

Marouka Ski Club Inc.

# COVID-19 Safe Operating Plan

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## 1. Purpose of COVID-19 Safe Operating Plan

This COVID-19 Safe Operating Plan (CSOP) has been prepared in response to the COVID-19 Pandemic and indicates how the Marouka Ski Club will operate the Club Lodge located at 116 Great Alpine Road, Hotham Heights, to minimise the health and safety risks to members and guests who attend for the Ski Season commencing on the 6<sup>th</sup> July 2020.

## 2. Background and References

Coronavirus COVID-19 is a highly infectious disease which is able to be easily transmitted from person to person throughout the population. In order to stop the spread of this disease it is necessary to put in place procedures to minimise opportunities for transmission and to ensure everyone is aware of these procedures and complies with them.

This Plan is based on information contained in the following Victorian Government documents:

### Alpine Resort Industry Guidelines (TBC)

(as interim document – Alpine Activities Guidelines for coronavirus (Covid-19) dated 21 June 2020)

### Snow skiing and snow activity (dated 21st June 2020):

<https://www2.delwp.vic.gov.au/media-centre/home/snow-skiing-and-snow-activity-on-public-land>

### Hospitality Guidelines:

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

### Tourism Guidelines:

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

### **3. Use and Occupation of the Lodge**

#### **3.1 General Requirements**

There are numerous resources issued by government in relation to the COVID pandemic, including advice on general hygiene and individual protection. Detailed information regarding Covid-19 including on hygiene, symptoms, latest information on restrictions and whether you are a 'contact person' are on the Department of Health and Human Services website - <https://www.dhhs.vic.gov.au/how-stay-safe-and-well-covid-19>, and <https://www.vic.gov.au/coronavirus>

In this regard:

- Practice good hygiene
- Cover your nose and mouth with a tissue when coughing and sneezing. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow.
- Wash your hands with soap and water for at least 20seconds, especially after you have been in a public place or after blowing your nose, coughing or sneezing.
- Wash down surfaces with appropriate cleaning products supplied by the Lodge.
- Use alcohol-based hand sanitisers
- If you are sick, stay home and refer to [www.dhhs.vic.gov.au](http://www.dhhs.vic.gov.au) to determine if you should be tested and whether you should self-isolate or quarantine.
- Ensure you are familiar with information regarding Covid-19 on [www.dhhs.vic.gov.au](http://www.dhhs.vic.gov.au) and [www.vig.gov.au/coronavirus](http://www.vig.gov.au/coronavirus) , including information on what to do if you have been in suspected contact with a person showing symptoms of or diagnosed with Covid-19
- Minimise physical contact, keep 1.5m away from others

There are sanitising stations installed strategically around the Lodge to assist members and their guests to comply with these requirements as well as advice in relation to cleaning requirements. There are also appropriate cleaning products located in the stores and at appropriate locations.

#### **3.2 Restrictions on Attendance at the Lodge**

A member or their guest/s will not be permitted to attend the Lodge if:

- They are or have been infected with COVID19 and have not recovered and are not clear of the infection.
- They have returned from overseas immediately prior to visiting the Lodge and have not been through the required quarantine/isolation period and have not tested negative for COVID19.
- They are subject to a government imposed restriction, quarantine notice, self-isolation notice or similar.
- They have, or may have, been in contact with a known infected person and have not tested negative for COVID19 after the expiration of the incubation period (nominally 14 days).
- They are unwell and/or are showing symptoms of COVID19 and have not tested negative or those test results are not yet available.

#### **3.3 Occupation of the Lodge**

Due to various government restrictions and guidelines, the use of the Lodge during the COVID pandemic will change in the following ways:

- There will be a restriction on the number of people using the Lodge at any one time (AAOT).
- There will be restrictions as to how internal spaces can be used.
- There will be a greater focus on continuous cleaning and hygiene.
- There will be requirements in the event that a member or guest is infected by COVID previously or whilst at the Lodge, or if they display COVID like symptoms.
- The Committee has undertaken a Risk Assessment and developed Control Strategies to address usage and occupancy of the Lodge in a COVID-19 Safe environment.

## **4. Risk Assessment**

Each area of the Lodge has been assessed as to the likely source of contact with coronavirus to enable suitable control strategies to be put in place.

The Control Strategies have then been used to develop the cleaning protocols and to assign responsibilities to the appropriate persons.

The results are shown in Appendix A: Risk Assessment.

