B'Rush Ski Club Lodge

COVID-19 Safe Operating Plan

▪	**Date:**	▪	**Author:**
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1 PURPOSE

The B'Rush Ski Club owns and operates a Ski Lodge known as B'Rush located at Mt Hotham. The club provides accommodation services to its members, their families and guests primarily during the winter snow season. The club is governed by a committee which is elected by its members.

This COVID-19 Safe Operating Plan (CSOP) has been prepared in response to the Coronavirus COVID-19 pandemic. This plan details how the club will introduce a range of controls in addition to its normal operations to minimise the health and safety risks to its staff, members and guests who are accommodated in Lodge during the 2020 snow season.

1.1 Coronavirus (COVID-19)

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 minimise 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.

1.2 Latest restrictions and advice

- Victorian Government Restricted Activities Directions (RAD) https://www.dhhs.vic.gov.au/sites/default/files/documents/202006/Restricted%20Activity%20Directions%20No%2010%20signed.pdf
- Victorian Government fact sheet for accommodation providers https://www.business.vic.gov.au/__data/assets/pdf_file/0010/1909324/COVID_19-Business-Fact-Sheet_Accommodation-Providers.pdf

1.3 Reference Materials

This plan has been prepared in accordance with Victorian Government directions and guidelines that are in place at the time of writing. The main reference documents include:

- Department of Environment, Land, Water and Planning (DELWP) Snow Skiing and activities information page

  https://www2.delwp.vic.gov.au/coronaviruspubliclanduse/home/snow-skiing-and-snow-activity-on-public-land

- Alpine Activities Guidelines for coronavirus (COVID-19) https://www2.delwp.vic.gov.au/__data/assets/word_doc/0022/474502/Alpine-Activities-Guidelines-for-coronavirus-June-2020.docx

- Mt Hotham COVID-19 Update https://www.mthotham.com.au/discover/connect-with-us/latest-news/covid-19-update

- Please refer to alternative ARMB plans as released.

- Hospitality Industry Guidelines for coronavirus (COVID-19) - https://www.business.vic.gov.au/__data/assets/pdf_file/0011/1903718/Hospitality-Industry-Guidelines-for-coronavirus-COVID-19.pdf

- Tourism Industry Guidelines for coronavirus (COVID-19) - https://www.business.vic.gov.au/__data/assets/pdf_file/0003/1904754/Tourism-Industry-Guidelines-for-coronavirus-COVID-19.pdf

1.4   Plan Amendments

This CSOP will take effect from the time of opening on 22 June 2020 and will be revised as required to respond to further restrictions, or easing of restrictions, by the Victorian Department of Health and Human Services (DHHS).

No changes are to be made to these guidelines or the Clubs operations without the written direction of the Committee. The Committee will continue to remain up to date with any change to directions and guidance and will approve any amendments when they believe they are appropriate.

2   COVID-19 SAFE CONTROLS

In support of government guidelines and directions the Committee has identified the following actions which all staff, members and guests are required to follow while within the lodge:

Maintain good personal hygiene
- wash hands regularly and thoroughly with warm water
- disinfect hands regularly
- cover mouth with elbow when coughing or sneezing
- manage your clothing and equipment to limit contact with others
- stay at home if you feel unwell

Maintain social distancing
- limit personal Contact
- maintain at least 1.5m from other people wherever possible
- control the number of people in a room/area in accordance with the density quotient (1 person for every 4sqm).
- limit organising events and social gatherings where possible
- avoid large gatherings if they are not essential (groups greater than 20 people)

Undertake cleaning & disinfecting
- Regularly clean and disinfect high touch areas
- Keep your bedrooms clean
- Thoroughly clean and disinfect common areas as scheduled

3   LODGE CAPACITY & USAGE

The Maximum lodge capacity - **20 Persons in accordance with the RAD.**

The Lodge is required to restrict capacity during the COVID-19 pandemic. The current restrictions are capped at 20 persons. When this restriction is eased the following is anticipated to apply:

These restrictions apply to the building as a whole, and to each of the rooms and areas within it. The Committee has determined these capacities in accordance with the following points, and the results are included in Annexure 2 - Example Lodge Capacity:

- The capacity of the total building has been determined by the size of the common areas and bedrooms.
- There are limits to the number of occupants in a bedroom. These vary for families who live together and for groups who do not.
- There are restrictions on how and when areas within the lodge can be used including the drying room, bathrooms, kitchen, and dining room.

