



Snow Country Ski Club

COVID-19 Management Plan

Version 3 – 29 June 2020

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1. **Aim of the Plan**

To keep the functions of Snow Country Ski Club going to the maximum extent allowable by government regulations and community expectations during the declared COVID-19 emergency period and ongoing thereafter as necessary. Policies and decisions about club activities and lodge availability will be balanced against the need for the safety of members, guests, visitors and staff. The health and wellbeing of all our members, guests, visitors and staff is our number one priority and, as such, they are all required to comply with all relevant directions and conditions in this Plan. The Plan will also seek to protect the financial viability of the Club.

This Plan has been developed as a living document and will be amended as conditions and regulations change.

2. **Background**

The COVID-19 Pandemic has caused significant disruption to all normal activities within Australia and worldwide.

To date the Commonwealth and NSW governments have issued decrees stipulating legally enforceable prevention measures. On 31 March 2020, the NSW government issued the NSW Government Public Health (COVID-19 Restrictions on Gathering and Movement) Order 2020 and its associated amendment: (<https://preview.nsw.gov.au/COVID-19/what-you-can-and-cant-do-under-rules>).

This Order gives directions reinforcing restrictions on non-essential travel with limited exclusions, social distancing and group restrictions and other measures. They can be viewed at: <https://preview.nsw.gov.au/COVID-19>.

The Order will be in place for 90 days until 29 June 2020, unless revoked earlier.

The Board will be following the recommendations and directions of the Commonwealth Government, NSW State Government and respective Government Departments i.e. Dept of Health, NSW National Parks Service, etc.

Within the Kosciuszko National Park (KNP) each lessee and licensee are obligated under the NSW Public Health Order to ensure that the COVID-19 Restrictions are adhered to on its premises.

While this Plan's focus is on COVID19, it is also relevant to other infectious diseases, pandemics or other emergency situations.

3. **Impact on Club activities**

The COVID-19 Restrictions are presently having and will have a future significant impact on the Club's activities, particularly the availability of our Smiggins and Jindabyne lodges for members use. This will have a significant financial impact on the Club.

4. COVID19 - Current Board decisions

4.1 Lodge closures

Based on the current Australian and NSW Government regulations, the Board decided to close both lodges on 30 March 2020. The initial closure period was to last at least for the duration of the Public Health Order, which at the time was until 29 June 2020. This meant that no access was to be allowed by members, guests or the public into either the Smiggins or Jindabyne lodges except for essential maintenance activities. Current lodge managers at the Jindabyne lodge will remain as live in caretakers of the lodge.

All non-essential appliances such as hot water, heating, fridges and some freezers were turned off in both lodges.

At the Board meeting on 1 June 2020 the decision has been made to open both lodges for the 2020 season in line with the latest government and Health guidelines. At its meeting on 11 June 2020 the Board decided on a staged opening of both lodges commencing Friday 26 June. The information contained in this document is to ensure safety for our member, guests and staff.

The Board will continue to review these decisions, as necessary

4.2 Bookings made before lodge closures

All bookings in the Off-Peak period, up to the June 2020 long weekend, were cancelled and booking fees fully refunded.

No bookings were taken for the winter 2020 period prior to June 16. On 11 June 2020, the board agreed to open both lodges from 26 June 2020, based on revised operating arrangements, taking into account Government restrictions, and the financial viability of opening lodges in line with those restrictions.

4.3 Club events

The Board has made the decision to cancel all face to face Club social activities and racing and training events (Junior Development Plan) for the 2020 season.

4.4 Financial considerations

Due to the Smiggins refurbishment project through the 2018/2019 period, The Club enters the 2020 in a challenging financial position. The Club Treasurer has developed a worst-case budget projection and we have an overdraft in place in the event that we require to draw down on some funds. We will be looking to sustain our cash position, both by reducing expenses, and by investigating options for additional financial support through government relief packages.

The possible loss of all the 2020 Winter income, which normally accounts for about 85% of our annual total income, will need to be mitigated.