## **5. Control Strategies**

### **5.1 Lodge Occupancy**

Occupancy Limits to allow for social distancing have been determined by calculating the area of each habitable space and applying the '4 square metres per person' rule.

The results are shown in Appendix B: Occupancy Limits.

The maximum permitted lodge occupancy is 20 persons based on the 80 sqm, which is the main communal capacity limiting space and the updated Victorian Government restrictions dated 20<sup>th</sup> June 2020.

Each habitable space will have a sign showing the maximum permitted occupancy for that space.

Bedroom occupancy limits may be exceeded where the inhabitants are all in one family and maximum occupancy is according to number of available beds (but total lodge capacity cannot be exceeded in any case).

No outside visitors are allowed into the Lodge.

### **5.2 Lodge Manager**

The Club has appointed a Lodge Manager to oversee the operations of the lodge for the season. When the Manager is absent, they will delegate their authority and responsibilities to a member.

The Manager is responsible for the daily operations of the lodge including:

- Overall responsibility for the management and implementation of the CSOP.
- Lodge inductions and explanation of CSOP to members and guests.
- Managing capacity within the building and rooms/areas.
- Rostering facilities (kitchen, dining areas) and tasks (cleaning, garbage removal).
- Ensure all members and guest have checked in using Services Victoria QR Code, and that this is done daily for the duration of their occupancy.
- Undertaking cleaning inspections to ensure processes are completed as required.
- Maintaining supplies of all cleaning, sanitising and signage products.
- Managing heating and ventilation to maximise the introduction of fresh air.

The Manager has the authority to sanction members and guests should they wilfully disregard the rules and the safe operations of the Lodge.

### **5.3 Bookings**

Bookings will only be accepted through the Booking Officer, who will determine if the booking is able to be accepted within the Occupancy Limits above.

The Booking Officer will provide each family making the booking with a COVID-19 Information Sheet and Liability Waiver outlining the requirements of this Plan and how it will apply to them during their stay at the Lodge, as shown in Appendix C : Information Sheet and Liability Waiver.

The Booking Officer will only confirm the booking after the COVID-19 Information Sheet and Liability Waiver has been signed and returned. If the booking is accepted, the Booking Officer will record the full contact details of all persons in the booking, including name, address, phone number and email for future reference.

Persons exhibiting any COVID-19 symptoms prior to check in will be required to contact the Booking Officer to cancel their booking and will be entitled to a full refund.

### **5.4 Check in/Check out**

Check in:

- Check in can occur from 4-6pm each day, so that the Manager can provide an induction and explain the COVID Safe protocols.
- Members and guests arriving outside these times shall use the QR Code check-in located throughout the lodge.
- Arriving guests must sign the Visitor Book and record their arrival date and time.
- Guests or groups who are delayed beyond 6pm should contact the manager to agree on arrival time.

If guests arrive prior to check in time they must leave their belongings in the Storeroom and vacate the Lodge until check in time, unless their room has been cleaned, sanitized and vacated by the previous occupants

On Arrival:

- Hand sanitizer should be used when entering the Lodge.
- Any person displaying COVID symptoms (temperature, coughing, sore throat, tiredness) shall not be allowed to enter the Lodge and shall be advised to return home and seek medical advice.

- The Manager will provide guests with an induction to the Lodge and explain each element of this CSOP.

Check out:

- Check out and departure must occur by 2pm to allow time for the checking of rooms for incoming guests.
- Members and guests are required to remove all luggage from the premises by 2pm.

### **5.5 Hygiene**

Hand sanitizing stations are set up in critical areas of the Lodge:

- a. In the Entry/Ski Storage area
- b. In the bedroom Hallway in front of stairs leading to Lounge/Kitchen
- c. At the entry to the Kitchen
- d. Beside the open fireplace in the Lounge
- e. At the entry to the Quiet Room
- f. In all Bathrooms/Ensuites
- g. In the Laundry

Signs are displayed throughout the Lodge advising Good Hygiene practices such as regular washing/sanitizing of hands, keeping social distance, coughing or sneezing into elbows etc.

### **5.6 Cleaning**

Cleaning protocols are designed to ensure the risk of contamination of surfaces is minimised.

Cleaning tasks are allocated to specific persons by the Lodge Manager .

Disinfectant wipes are provided at the hand sanitization stations as per above.

Any person performing cleaning tasks shall wash hands before and after cleaning.

During cleaning disposable gloves shall be worn.

Wherever possible, persons are advised to clean with soap and water first, then disinfect.