3.1 Lodge Members and Guests

Members or guests are not permitted to visit the Lodge if any of the following apply:

- They have been infected with COVID-19 and have not recovered and are not clear of the infection.
- They have been or recently returned from overseas and have not been through the required quarantine/isolation period and have not tested negative for COVID-19.
- They are subject to a 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 COVID-19 after the expiration of the incubation period (nominally 14 days).
- They are unwell and/or are showing symptoms of COVID-19 and have not tested negative or those test results are not yet available.

3.2 Lodge Visitors

- No visitors will be permitted within the lodge.
- Contractors and other workers are permitted to undertake required works.
- People delivering food or other items for members or guests are not permitted to enter the lodge. Members or guests are to arrange collection outside the lodge.

4   LODGE MANAGEMENT

4.1   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 new CSOP to members and guests.
    - Managing capacity within the building and rooms/areas.
    - Rostering facilities (kitchen, dining areas) and tasks (cleaning, garbage removal).
    - Maintaining lodge occupancy records including names, numbers and times.
    - 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.

4.2   Lodge Bookings

- Bookings will only be accepted through the Booking Officer who will determine if they can be fulfilled in accordance within the Capacity Limits.
- The Booking Officer will provide each family or group making the booking with an electronic copy of this CSOP and a Guest Obligations, Acceptance and Self-assessment Declaration (Arrival) form. The information provided will outline the requirements of the CSOP and how it will apply to them during their stay at the Lodge including:
    - arrival/departure times,
    - guest supplied items,
    - cleaning protocols,
    - shared duties,
    - catering requirements and lodge supplied items.
- The Booking Officer will only confirm the booking after the Guest Obligations, Acceptance and Self-assessment Declaration (Arrival) form has been signed and returned.
- The Booking Officer will record the full contact details of all confirmed bookings including names, addresses, phone numbers and emails.
- All members and guests are encouraged to download and activate the COVID Safe App.

4.3   Guest Obligations, Acceptance and Self-assessment Declaration (Arrival) Form

The Committee has determined that it is requires Guests to read and to accept obligations of staying at the B'Rush Ski Lodge and to commit to undertake a COVID-19 Self-Assessment prior to their travel to the B'Rush Ski Lodge. Guests' accommodation booking will not be honoured until the Declaration Form has been returned with an email acceptance.

4.4   Booking Periods

The Committee has determined that bookings should only be accepted for the following durations - 2 day weekend, 5 day midweek, 7 day week.

4.5   Bookings with COVID Symptoms

Persons exhibiting any COVID-19 symptoms prior to check in are unable to enter the Lodge. Members or guests with a booking and who exhibit COVID-19 symptoms prior to arrival are to contact the Booking Officer to cancel their booking and obtain a full refund.

5   LODGE OPERATIONS

5.1   Prior to departure

- Guests to undertake a symptoms self-assessment and confirm no member of the booking has a temperature or any signs of being unwell prior to departure.
- Guests to confirm they have not been required to quarantine by the DHHS due to close contact with a confirmed case of COVID-19.

5.2   Temperature checks

- Temperature checks for all arriving members or guests to be completed prior to entering the lodge or at first opportunity if arriving late.
- Alpine Resort Management Boards to supply thermometers or advise alternative process. (Please contact your ARMB for assistance).

5.3   Check In

- Check in must occur from 4pm – 11pm each day, so that the Manager can provide an induction and explain the COVID-19 Safe protocols.
- Members and guests arriving outside these times may be unable to access the lodge until it is ready.
- Arriving guests must sign the Visitor book and record their arrival date and time.
- Guests or groups who will be delayed beyond 11pm should must contact the manager to agree an arrival time.

5.4   Check Out

- Check out and departure must occur by 10pm from the bedroom and 1pm from the Lodge to allow time for cleaning, disinfecting and preparing rooms for incoming guests.
- Members and guests are required to remove all luggage from the premises by 1pm.
- Guests are required to record their departure time in the Visitor book upon check out.

5.5   On arrival

- Hand sanitizer should be used when entering the lodge.
- The Manager will collect Arrival forms, confirm the names and contact details of all guests, and confirm that they do not have COVID-19 symptoms.
- Any person displaying COVID-19 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.