The Board has put on hold all non-discretionary expenditure. Every effort will be made to minimise expenditure to protect the Club's present cash savings. There are several fixed expenses such as: wages, electricity, insurance, rates, etc that will need to be paid. NPWS is considering rate relief but have yet to advise officially. SLOPES is in negotiations with NPWS on this matter. We have applied for and are receiving Australian Government JobKeeper payment for our contract staff.

Both resorts have announced they will open this season, albeit with significantly reduced capacity and strict COVID-19 Safe operating arrangements. Thredbo is open from 22 June 2020 and Perisher from 24 June 2020.

In light of these decisions, the Board has agreed to revised operating arrangements and pricing structure to enable both lodges to open in 2020. Information has been sent to members informing them of the additional restrictions and new requirements on individuals wishing to stay at the lodges. Members will need to confirm and acknowledge acceptance of these additional conditions prior to staying at either lodge.

4.5 Lodge re-opening conditions

The Board's decision to reopen the lodges was based on the relevant Government regulations applicable at that time, with consideration given to ensuring it is financially viable to open each lodge.

It is anticipated that some of the restrictions presently in place may continue into the foreseeable future, ie. social distancing, restrictions on group numbers, personal hygiene routines, etc.

Members and guests must comply with all relevant government regulations in place at the time. This will be particularly important in the lodge common areas should they be permitted to open.

In order to ensure the ongoing compliance with the NSW Government rule of 4m² per person in indoor spaces the Club may limit the booking numbers at each lodge. Presently Smiggins has a 20 bed limit and Jindabyne a 10 room limit (approx. 40 bed at capacity).

At the Board meeting on 11 June it was agreed that a both lodges will open with restricted capacity. **Smiggins lodge will have a maximum of 4 rooms (16 person max)**, while **Jindabyne will open 9 rooms only**. Initial opening will be from 26 June 2020, with reduced capacity (2 rooms in Smiggins lodge and 5 in Jindabyne), to enable new arrangements to be tested.

Both lodges will then open for their full 2020 restricted season capacity from Friday 3 July 2020. Bookings will be opened in a staged way, with Member bookings (initially for 7 days or more, then for two days or more) taking precedence. Bookings will then be opened for members' guests.

5. Additional Booking conditions once the lodges re-open

When lodges reopen, it will be under restrictions and conditions in addition to existing by-laws. Based on the current government regulations and advice, the following conditions are expected to apply:

- People staying or visiting a Club lodge are expected to take responsibility for assessing their own risk of acquiring COVID-19. The Club notes Australian Government Health advice that "Aboriginal and Torres Strait Islander people 50 years and older with one or more chronic medical conditions, people 65 years and older with chronic medical conditions, people 70 years and older, people with compromised immune systems are, or are more likely to be, at higher risk of serious illness if they get the virus ."

(See <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/what-you-need-to-know-about-coronavirus-covid-19#who-is-most-at-risk>)