Cleaning Protocols are shown in Appendix D: Cleaning Checklist

### **5.7 Social Distancing**

Social Distancing of at least 1.5m between persons has been adopted and is displayed in each communal space of the Lodge.

Where appropriate, signage has been put in place to ensure adequate distancing is observed.

### **5.8 Meals**

Each room is provided with the crockery and cutlery for their sole use during their stay. Each room is responsible for washing, drying and putting away their crockery and cutlery into their designated cupboard.

Wherever possible, guests are requested to bring pre-prepared meals to reduce preparation time and free up use of the kitchen.

Meal preparation is at allocated times for each room with social distancing rules to apply in the kitchen between persons from different family groups.

Tables are spaced at least 1.5m apart to ensure social distancing.

Family groups may sit at the same table without the social distancing rules applying.

Meal clean-up shall take place immediately after meals are completed and each family group will be allocated time to collect, rinse, wash, dry and put away their dishes into their cupboard. All contact points and surfaces are to be disinfected at this time and between groups.

### **5.9 Linen and Laundry**

All pillows, linen, doonas, towels and tea towels have been removed from the Lodge and each guest is responsible for the supply of these items.

Use of the washing machine and drier is limited to loads being from individual rooms so there is no cross contamination.

### **5.10 Guest Changeover**

Guests will be required to clean and disinfect their bedroom and ensuite/bathroom and vacate the room by 2.00pm.

If guests do not clean and disinfect their room as required, the Lodge Manager will arrange for the room to be cleaned appropriately prior to the next guest checking in (and charge the responsible guests accordingly).

Guests will be required to record their departure time in the Visitor Logbook upon check out.



## **6 Containment Strategies**

### **6.1 Person Exhibiting Symptoms**

If a person staying at the Lodge starts to exhibit symptoms, they must self-isolate to their bedroom and arrange to have a COVID-19 test performed without delay.

The Club Member in charge will as soon as practical inform all guests in the Lodge of the risk of infection. Additional cleaning may be required in the areas the potentially-infected person has accessed.

The person shall remain isolated in their bedroom until the COVID test results are known. If that person is a minor their parent or guardian shall be responsible for the care of that minor and the parent or guardian will also be isolated. Close contacts and other family members shall ensure they maintain good hygiene and socially distance to minimise potential spread of the infection.

### **6.2 Infection Confirmed Positive**

As soon as the results of the test are confirmed as positive, the following process shall be undertaken:

- The infected person (and their close /family contacts) shall immediately be isolated while arrangements are made to transfer them to appropriate medical care. The transfer of the infected person shall follow the specific requirements issued by the Victorian DHHS or its authorised delegate.
- The Lodge shall be shutdown as rapidly as possible and all occupants shall be required to vacate the premises, self-isolate and undergo testing.

### **6.3 Notifications**

The Club will notify the Victorian DHHS and follow any direction issued by the Department or its authorised delegate.

The Club will provide the list of all occupants of the Lodge at the time of confirmed infection to the DHHS to allow contact tracing.

The Club will notify the Mount Hotham Alpine Resort Management Board of the infection and will follow any direction from the Board or their authorised delegate.

All members of the Club will be advised as soon as is practical.

### **6.4 Deep Cleaning**

The Club will arrange for Deep Cleaning of the Lodge upon the confirmation of a positive Covid 19 case.

No subsequent occupation will be allowed until the deep cleaning has been completed to the satisfaction of the appropriate authority.

### Appendix A: Risk Assessment

<b>Area</b>	<b>Likely Source</b>	<b>Control Strategy</b>
Entry / Ski Storage	Person to person transmission	Social distancing and limit number of people
Drying Room	Contamination of surfaces Outerwear in close contact Contamination of clothes hangers and storage racks	Hand sanitizing and cleaning and sanitizing regularly Where possible all room groups gear to be hung and stored together
Bedroom Hallway	Person to person transmission due to communal seating Contamination of surfaces	Social distancing and limit number of people Hand sanitizing and regular cleaning
Lounge Room	Person to person transmission due to communal seating Contamination of surfaces	Social distancing and limit number of people Hand sanitizing and regular cleaning
Dining Area	Person to person transmission due to communal seating  Contamination of surfaces	Room groups to be allocated tables Tables to be spaced 1.5m apart Limit total number of people Hand sanitizing and regular cleaning
Kitchen	Person to person transmission Contamination of surfaces	Social distancing and limit people Separate meal preparation times Hand sanitizing and regular cleaning
Bedrooms	Person to person transmission Contamination of bedding Contamination of surfaces	Limit to 1 family group per room Guests to bring own linen and towels Hand sanitizing and regular cleaning
Bathrooms	Contamination of surfaces	Sanitizing after each use
Stairs	Contamination of handrail surfaces	Hand sanitizing and regular cleaning
Mgr's Bathroom	Contamination of surfaces	Sanitizing after each use
Rear Airlock	Contamination of surfaces	Limit 1 person at a time. Hand sanitizing and regular cleaning
Quiet Room	Person to person transmission  Contamination of surfaces	Social distancing and limit number of people Hand sanitizing and regular cleaning
Laundry	Person to person transmission  Contamination of surfaces Contamination in wash loads	Limit 1 person at a time Hand sanitizing and cleaning contact surfaces after use Wash loads to be segregated by room or family
Store Room	Person to person transmission Contamination of surfaces	Limit 2 people at a time Hand sanitizing and regular cleaning

