Geelong Ski Club
Mt. Buller

COVID-19 Safe Operating Plan

▪ **Date:** ▪ 30 June 2020	▪ **Author:** ▪ Geelong Ski Club Committee, based on ARIAG Working Group template

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1 PURPOSE

The Geelong Ski Club owns and operates a Ski Lodge known as Geelong located at Mt Buller. 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 members and guests who are accommodated in the 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 Buller & Mt Stirling Integrated COVID-19Safe Plan https://rmb.mtbuller.com.au/Mt%20Buller%20%20Mt%20Stirling%20Integrated%20COVID%20Safe%20Plan%20-%20V2.1.pdf
- 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 Club's 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 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 (no more than 10 people may be within the lodge at any time)

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 - **10 Persons**

The Lodge is required to restrict capacity during the COVID pandemic. 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 Member in Charge

- The most senior member occupying the Lodge, or another member nominated by him or her, is designated as the Member in Charge and is responsible for overseeing the operations of the lodge for the duration of his or her stay.
- The Member in Charge 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 the 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 Member in Charge has the authority to sanction other 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. Only a single group (defined as people who know each other and who planned to stay in the Lodge together) may be accommodated at any one time.
- The Booking Officer will provide each family or group making the booking with an electronic copy of this CSOP and a Liability Waiver 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:
  - guest supplied items,
  - cleaning protocols,
  - shared duties,
  - catering requirements and lodge supplied items.
- The Booking Officer will only confirm the booking after the Liability Waiver 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 COVIDSafe App.

4.3   Liability Waiver

The Committee has determined that it is unable to accept the risk of people contracting COVID-19 within the lodge, and that members and guests must accept this risk by signing and returning the required Liability Waiver.

4.4   Booking Periods

The Committee has determined that bookings should only be accepted where those bookings adhere to the requirement that only one group are staying in the Lodge at any one time, and there is a sufficient gap between bookings to enable a professional COVID level clean to be completed between groups.

4.5   Persons with COVID Symptoms

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

5   LODGE OPERATIONS

5.1   Record and temperature checks of All Groups

- Arriving members and guests and any other visitors (eg contractor performing work) must complete the visitor register and record their arrival and departure date and time.
- 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).

5.2   Check Out

- If another group is arriving on the day of a group's departure, that departure must occur in sufficient time, as advised by the Booking Officer, to allow time for cleaning, disinfecting and preparing rooms for incoming members and guests.
- Members and guests are required to record their departure time in the Visitor book upon check out.

5.3   On arrival

- Hand sanitizer should be used when entering the lodge.
- The Member in Charge will collect arrival forms, confirm the names and contact details of all guests, and confirm that they do not have COVID symptoms.
- 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 Member in Charge will provide guests with an induction to the lodge and explain each element of this CSOP.

5.4   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:
https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/tourism-industry-guidelines-for-coronavirus-covid-19#signage

5.5 Room Plans

5.5.1 Lodge Entry / Exit

Entry Foyer capacity - **4 persons**

- 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"
  - "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.

5.5.2 Ski Room

Ski Room capacity included in the entry capacity

- As only a single group may occupy the Lodge at any one time, storage space in the ski room may be shared.
- Members and guests must not enter the ski room if this will exceed the maximum capacity.

5.5.3 Drying Room

Drying Room capacity - **1 person**

- As only a single group may occupy the Lodge at any one time, space in the drying room may be shared.
- The only items permitted in the drying room are:
  - outwear jackets and pants,
  - ski and other boots
- 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 gloves are to be taken and stored in bedrooms.

5.5.4 Laundry

Laundry capacity - **1 person**

- Disposable gloves will be provided for use while undertaking washing and cleaning in the laundry.
- Hands should be washed and sanitised immediately after using gloves.
- The washing machine and dryer shall only be used by one household at a time.
- The outside surface of the washing machine, dryer, bench and laundry trough must be cleaned and disinfected after each use, as well as any other surfaces or switches touched.