5.6   Signage

Signage will be installed throughout the lodge to assist in educating and reminding people of their responsibilities.

The signage is as per the following government guidelines:

5.7 Room Plans

5.7.1 Lodge Entry / Exit

Entry Foyer capacity – **1 person**

- At the main entrance, signage will include:
    - "Members & guests only, no visitors"
    - "Do Not Enter if unwell"
    - "Please use hand sanitizer"
    - "Please wash your hands regularly and at all times before leaving your room"
    - "Please strictly observe the established social distancing protocols of 1.5 metre spacing and number limits displayed in common area rooms"
    - "Please do not visit other bedrooms".
- Hand sanitizer will be provided at the entry foyer for use by everyone entering the lodge.
- Guests must not enter the foyer if this will exceed the maximum capacity.

5.7.2 Ski Room / Shedding Room

Ski Room capacity – **3 persons**

- Guests must not enter the ski room if this will exceed the maximum capacity.
- Members and guests should nominate one person from their family / group to transfer skis / boards from outside the lodge and into / out of the ski room.

5.7.3 Drying Room

Drying Room capacity - **4 persons**

- Guests must not enter the ski room if this will exceed the maximum capacity.
- Each bedroom shall be allocated a dedicated space in the drying room, and members and guests are required to only use their designated space.
- The only items permitted in the drying room are:
    - outwear jackets and pants,
    - ski boots
    - wet gloves, which must be sanitised before they are brought into the drying room.
- Outerwear or boots that have been in contact with others should be sanitised with a disinfectant wipe before being put into the drying room.
- All other equipment including goggles, helmets, face wear and dry gloves are to be taken and stored in bedrooms.

5.7.4 Laundry

Laundry capacity – **CLOSED to Guests and Members**

- No Guest laundry facilities will be provided.
- Laundry will be Manager access only.

5.7.5 Bedrooms

Bedroom capacity – Refer to Annexure 2- Example Lodge Capacity Table

Occupancy

- Bedroom occupancy will be determined at the time of booking and no changes are to be made without approval from the Manager or Booking Officer, at their discretion.
- Bedrooms must only be occupied by the people who have booked them, and people are not permitted within bedrooms that they have not booked.
- Signage will be installed within each bedroom advising to regularly wash hands with soap and water for 20 seconds.
- Occupants are required to undertake wipe down clean of their rooms during their stay in accordance with the cleaning guidelines and checklist.

Linen

- Guests MUST being their own linen including sheets, pillow case, doona covers. Sleeping bags are NOT allowed.
- In the event a Guests linen becomes soiled the manager has a small stock of emergency linen that may be provided at a $25 cost.
- The Manager is to arrange laundering of all emergency provided linen.

Lodge Manager Check

- Following departure, the Manager is to undertake a cleaning inspection to check that all tasks have been completed in accordance with the cleaning instructions.
- Manager will undertake a thorough clean of the room prior to the next check-in

5.7.6 Bathrooms

Ensuites

- Ensuites will be stocked with hand soap and bathroom cleaning and disinfectant materials.
- Occupants are required to undertake a "wipe down process" prior to and after each use.

Shared Bathrooms allocated to specific bedrooms

- The Manager shall allocate a shared bathroom to bedroom occupants as determined by the occupancy mix for their use. Occupants of those bedrooms are only permitted to use the bathroom allocated to them.
- Occupants are required to undertake a "wipe down process" prior to and after each use.

5.7.7 Kitchens and Meals

Kitchen capacity - **4** persons

- Members and guests will be encouraged to bring pre-prepared meals or arrange take away to minimise use of the kitchen.
- The Manager will develop a roster for use of the kitchen, as necessary
- Hand sanitizer and disposable gloves are to be available within the kitchen area.
- Prior to commencement of cooking the station/area is to be wiped down with a disinfectant wipe.
- All cooking utensils are to be either washed and sterilized during/after meal preparation, or placed in the dishwasher, or set aside for washing promptly after the meal is finished.
- One person from each group is to serve the meals to the dining area – there is to be no buffet style meal collection.
- When the meal has been served, the bench surfaces are to be immediately cleaned and wiped with approved disinfectant wipes.