- The Club will not be liable for any health costs that a member and guest may incur as a result of staying at a lodge. Members and guests should ensure that they have appropriate health cover that covers COVID-19 treatment.
- All members and guests are required to obey any Club directions during any COVID-19 incidents. This may include compulsory short-term self-isolation at a lodge during a possible COVID-19 incident.
- A member or guest may not stay or visit either lodge if they have contracted COVID-19 and have not completed the required quarantine period and obtained medical clearance. Medical evidence will be required if they have had COVID-19 recently. Similarly a member or guest may not stay at the lodge if they have had a test for COVID-19 and have results pending.
- If a member or their guest are unwell with COVID-19 symptoms or have been in close contact with a confirmed COVID-19 case in the two (2) weeks prior to their booking they **may not stay or visit either lodge**, their booking must be cancelled and they will receive a full credit for a future stay. A medical certificate is required for those with symptoms or a short statement of the circumstances of close contact with a confirmed case.
- Members and guests may not use a lodge to self-quarantine for COVID-19 or other medical conditions such as seasonal flu or any other infectious disease on their own volition at any time. This will only be permissible under Board or Health Authority direction during a COVID-19 incident.
- Members and guests will be required to comply with Board or Health authority directions, especially a direction to stay within or leave the lodge.
- People will be required to comply with all applicable social distance requirements (presently 1.5m), gathering number restrictions, hand and sneeze/cough hygiene requirements and cleaning and disinfecting requirements. Hygiene and cleaning guidelines are provided at [Attachment A](#).
- All bookings must include details of **all members and guests** staying at a lodge. This includes a full listing of all guests in each room at Jindabyne. No one is permitted to stay in either lodge if they are not listed on the booking form. No last-minute booking arrivals are allowed unless approved by the Club President or other authorised Board member.
- The member who makes the booking is responsible for ensuring that this Plan is followed by their party.
- The Club's on-line booking system will not be used for season 2020 so that acceptance of all additional booking conditions including signing of a waiver can be confirmed through documentation with the club booking officer. Full acceptance of all additional terms and conditions will be required before the final processing of a booking.
- In order to comply with the 4m² rule for each person in the common areas, bookings will need to be capped to a percentage of each lodge's capacity. This percentage is proposed to be 9 rooms at Jindabyne, and 4 rooms at Smiggins (max 16 guests).
- The use of the kitchens, dining and lounge areas will be restricted to meet these requirements with further guidelines to be determined by the board prior to bookings commencing.
- Lodge managers and the specific member who made the booking will be required to monitor and adhere to these rules once set in place. Should this critical social distancing measure be breached the member and their party may be asked to vacate the lodge.

- Separate bookings will not share a room unless bookings are from members of the same household or very close contacts where there is no more risk in sharing a room at the lodge than would be presented in their sharing of close spaces outside the lodge.
- The Booking Officer will not place separate unrelated bookings in the same room, even if beds are available.
- In all other cases, separate bookings will not share a room unless requested and prior approval granted by the club President or authorised Board member.
- Bookings by Affiliated organisations are suspended unless approved by the Board.
- All members and guests staying in a lodge are **encouraged to get vaccinated for seasonal flu**.
- Snow Country strongly **recommends** that all members and guests staying in a lodge to download and use the **COVIDSafe coronavirus tracking app**. Mobile phones with the COVID app installed should be carried on each person throughout the lodge (with the exception of children under 15).
- All visitors to the lodge must present to the lodge managers prior to check in to be inducted into the lodge and have their temperature checked. Temperature may also be checked on a regular basis throughout the stay (eg Friday night, Sunday night after the full lodge clean etc). It is the person staying at the lodge's responsibility to seek out the lodge manager and have their temperature taken and failure to comply with this requirement may result in the guest being asked to vacate the lodge.
- In the event that someone presents with a **temperature above 37.5 degrees**, they will be asked to sit quietly in a nominated isolated area before having the temperature taken a second time for confirmation. This will be especially important at the Smiggins Lodge where people may have elevated temperatures after hiking up to the lodge with their luggage. Once 10-15mins has passed the temperature will be checked a second time. Should the temperature remain at 37.5 degrees the person will not be permitted to remain at the lodge and will need to leave immediately. In this event the booking fee will not be refunded but the person may receive a credit for a future stay at the Board's discretion.
- A dedicated "Quarantine Room" will be setup at the Jindabyne lodge where members will be permitted to stay if they have a high temperature and cannot drive home that night for any reason. People using the quarantine room are not permitted to access any common areas of the lodge under any circumstances. They are to remain in the room for one night and then leave the next morning without making physical contact or being in the vicinity of any other guests staying at the lodge. In the event that 2 separate people require the use of the isolation room it will be on a first come first serve basis and the second person must find alternative accommodation arrangements or return home.