## Appendix B: Occupancy Limits

<b>Space</b>	<b>Length</b>	<b>Width</b>	<b>Area</b>	<b>Ensuite</b>	<b>Permitted Occupancy</b>
Entry / Ski Storage	5.3	2.5	14.5		3
Drying Room	4	3	12		3
Mezzanine	8.5	2.5	21		4
Lounge/Dining	7	11.5	80.05		20
Kitchen	4.2	4.5	18.9		4
Laundry/Shower	3.9	1.5	5.85		1
Storeroom	3	2	6		1
D/S WC	1.5	0.9	1.35		1
Quiet Room	3.4	2.6	8.84		2
Mgr's Bathroom	2.2	1.1	2.42		1
Bedroom 1	4.1	2.3	9.43	no	2
Bedroom 2	4.1	2.9	11.89	yes	2
Bedroom 3	4.1	3.0	12.3	no	3
Bedroom 4	4.1	3.0	12.3	no	3
Bedroom 5	4.1	2.9	11.89	yes	2
Bedroom 6	4.1	2.3	9.43	no	2
Bedroom 7	4.1	2.5	10.2	no	2
Bedroom 8	4.2	3	12.6	no	3
Mgr's Bedroom	7.9	2.4	18.96	no	4

## Appendix C: Information Sheet and Liability Waiver

### INFORMATION SHEET AND WAIVER OF LIABILITY REGARDING COVID-19.

1. Marouka Ski Club Inc has adopted the COVID-19 procedures for Shared Accommodation as per the Alpine Resort Industry Guidelines and any other requirements as prescribed by the Victorian Government. These procedures have been incorporated into The Marouka Ski Club COVID-19 Safe Operating Plan (the "Plan") which is available on the Club website and is displayed in the entry foyer of the Club Lodge located at 116 Great Alpine Road, Hotham Heights . You and your family must familiarise and comply with all aspects of the Plan.
2. Marouka Club has put in place these measures to minimise the risk of contracting COVID-19. However, the Club cannot guarantee that you, your family or anyone else staying at Marouka Ski Club Lodge will not become infected with COVID-19. Furthermore, attending the Marouka Ski Club Lodge could increase your risk of contracting COVID-19.
3. You and your family agree to comply with all Federal, Victorian State Government and DHHS regulations in regard to travel, local restrictions or lockdown orders, group gatherings and social distancing requirements valid for the timeframe of your stay at Marouka Ski Club Lodge.
4. You also agree to be responsible for ensuring all your family members are familiar and comply with all COVID-19 hygiene and sanitization requirements incorporated into the Plan.
5. You further agree that if you or any of your family have any COVID-19 or flu-like symptoms including fever, coughs, or sore throat prior to arrival you will not attend Marouka Ski Club Lodge and if you or any of your family start to exhibit any of the above symptoms you will immediately notify the Lodge Manager nominated to oversee operations of Marouka Ski Club Lodge, self-isolate and arrange for a COVID-19 test as a matter of urgency.
6. Any breach or non-compliance with any of the COVID-19 requirements may lead to a direction being issued to you and your family by the Club Committee or Lodge Manager to comply with the requirements. In serious cases where the breach or non-compliance is on-going or has directly affected the health or well-being of other members or their families the direction may require you and your family to immediately vacate the Club Lodge.
7. By signing this form you agree to the above conditions and voluntarily assume the risk that you and your family may be exposed to or affected by COVID-19 by attending Marouka Ski Club Lodge and that such exposure or infection may result in personal injury, illness, permanent disability or death. You further understand that the risk of becoming exposed or infected by COVID-19 at Marouka Ski Club Lodge may result from the actions, omissions or negligence of yourself, your family or others attending Marouka Ski Club Lodge.
8. You voluntarily agree to assume all of the aforementioned risks for yourself and your family and to accept the sole responsibility for any exposure to COVID-19 and any subsequent illness, injury, disability or death that occurs as a result of such exposure which may be experienced or incurred in connection with attendance at Marouka Ski Club Lodge.
9. You hereby release, discharge and hold harmless Marouka Ski Club, its Committee and members from any claims, liabilities, actions, damages, costs or expenses of any kind arising out of or relating thereto. You understand and agree that this release includes any claims based on acts, omissions or negligence of Marouka Ski Club, its Committee or members whether the infection occurs before, during or after your attendance at Marouka Ski Club Lodge.