- On completion of the meal, all remaining dishes and cooking equipment are to be rinsed and washed in the high-speed commercial sterilizing dishwasher (preferred) or placed in the conventional dishwasher for washing.
- Dishes are to be air dried and stored when dry. No tea towels are to be used.
- In accordance with the hospitality guidelines all shared condiments are to be removed and members and guests are required to provide their own. The lodge will have a supply of individual sachets of salt and pepper and sugar.
- Members and guests must only use the pantry shelves and fridge / freezer spaces allocated to their bedroom.

5.7.8 Dining Areas

Dining area capacity - **8 persons**

- Hand sanitizer is to be available within the dining area.
- The 1.5m rule will apply and tables shall be configured and spaced to achieve social distancing (other than family groups, who may sit at the same table without the social distancing rules applying).
- People who are not part of the same booking are not permitted to have a meal together.
- Where possible the number of people at a table is to be limited to 6 persons.
- Meals are to be consumed in a timely manner and members and guests are required not to linger beyond their allotted timing, so that the area is available for others.
- Tables, chairs, bench seats are to be wiped down with a disinfectant wipe immediately following any spillage or after dining has concluded.

5.7.9 Lounge Areas

Lounge capacity - **6 persons**

- Hand sanitizer is be available within the lounge area.
- The 1.5m rule will apply and tables shall be configured and spaced to achieve social distancing (other than family groups, who may sit together without the social distancing rules applying).
- Following use of the lounge members and guests are required to wipe down with a disinfectant wipe any spillage, high touch or hard surfaces, including the stereo system, which they have been in contact with.

5.7.10 Cinema Room

Cinema Room capacity - **5 persons**

- Lodge DVDs are to be removed – Guest can request from the Manager and return after departing the room and wiping down. Or Guests can BYO and remove on departing the room.
- Hand sanitizer is to be available within the cinema room.
- The 1.5m rule will apply and chairs shall be configured and spaced to achieve social distancing (other than family groups, who may use the games rooms without the social distancing rules applying).
- Following use of the cinema room, members and guests are required to wipe down with a disinfectant wipe any spillage, high touch or hard surfaces including remotes and electronic equipment.

5.7.11 Mezzanine TV Room

Mezzanine TV Room capacity - **5 persons**

- Games that involve multiple people touching the same surface are to be removed.
- Hand sanitizer is to be available within the cinema room.
- The 1.5m rule will apply and chairs shall be configured and spaced to achieve social distancing (other than family groups, who may use the games rooms without the social distancing rules applying).
- Following use of the Mezzanine room, members and guests are required to wipe down with a disinfectant wipe any spillage, high touch or hard surfaces, including remotes and TV controls and Lodge PC, which they have been in contact with.

5.7.12 Member Storeroom

Member Storeroom capacity - **4 persons**

- Members must not enter the Member Storeroom if this will exceed the maximum capacity.
- The 1.5m rule will apply to achieve social distancing (other than family groups, who may enter without the social distancing rules applying).

5.7.13 Sauna, and Shower, WC facilities

Sauna and facilities capacity – **CLOSED to Guests and Members**

6   CLEANING AND DISINFECTING

Cleaning and disinfecting is a critical control, and these protocols have been developed to minimise the risk of contamination of surfaces. See link and attached annexure 3:

https://www.dhhs.vic.gov.au/cleaning-and-disinfecting-reduce-covid-19-transmission-building-and-construction-sites

6.1   Definitions

- **Cleaning.** Uses detergents to physically remove germs, dirt and organic matter from surfaces. Cleaning does not kill germs, but reduces the amount that can be transmitted.
- **Disinfecting & sanitising**. Uses chemicals to kill germs on surfaces. It is important to clean before disinfecting, because organic matter and dirt can reduce the ability of disinfectants to kill germs.
- **Wipe Down.** Means using a disposable disinfectant wipe to wipe down a surface before discarding the wipe. This includes:
  - Bathrooms. Wipe down all hard surfaces, including tiles and splash backs, vanities, bench top & taps, mirrors, toilet cisterns, seats and covers, shower screens and shower taps.
  - Kitchens. Wipe down all hard surfaces including tiles and splash backs, bench top, sinks & taps, cupboards and handles, appliances including stoves, ovens, fridges etc.
- **2-in-1 Cleaning and Disinfecting.** A physical clean using a combined detergent and 1,000 ppm bleach solution (2-in-1 clean) made up daily from a concentrated solution.
- **Two Step Cleaning and Disinfecting.** A physical clean using detergent and water followed by a clean with 1,000 ppm bleach solution Bleach solutions should be made fresh daily.