6. Day visitors

- No day visitors (including tradesmen) are allowed at a lodge without prior notification given to, or authorisation given by, any of the following - the Club Booking Officer, Lodge Manager, or a Board member.
- No day visitors are allowed at a lodge if they:
 - have contracted COVID-19 and have not completed the required quarantine period
 - are unwell with COVID-19 symptoms, or

- have been in close contact with a confirmed COVID-19 case in the two (2) weeks prior to their visit.
- If unannounced visitors enter the lodge, then the member being visited, or the Lodge Manager must notify the Club Booking Officer confirming the name of the visitor, and their times of arrival and departure so a Register can be kept.
- This Register may be needed to track people later in the event of a confirmed positive COVID-19 case in the lodge. As with everyone staying at the lodge, all visitors to the lodge must not enter the lodge without having their temperature taken and the COVID app active on their mobile phone.

7. **Planned COVID-19 Incident Responses**

There are several feasible scenarios for a COVID-19 incident to occur within a Club lodge. It is very important in dealing with any scenario that all guests (this term describes all people staying at the lodge) will be open and communicate their physical condition to their fellow guests, as it needs to be a relationship of trust.

7.1 **A guest staying at a lodge develops and reports COVID-19 symptoms (Scenario 1)**

The following procedures will be applied:

1. The affected guest/s will need to inform the, the Lodge Managers, who will confidentially contact the nominated Board representative. NB. In most cases the initial contact to notify of a confirmed case of COVID-19 will come from a public health official directly. They will then provide advice and guidance for Snow Country on how to manage the situation from there.
2. The person who has the symptoms will be required to have a COVID test immediately. There will be testing sites at Jindabyne and Cooma. The person will be isolated in their bedroom until such time as the COVID test is confirmed. They must not access any common areas within the lodge under any circumstances. The preference is that the person vacates the lodge as soon as is practical. If that person is a minor their parent or guardian will be responsible for the care of that minor and that parent/guardian will also be isolated.
3. Contact the NSW State Health authority helpline 1300 066 055 to report the infection and obtain advice, as necessary.
4. The Club will have a nominated Board contact person who needs to be informed to work with the health authorities from here. The lodge Manager or Board representative may be required to assist the public health official with the investigation with supporting questions as laid out below. The most immediate important step is working with the public health official as required to identify which guests of the lodge, have been deemed to be in close contact in the past 14 days.
5. Questions the health official will need answer to include:
 - Who did the Guest come in contact with while at the lodge?
 - Was this close contact (within 2m) and if so how long?
 - What facilities / equipment / did the guest access while on site?
 - What precautions, if any, were taken?
 - Were the facilities / equipment cordoned off to prevent any further contact with surfaces until after cleaning and sanitising were completed?

6. The public health official will generally request that no contact with members be made by the Snow Country Board and the health department themselves will confidentially alert those who have been in close contact with the infected person. This will be done as soon as possible and provide direction for these individuals. The law is clear about confidentiality here - the health department will inform everyone who was possibly exposed without revealing the infected person's identity. Persons deemed as being a close contact will generally be required to self-isolate for 14 days. If a close contact of a confirmed COVID case develops symptoms, the close contact must self-isolate and seek medical advice from their GP or state or territory public health department.
7. It is expected that people in the close contact group may be nervous and while all contact with them will be made through the public health official, they may contact Snow Country Representatives to ask questions about the virus, their family or further transmission. In this instance, all questions regarding the COVID-19 virus must not be answered by the Snow Country representative but they should refer them to their own physician and to the public health official by whom they have been contacted. Snow Country cannot provide medical advice.
8. Public health authorities will determine who, if anyone, has been in close contact with a confirmed COVID-19 case while they were infectious, and these people will also be directed to self-isolate.
9. The lodge must follow the Australian Government Department for Health environmental cleaning and disinfection principles for COVID-19. Notify the cleaning service provider or lodge manager to carry out a thorough cleaning and disinfecting of all common areas and the room that the infected person was staying in.
10. In the event that the infected person is still at the lodge, the affected guest/s will then be required to immediately self-isolate in their room until further advice is provided from the relevant health authority.
11. For the Smiggins lodge, the NPWS needs to be informed in order to comply with our Lease Clause regarding Infectious Diseases.
12. Should guests who have tested negative be required under the NSW regulations to self-isolate for 14 days, they will be required to leave the lodge and travel to the place they choose to self-isolate. **No person will be allowed to self-isolate in a lodge.**
13. Once all positive COVID-19 case/s have been moved out of the lodge and negative cases vacated to self-isolate, the lodge has been cleaned and disinfected then the lodge may be reopened for normal operations. This decision however will be subject to local health authority and Board approval.
14. All affected guests during the COVID-19 incident will be eligible for a full accommodation credit or refund for the remaining length of their booking.