5.5.5 Bedrooms

Occupancy

- With the exception of the large bunkroom, bedrooms may only be shared by people from the same household. Two persons from different households may occupy different bunks in the large bunkroom. Bedroom occupancy will be determined at the time of booking

and no changes are to be made without approval from the Member in Charge 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.
- On the day of departure, occupants are required to leave their rooms neat and tidy so as to facilitate a professional clean in accordance with the COVID cleaning guidelines and checklist.

Linen

- Pillows, linen, doona covers, mattress covers, towels and bathmats shall not be provided by the Club. Each member and guest is responsible for the supply of their own pillow, linen doona cover/sleeping bag, mattress cover, towel and bathmat.

Member in Charge Check
- At the time of departure, the Member in Charge is to undertake a inspection to check that the Lodge has been left neat and tidy so as to facilitate a professional clean.

5.5.6 Bathrooms

Shared Bathrooms

- As only a single group may occupy the Lodge at any one time, bathrooms may be shared.
- Occupants are required to undertake a "wipe down process" prior to and after each use.

5.5.7 Kitchens and Meals

Kitchen capacity - **2 persons**

- Members and guests will be encouraged to bring pre-prepared meals or arrange take away to minimise use of the kitchen.
- 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 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 placed in the dishwasher for washing.
- Dishes are to be air dried and stored when dry. No tea towels are to be used.

5.5.8 Dining Areas

Dining area & lounge capacity - **10 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).
- Where possible the number of people at a table is to be limited to 6 persons.
- Tables, chairs, bench seats are to be wiped down with a disinfectant wipe immediately following any spillage or after dining has concluded.

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.   However, as only a single group may occupy the Lodge at any one time, the Lodge is more like a private flat than commercial accommodation and therefore less cleaning and disinfecting is required than would be the case if multiple groups were occupying the Lodge at one time.   The Lodge will also be professionally cleaned to a COVID level between groups. Refer to at Annexure 3 (Victorian Government Cleaning Guidelines) 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 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, including handrails, windows, wall heaters, tabletops, door handles, light switches, desks, toilets, taps, TV remotes, kitchen surfaces and cupboard handles, are to be cleaned with a disinfectant wipe down at least once a day.

6.3 Lodge Cleaning Schedule

The Member in Charge will be responsible for preparing a cleaning roster to ensure all of the building are cleaned in accordance with this CSOP.

6.3.1 Cleaning Records

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

6.3.2 COVID-19 Response Deep Clean

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

7 COVID 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 COVID19 and ar unable to return home, then are then required to self-isolate to their bedroom and advise the Manager.
- The Member in Charge will coordinate with the person, how and where they are able to get tested within the resort.
- 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 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.