Signed: .....

Date: .....

Print Name: .....

### Appendix D: Cleaning Checklist

Area	Items	Method	Frequency
Entry	Front door keypad	Disinfectant wipe	Twice daily
	Door handles and push plates	Disinfectant wipe	Twice daily
	Bench	Disinfectant wipe	Twice daily
	Light switches	Disinfectant wipe	Twice daily
	Ski Racks	Disinfectant wipe	At Changeover
Drying Room	Door handles and push plates	Disinfectant wipe	Twice daily
	Clothes Hangers	Disinfectant wipe	At Changeover
	Light switches	Disinfectant wipe	Twice daily
Quiet Room	Light switches	Disinfectant wipe	Twice daily
	Tables	Disinfectant wipe	Twice daily
	Sofas	Vacuum	Daily
Stairs	Handrails	Disinfectant wipe	Twice daily
Lounge Room	Light switches	Disinfectant wipe	Twice daily
	Door handles	Disinfectant wipe	Twice daily
	Curtain chains	Disinfectant wipe	Daily
	Coffee Tables	Disinfectant wipe	Daily
	Sofas	Disinfectant wipe	Daily
Dining Area	Tables	Disinfectant wipe	Before and after meals
	Chairs	Disinfectant wipe	Twice daily
Kitchen	Light switches	Disinfectant wipe	Twice daily
	Benches	Disinfectant wipe	Twice daily
	Cupboard handles	Disinfectant wipe	Twice daily
	Fridge doors	Disinfectant wipe	Twice daily
	Fridge Shelves	Disinfectant wipe	At changeover
	Food C/board Door and Handle	Disinfectant wipe	At changeover
	Ovens/Cooktops	Disinfectant wipe	Twice daily
	Microwaves	Disinfectant wipe	Twice daily
	Sinks	Disinfectant wipe	After each use
Bedrooms	Light switches	Disinfectant wipe	At changeover
	Door handles	Disinfectant wipe	At changeover
	Wardrobe handles	Disinfectant wipe	At changeover
	Coat hangers	Disinfectant wipe	At changeover
	Shelves	Disinfectant wipe	At changeover
Ensuites/Bathrooms	Door handles	Disinfectant wipe	At changeover
	Taps	Disinfectant wipe	At changeover
	Shower screen door	Disinfectant wipe	At changeover
	Toilet	Disinfectant wipe	At changeover
	Basin	Disinfectant wipe	At changeover



## Appendix E: Sanitizing Stations and Signage Location

### Entry Foyer/ Ski Storage Area

- Hand Sanitizing Station
- Maximum number of person Sign
- Please do not enter this venue if you are experiencing symptoms Sign
- Help us practice physical distancing Sign
- Slowing the spread of coronavirus Sign

### Large Bathrooms

- Hand Sanitizing Station
- Maximum number of person Sign

### Kitchen Area Entrance

- Hand Sanitizing Station
- Maximum number of person Sign
- Help us practice physical distancing Sign
- Slowing the spread of coronavirus Sign

### Lounge Area

- Hand Sanitizing Station
- Maximum number of person Sign
- Help us practice physical distancing Sign
- Slowing the spread of coronavirus Sign

### Manager's Bathroom

- Hand Sanitizing Station
- Help us practice physical distancing Sign
- Slowing the spread of coronavirus Sign

### Quiet Room

- Hand Sanitizing Station
- Maximum number of person Sign
- Help us practice physical distancing Sign
- Slowing the spread of coronavirus Sign

### Laundry/Shower/WC Entry

- Hand Sanitizing Station
- Maximum number of person Sign
- Help us practice physical distancing Sign
- Slowing the spread of coronavirus Sign

### Airlock

- QR Code Check-in
- Social Distancing Sign
- Stop the Spread Sign