7.2 A guest who has stayed at a lodge during the previous two weeks and reports being positive COVID-19 (Scenario 2)

The following procedures will be applied:

1. The affected guest(s) will need to inform the Lodge Managers, who will confidentially contact the nominated Board representative. NB. In most cases the initial contact to notify of a confirmed case of COVID-19 will come from a public health official directly. They will then provide advice and guidance for Snow Country on how to manage the situation from there.

2. Contact the NSW State Health authority helpline 1300 066 055 to report the infection and obtain advice, as necessary.
3. The Club will have a nominated Board contact person who needs to be informed to work with the health authorities from here. All impacted guests will be advised to get a COVID-19 test.
4. The relevant lodge will be given a total clean and disinfect by professional cleaners. The disinfecting procedures are detailed in [Attachment A](#).
5. If a positive COVID-19 test result occurs for a guest presently staying at a lodge then the procedures detailed in [Section 7.1](#) will be followed.

8. **Communication**

Once the health department has contacted all those determined as 'close contacts' of the infected person, Snow Country will alert other members via formal channels of communication such as an email or letter. The message should be transparent, calming and respect the confidentiality of both the infected person, and anyone in the close contact group.

Simply provide the facts as follows: "A person tested positive on a certain date and is now in self-isolation. The close contacts have been informed by the health department and are now in self-isolation. If you have not already been advised by the health department that you were a close contact, you are fine to be at work and continue with work and home activities. If you have questions about COVID-19 or your situation please call your doctor and refer to the Health Department. Snow Country sends our best wishes to the people affected. Finally, it is a good gesture for a Board Member to check in on any members affected by the coronavirus, as well as any close contacts, to demonstrate our care and support during a difficult time.

Should media outlets contact the Club seeking information regarding a possible or confirmed test, the only person approved to liaise with the media will be the President.

9. **Possible future Board options**

Possible future booking and operational rules to be considered by the Committee may be:

9.1 **Booking rules**

1. A full cleaning and dis-infectant day will be introduced on regular basis. All members and guests will be required to check out of both lodges by 10am on Sundays and must remain out of the lodge until the clean is completed (estimated 3pm). No one is to remain in the lodges or arrive to check in during this period. This is aimed at setting a periodic ground zero for lodges to give members and guests reassurance.
2. Consecutive weekend bookings are allowable. Current medical advice says that generally COVID-19 symptoms will exhibit within a 4-5 day period although this time period will need to be reviewed based on the latest evidence from time to time.
3. Check in closure time at both lodges will be closed off at 9pm sharp. If members are not able to arrive at the lodge for check in and induction by 9pm they must contact the booking officer or Board member to make arrangements or they will not be permitted to enter the lodge.

4. Booking will be processed manually for 2020 using the club booking forms as found on the Snow Country Website. In order for people to be able to secure lift tickets under the current booking restrictions for both Perisher and Thredbo, a 48 hours window will be in place to allow guests to secure their accommodation with Snow Country and then ensure they can also access lift tickets. Payment will be processed 48 hours after the booking form is received. Bookings can be cancelled within this 48 hour window at no cost to the guest.