7.3 Infection confirmed positive

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

- The Member in Charge is to be informed
- The Member in Charge 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 Club, its members and guests 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 some time for a deep cleaning and will follow advice to DHHS regarding reopening.
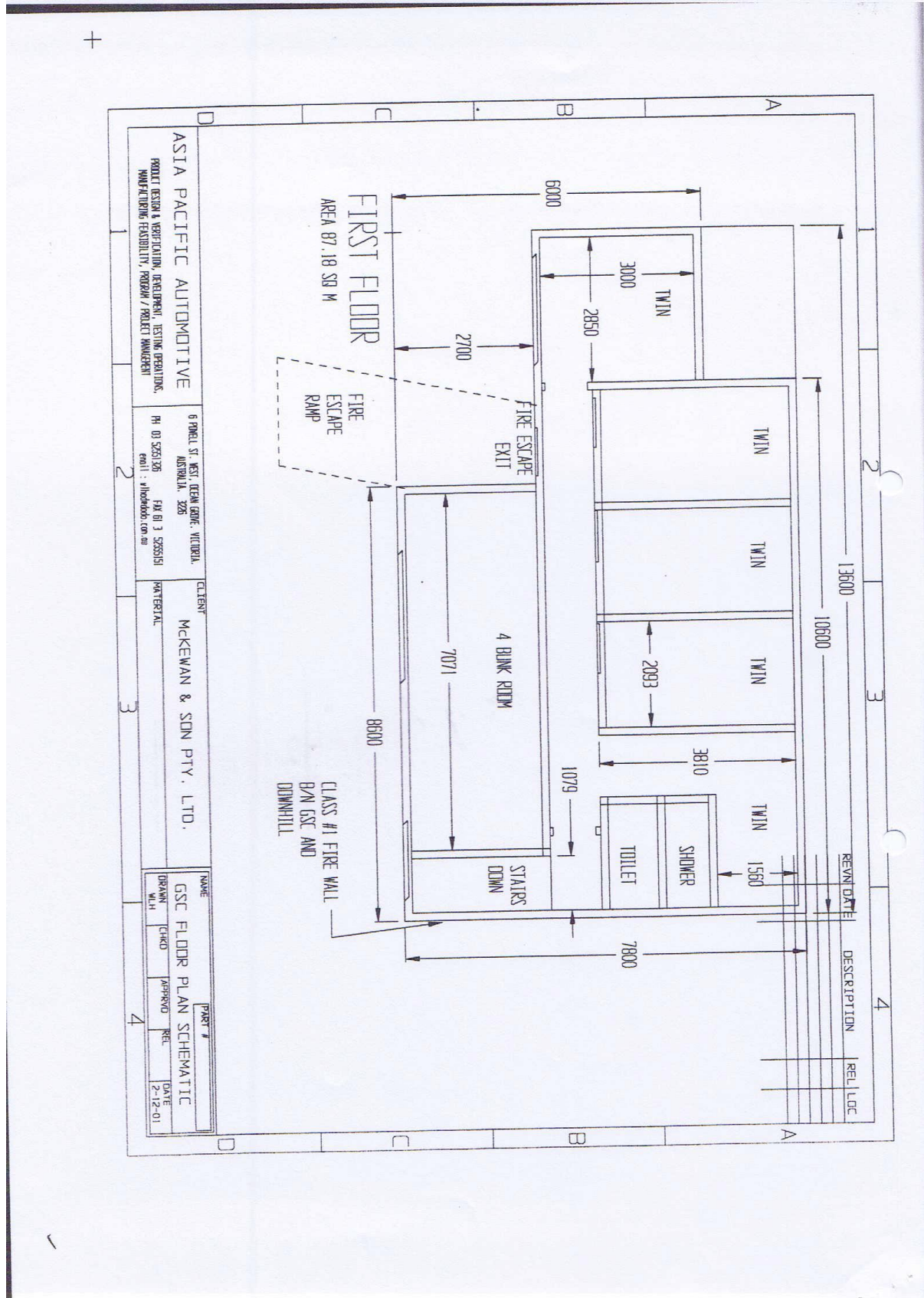
ANNEXURES

