advise staff and visitors who are unwell with respiratory symptoms or fever to immediately get tested and place themselves in isolation until they have received their results.	Guests confirm on their registration that they are not unwell. Signage is displayed throughout the hotel for guests, contractors and staff advising if you are unwell you must leave the hotel and get tested. Staff have their temperature taken at the start of each shift.
Consider how customers could be isolated while awaiting their results, if they are sharing accommodation with others.	Customers on their own can be isolated in an accommodation room away from others, controlled access for housekeeping and food deliveries would be implemented to prevent any possible spread of infection
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	Information has been distributed to our team via their newsletter and they are reminded by signage at the hotel. We have also trained staff as the conditions change and provided online training programs

Wellbeing of staff and customers	
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	Information has been distributed to our team via their newsletter
Consider whether appropriate cancellation or flexible booking is available where customers cancel due to COVID-19 factors (such as being unwell or awaiting test results).	flexible cancellation policies in place - 24 hr prior to arrival. Within 24 hours any guest who advise us they are unable to travel due to restrictions or awaiting test results are offered a change of date for their stay.
Display conditions of entry and communicate key health messages and changes to staff, customers, visitors, residents and agencies (website, social media, email, reception).	Conditions of entry are displayed at entry points in hotel, on our website, online listings and confirmations
Consult with your Local Emergency Management Committees (LEMC) to determine if there are any travel restrictions to remote or vulnerable communities in the area, and how this can be communicated to customers.	We liaise closely with our local government, business and industry associations. We check State and Federal government websites including Dept of Health, SafeWork NSW and other sources of information. We will continue to closely monitor developments and follow authorities requirements and communication to customers via email and SMS if and when required.
Ensure COVID-19 Safety Plans are in place, where relevant, for: <ul style="list-style-type: none"> • Restaurants and Cafes • Swimming Pools • Gyms • Beauty, nail, tanning and hairdressing salons 	COVID Safe Plans developed, implemented and displayed for: <ul style="list-style-type: none"> - restaurant - Conference & function venue last updated 24th July 2020

REQUIREMENTS	ACTIONS
Physical distancing	
Calculate the floor area in open plan communal areas, such as kitchens/BBQ areas, shared dining areas or showers, to determine the maximum number of people who can safely occupy the space (one person per 4 square metres). Display signs at entrances with the maximum safe capacity and have strategies in place to reduce crowding and contact between different household units or groups, such as a bookings system.	Laundry facility has sign at entry designating maximum number of people who can occupy the space. function and restaurant capacity limited and booking system in place to manage customer numbers. All our seating/tables will be separated by 1.5 metres.
If your facility has dormitory or shared accommodation, ensure beds are spaced apart by at least 1.5 metres. If an adult resident or guest is required to self-isolate they must not share a room with anyone else. Consider how a single room might be used in this situation.	n/a
Where practical, use separate doors for entry and exit, separate check-in, order and baggage storing points.	We will focus on managing entry and exit points, check-in spacing 1.5 metres apart with floor markers and separate baggage storing point only available on request.
Use contactless check-in where, reasonably practical, to reduce the movement of customers and the number of surfaces touched. If signatures are required, clean pens between customer use with a disinfectant solution or wipe.	RMS contactless pre check-in has been implemented, social distancing measures are in place during check-in if signature is required pens are cleaned between customers, key cards are sanitised between guests
Move or remove tables and seating as required, including in waiting areas, to support 1.5 metres of physical distance. Members of the same household are not required to physically distance.	Minimal tables and seating available, 1.5 metres between any seating, signage and markers supporting physical distancing
Reduce crowding wherever possible and promote physical distancing with markers on the floor in areas where people are asked to queue, such as check-in.	We will focus on managing crowding and have markers on all floors where queues will form eg reception

Physical distancing	
Where reasonably practical, ensure staff always maintain 1.5 metres physical distancing (including at meal breaks) and assign workers to specific workstations.	We will ensure that staff maintain 1.5 metres distancing where possible
Use telephone or video for essential meetings where practical.	We will undertake essential staff meetings where practical by telephone or video
Stagger start times and breaks for staff members to minimise the risk of close contact, where reasonably practical.	Where possible we will stagger start times and breaks for staff
Review regular deliveries and request contactless delivery and invoicing where practical.	We have requested contactless delivery and invoicing when practical
Have strategies in place to manage gatherings that may occur immediately outside the premises, such as pick up or drop off zones.	We discourage gatherings immediately outside of our premises and monitor this during guest arrival & departure times

REQUIREMENTS	ACTIONS
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Hygiene and cleaning	
Adopt good hand hygiene practice and ensure hand hygiene facilities are available to customers and staff.	Hand hygiene is promoted on signage throughout the hotel and to staff in newsletters and on signage. Sanitiser is available to all customers and staff at various locations throughout the hotel
Ensure bathrooms are well stocked with hand soap and paper towels and have posters with instructions on how to wash hands.	All bathrooms are well stocked with soap and air dryers/paper towels. Handwashing instruction posters in all bathrooms
Make hand sanitiser available at key points around the facility and encourage frequent use.	Hand sanitiser is widely available at the hotel particularly in entry and exit points. Signage requests guests utilise these facilities
Consider strategies to reduce the number of surfaces touched by customers.	We have removed all ancillary items from rooms eg decorative pillows and bed runners etc
Clean public areas frequented by staff or customers at least daily with detergent/disinfectant. Frequently touched areas and surfaces must be cleaned several times per day with a detergent/disinfectant solution or wipe.	All public areas are cleaned at least daily and frequently touched areas sanitised regularly. Tables are cleaned after each guest and other surfaces on each change of shift.
Disinfectant solutions need to be maintained at an appropriate strength and used in accordance with the manufacturers' instructions.	Disinfectant is used as per instructions provided by Castle Chemicals

Hygiene and cleaning	
Ensure items used in the preparation of food or for eating are washed thoroughly with hot water and a detergent solution between use, or preferably with a dishwasher if available. Where possible, residents should not share dishes, drinking glasses, cups or eating utensils.	Cutlery, glass and tableware is all washed in a commercial grade dishwasher. sharing of dishes, glasses, cups and utensils highly discouraged by staff
Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.	Staff processes updated and implemented ensuring gloves are worn at all times during cleaning and hands are washed thoroughly before and after with soap and water
Limit the use of cash transactions by encouraging contactless payment options.	Contactless payment methods available and promoted to guests, signage at reception

REQUIREMENTS	ACTIONS
Record keeping	
Keep a record of name and a mobile number or email address for all staff, customers and contractors for a period of at least 28 days, including a room number where relevant. Ensure records are used only for the purposes of tracing COVID-19 infections and are stored confidentially and securely.	All staff sign in to a time and attendance system (timetarget), all food & beverage guests and contractors sign in using myguestlist through a QR code. All accommodation guests complete registration in RMS. These systems produce databases showing names, contact number and time of arrival. Data is not to be used for any other purpose.
Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.	We have encouraged our team and guests to download the covidsafe app and will continue to do so
Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.	If we were to be contacted by NSW Health regarding a positive case of COVID19 at NOAH'S we would cooperate with them and notify SafeWork NSW on 131050.