9.2 Operational rules

1. The use of the drying rooms will be restricted for 2020 because of the close contact between everybody's clothing during drying. Only outerwear, boots and gloves are to be left in the drying rooms. Any items that are in contact with the face such as goggles, neck warmers helmets etc, are to remain out of the drying room and kept in bedrooms. Plastic bags will be provided to members at Smiggins to place this gear in when carrying to rooms.
2. Only one room group will be permitted to access the drying room at any one time. Other groups must remain outside until the drying room is clear of other people before entering.
3. Restrictions on common areas such as kitchens, dining rooms and lounge rooms are detailed in 9.3 and 9.4 below. These restrictions must be adhered with and failure to comply can result in the member having sanctions placed against them.
4. The washing machines at each lodge will need to be used on Hot Water setting.
5. Guests will be required to bring their own pillows and towels for the 2020 season in an attempt to reduce the chance of Covid spread. Snow Country will not provide pillows or towels for the entirety of the season.
6. Members and guests will be required to clean / wipe down their rooms upon arrival and departure including stripping their beds upon departure.
7. Members and guests will need to strictly use only their assigned bedroom/s. Nobody will be allowed to use a vacant room or go into other guests rooms. Vacant rooms may be undergoing a self sterilisation period.
8. All table tennis, pool tables and foosball tables will be closed for us for the 2020 season to reduce cross contamination and congregating in one area. Communal games and books will not be available this year.

Other additional booking and operational rules may be introduced by the Board depending upon how the future restrictions and conditions evolve.

9.3 Additional Smiggins Lodge considerations

1. Bathrooms at the Smiggins lodge will have dedicated shower stalls, toilet and basin for each room / family use. They will not be 'male and female' for the 2020 season. Rooms will have a set time to use the showers at the end of each ski day.
2. The use of the bathrooms will be limited to one room at any one time
 - One room 5pm to 6pm, another room 6pm to 7pm
 - The use of toilets outside these times is to continue to use the allocated cubicle per room / family. Time in the bathroom should be kept to a minimum
 - Hands to be sanitised on entry and exit of the bathrooms

3. There will be no day guests or visitors at the Smiggins lodge for visits or lunch in 2020
4. All lunches will be individually wrapped by the lodge managers and left in the guest fridge
5. The bottom floor ski area where people get their ski boots on and off is to be used by one family / room group at a time only. Guests will be asked to keep their time in this area to a maximum of 15mins so as to not delay other guests from leaving the lodge
6. Dining setup in the Smiggins lodge will be such that one room (4 people) will sit at each end of the large table, one room at a separate table, and another room upstairs in the area that is usually for Table Tennis (this activity will be closed for the 2020 season). There will be four separate lounge areas set up at the Smiggins lodge.

9.4 Additional Jindabyne Lodge considerations

1. The Jindabyne communal kitchen will be closed to guests for the 2020 season until further notice. Members and guests at Jindabyne will be encouraged to bring pre-cooked food, etc. to avoid kitchen use. Microwaves will be provided in each room at Jindabyne to allow pre-cooked meals to be heated for consumption without the need to go to the kitchen. No one is permitted to enter the kitchen or use any of its facilities (eg fridges etc).
2. The TV room in Jindabyne will be open however limited to a maximum of 8 guests at any one time. These guests must adhere to strict social distancing guidelines. Children under 16 are not permitted to enter the TV room without adult supervision. Children must remain supervised in the TV room at all times.
3. The downstairs area will not have the table tennis, pool table and foosball tables in operation for the 2020 season. Strict social distancing must apply in this area (remembering that the kitchen will not be open this season).
4. Hanging racks will be provided in each room for guests to hang their clothing when not out skiing.
5. Doona covers will be laundered for every room changeover.
6. Members and guests are responsible for ensuring the Lodge has been cleaned to a high standard as this is an important strategy to minimise transmission risk. Not following this directive may lead to the Lodge being shut down. Sanctions may be applied to members or their guests in these instances.

10. Communications to members

This Plan will be published on the Snow Country website, and stored in a prominent and easy to access location within each lodge. Notifications of any updates to the Plan will be provided via email, and / or Facebook.