Annexure 1 - Lodge Plans

GROUND FLOOR
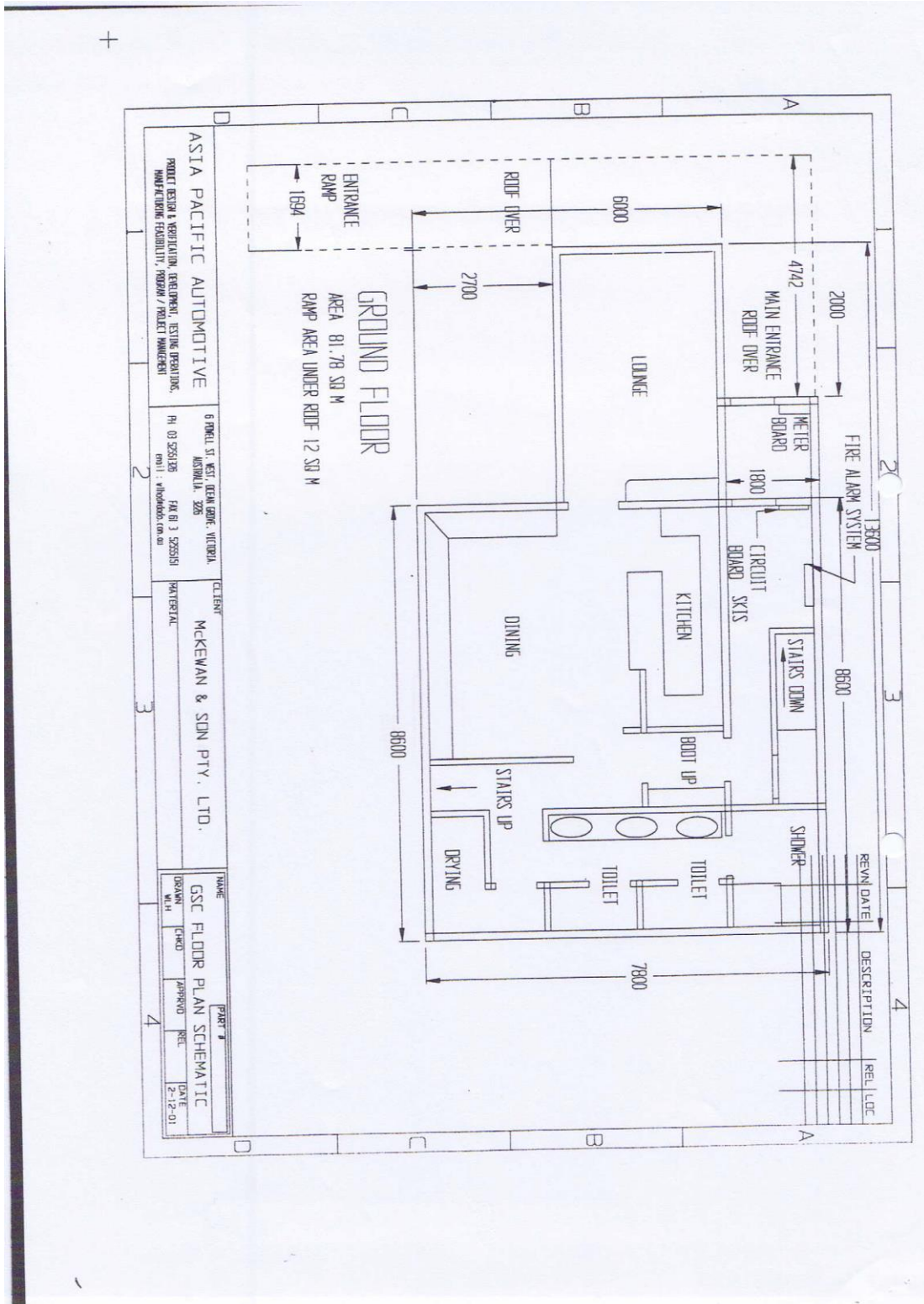
FIRST FLOOR

Annexure 2 – Lodge Capacity Table

The GSC capacity is set at a maximum of 10 people.

The capacity is determined as follows:

Description	SQM			4m Rule
Space	Length	Width	Area	Occupancy
Entry/Ski Room	2	7	14	3
Drying Room	2.5	1	2.5	1
Lounge/Dining/Kitchen	-	-	53	10
Laundry	1	1	1	1
Total Lodge Capacity				**10**

Bedroom Occupancy

Bedrooms can be shared only by members of the same household, except for Bed 5 (where 2 people from separate households can share the room).

Description	SQM			4m Rule
Space	Length	Width	Area	Occupancy
Bed 1	3	3	9	2
Bed 2	4	2	8	2
Bed 3	4	2	8	2
Bed 4	4	2	8	2
Bed 5	7	3	21	2 (4 family)
Bed 6	4	2	8	2

Annexure 3 – Victorian Government Cleaning Guidelines

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