6.2   Cleaning

6.2.1   Preparation

- Wash your hands using soap and water and dry with paper towel before and after undertaking any cleaning.
- Use a hand sanitiser before putting on and removing gloves.
- Use disposable gloves.
- Avoid touching your face, mouth, nose, or eyes.
- Follow the directions on the containers, including appropriate use of PPE.
- Dispose of gloves and mask in a leak proof plastic bag.

6.2.2   Routine Cleaning

- All common or shared areas of the lodge are to be cleaned once a day.
- Routine cleaning is to follow the 2-in-1 process and include adding a disinfectant to all cleaning solutions.

6.2.3   High Touch Cleaning

- Common and frequently touched surfaces are to be cleaned with a disinfectant wipe down multiple times a day in accordance with the cleaning schedule (See Annexure 4 – Cleaning Schedule & Roster).
- Special attention is to be given to surfaces such as handrails, windows, wall heaters, tabletops, door handles, light switches, desks, toilets, taps, TV remotes, kitchen surfaces and cupboard handles.
- High-touch surfaces should be cleaned and disinfected more frequently, including:

- eating and drinking utensils and storage receptacles
- tables and chairs (including underneath)
- kitchen and food contact surfaces
- door, cupboard and refrigerator handles
- handrails
- tap handles
- switches
- TV Controls
- Computers
- Cinema remotes and electronic equipment Controls
- DVDs

6.3 Lodge Cleaning Schedule

The Manager in consultation with the B'Rush Committee will be responsible for preparing a cleaning roster to ensure all of the building is cleaned in accordance with this CSOP.

6.3.1 Cleaning Checklists

Checklists are to be prepared to assist with cleaning, including:

- Bedrooms
- Bathrooms & Ensuites
- Kitchen
- Dining, Lounge and Games Rooms
- Ski storage and Drying Rooms

6.3.2 Cleaning Records

The Lodge will maintain a register of all cleaning and disinfecting including names and the time it was completed.

6.3.3 COVID-19 Response Deep Clean

If the lodge has a member or guest who tests positive while in residence, the Manager will arrange for a COVID Safe deep clean, by a contract cleaner, to be undertaken in accordance with the guidelines.

7 COVID-19 CASE

7.1 Person Exhibiting Symptoms

- If any person becomes unwell while staying in the lodge they are requested to return to home (usual place of residence) and get tested.
- If any person staying at the Lodge starts to feel unwell and exhibit the symptoms of COVID-19 and are unable to return home, they are then required to self-isolate to their bedroom and advise the Manager.
- The Manager will coordinate with the person, how and where they are able to get tested within the resort.
- The B'Rush Committee is to be informed.
- Advice can be obtained from the COVID-19 hotline (1800 675 398).

7.2 Isolation Procedure

- Members and guests who are staying in accommodation where their room and bathroom is shared only with the ordinary members of their household can self-isolate in that space

(as long as 1.5m physical distancing can be maintained). Close contacts and other family members shall ensure they maintain good hygiene and socially distance to minimise potential spread of the infection. 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.

- Members and guests who are staying in accommodation where their sleeping space or amenities are shared with others will be required to self-isolate in another location.
- The Manager 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.

7.3   Infection confirmed positive

If a member or guest is found to test positive to COVID-19 the following process will follow:

- The Manager is to be informed
- The Manager is to inform the Resort Management Board
- The infected person (and their close/family) are to remain in isolation while arrangements are made to transfer them either home or to appropriate medical care.
- The B'Rush Committee is to be informed.
- The Manager and the B'Rush Committee will work with DHHS and follow directions as required.

If there is a positive case it is anticipated the lodge will then need to close for a period of time for a deep cleaning and will follow advice to DHHS regarding reopening.

ANNEXURES

Annexure 1 - Lodge Plans

Annexure 2 - Lodge Capacity Table

Annexure 3 – Victorian Government Cleaning Guidelines (Cleaning and disinfecting to reduce COVID-19 transmission Building and construction sites- 4 April)

Annexure 4 – Cleaning Schedule and Roster