11. Further information

While COVID-19 is of concern, it is important to remember that most people displaying symptoms such as fever, cough, sore throat or tiredness are likely suffering with a cold or other respiratory illness, and not coronavirus. The latest testing statistics are the nationally only 0.7% of people tested have the virus. For the latest advice, information and resources go to www.health.gov.au

For further information call the National Coronavirus Health Information Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

State or Territory Public Health Agencies:

The phone number of each state or territory public health agency is available at www.health.gov.au/state-territory-contacts, and as follows:

Australian Capital Territory Department of Health: 02 5124 9213

New South Wales Department of Health: 1300 066 055

Northern Territory Department of Health: 08 8922 8044

Queensland Department of Health: 13 432 584

South Australian Department of Health: 1300 232 272

Tasmanian Department of Health: 1800 671 738

Victorian Department of Health: 1800 675 398

Western Australian Department of Health: 1300 62 32 92

12. Document Control

Version	Date	Author	Summary of changes
V1	14/6/2020	David Winfield	Initial Draft
V2	24/6/2020	David Winfield	Updated reference to kitchen use in Jindabyne based on board meeting 22.6.20
V3	28/6/29	David Winfield	Updated with latest health advice on location for testing in Jindabyne, added provision of plastic bags for carrying items to rooms at Smiggins, minor formatting changes.

Attachment A – Lodge Cleaning Guidelines

Hygiene and Cleaning Guidelines

1. Usage of the lodge requirements

Safework Australia provides detailed information on remaining safe in this time of COVID-19 especially relating to cleaning in workplaces:

<https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/cleaning>

The Australian Government (Department of Health) provides clear cleaning guidelines that have been used to develop the below recommendations:

https://www.health.gov.au/sites/default/files/documents/2020/04/coronavirus-covid-19-information-about-routine-environmental-cleaning-and-disinfection-in-the-community_0.pdf:

To help ensure the health of members, visitors, staff and guests all lodge users must observe any social distance requirements, gathering number restrictions, hand and sneeze/cough hygiene requirements and cleaning and disinfecting requirements.

The best way to remain safe and minimise the risk of infection is to wash your hands regularly with soap and water. Soap and water is far more efficient at killing the virus than hand sanitiser or other cleaning products. Hand sanitiser and wipes will also be available in each room and around the lodge for the safety of guests. Members and guests must wash their hands with soap and water, or use hand sanitiser and wipes regularly especially:

- When entering the lodge.
- Before and after eating and when using any equipment, crockery or cutlery etc.
- After using the bathrooms.

Members and guests will be also required to:

- Wipe down benches, furniture and tables in the common areas and their bedrooms with the sanitising wipes, which will be available.
- Wipe their bedroom door handles, and light switches with sanitising wipes during their stay and when departing the lodge.

2. Cooking and dining facilities (Both lodges)

- The kitchen in Jindabyne is closed until further notice so no one is permitted to use these facilities. No guests are permitted in the kitchen area at the Smiggins lodge.
- Communal meals (including drinks and nibbles) outside the immediate booking group are discouraged and must be in line with any current government recommendations. Guests are not permitted to have friends or family visit the lodge if they are not staying at either lodge.
- All items used must be washed using the lodge's dishwasher / thoroughly hand washed.

- Tea towels will not be available for the 2020 season, disposable paper towels will be provided and must be disposed of appropriately after use.
- The dining areas are to be thoroughly cleaned immediately after use by each booking group.

3. **Disinfection procedures**

Cleaning and disinfection procedures will be adopted at both lodges. It is proposed that a regular clean and disinfection of each lodge be conducted as a precautionary measure. It is likely this will occur each week on Sundays meaning no bookings are to be in the lodge during the day on Sunday (ie if someone is booked Saturday and Sunday night they must vacate the lodge for the full day before 'checking in' again on the Sunday night). All common areas such as communal dining areas will be cleaned each day. This policy has been adopted to reduce the number of people who may be impacted by a COVID-19 incident in a lodge.

The Jindabyne lodge disinfection will be conducted by either the existing live in Lodge managers or a suitable contracted cleaner. The Smiggins lodge disinfection will be conducted by the Lodge Managers.

3.1 **Personal Protection Equipment (PPE)**

- All persons engaged in disinfecting must wear PPE in line with Safework Australia recommendations: disposable gloves as a minimum.

<https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/cleaning-prevent-spread-covid-19>

- After each cleaning session the PPE must be disposed in an approved manner. Care must be taken in removing PPE that it is conducted in a contaminated area and does not contaminate a clean area. Clean hands immediately after removing gloves using soap and water.
- A thorough personal wash should follow.

3.2 **Cleaning procedures**

- All surfaces in both lodges will be cleaned at least daily as required. Special attention should be given to frequently touched surfaces (e.g. tabletops, door handles, light switches, toilets, taps, TV remotes, kitchen surfaces and cupboard handles). Ideally, once clean, surfaces should also be disinfected regularly with a bleach solution or a household grade alcohol-based disinfectant.
- All soft surfaces such as carpets, curtains, lounge chairs, etc must be sprayed with a household grade alcohol-based disinfectant.
- All bedding must be laundered in hot water and detergent.

Additional disinfection procedures may be introduced if considered necessary.

Cleaning guidelines to help prevent the spread of COVID-19 based on Federal/State Guidelines, 2020

	Method/Approach	Actions
	Ventilate rooms before you clean.	Allow fresh air to circulate for at least 20 minutes. If possible, leave all windows open during the entire cleaning process.
	Wash your hands thoroughly before and after each cleaning.	Use soap and water, and scrub for at least 20 seconds. If that's not possible, use a hand sanitizer with at least 70% alcohol.
	Wear disposable gloves while you clean.	Gloves should be thrown out after each cleaning. Make sure to wash your hands immediately after gloves are removed
	Clean, then disinfect.	Cleaning is when you use soap or detergent and water to remove dirt, germs and impurities. Disinfecting refers to the use of chemicals like bleach or alcohol to kill germs. Doing both is the best way to reduce the spread of infection.
	Use the right disinfectant.	Diluted household bleach solutions, cleaning products with at least 70% alcohol, and most common disinfectants are believed to be effective against the coronavirus. Bleach is a strong chemical and care should be taken when using it.
	Focus on frequently touched surfaces.	Light switches, doorknobs, and tap handles are just a few of the areas you'll need to disinfect.
	Lounges and other soft, porous surfaces.	Carefully remove any visible dirt or grime, then use the appropriate cleaner for the material. If possible, machine-wash items according to the manufacturer's instructions.
	Wash all linen at the highest heat setting recommended by the manufacturer	That includes mattress covers, kitchen towels, and blankets. Wear gloves when handling dirty laundry.
	Consider vacuum risks	Change vacuum filters every vacuum cycle.

General Cleaning Checklist for Lodge Areas

Area	Items to Clean/disinfect	
General	Doorknobs/surfaces Cleaning appliances: Fans and lamp chains Garbage and recycling bins Hairdryers Hanging space Ironing boards and irons Keys/keypads	Laundry – sinks, washers, storage Light switches/pulls Railings Tabletops Thermostats/heaters Window sills and window handles Vacuum cleaners Washer/dryer units
Kitchen (Jindabyne kitchen currently closed until further notice, these measures are in the event it is re-opened)	All utensils, appliances, pots/pans, etc Cabinet handles and pulls Doorknobs Dishwashers Condiments: oil, salt and pepper shakers, commonly used spices and containers, etc.	Kitchenware that isn't dishwasher safe Sinks, benchtops Ovens/microwaves Fridges – handles, internal areas Window sills and window handles
Bathrooms	Shower curtains/doors Showers and tubs Sinks	Tap handles and spouts Toilets Window sills and window handles
Dining	Doorknobs Railings Lamp chains/switches Light switches/pulls	Railings Tabletops/seats Window sills and window handles
Lounge	Doorknobs Railings Lamp chains/switches Light switches/pulls	Lounges especially arm rests Railings Tabletops Window sills and window handles
Bedrooms	Hangers and luggage racks Bedheads/foot Nightstands/side tables	Cupboards/dressers Bedding – doonas, pillows, linen Window sills and window handles