

COVID-19 SAFETY PLAN

Version 4: Effective 23 November 2020

This COVID-19 Safety Plan has been prepared to assist management and staff of the Old Town N Country Tavern in providing a COVID safe environment for staff and patrons, and takes into account the business' obligations to comply with the directions issued by the Victorian Chief Health Officer and with other responsibilities under the Occupational Health and Safety Act 2004, VCGLR and local council requirements . It will be reviewed in accordance with changes of directions from the CHO and/or other relevant authorities.

REQUIREMENTS FOR BUSINESS

Well-being of staff and customers

Exclude staff and customers who are unwell from business

Our "Dealing with Coronavirus in the Workplace" Policy was issued to staff on 19th March 2020 and instructs any staff member exhibiting symptoms to remain absent from the workplace and to seek medical attention in accordance with government guidelines. If any staff member displays cold/flu like symptoms they are sent home to isolate and cannot return to the workplace without a negative COVID-19 test result and their symptoms resolve.

Signage at the entrance and at prominent places around the venue alert patrons to COVID-19 symptoms and forbids the entry of any person experiencing cold and flu like symptoms.

Workforce bubbles

Employees will not be required to work at more than one work site of the employer.

Where an employee is working for different employers across multiple premises they must provide a written declaration to their employers, and their employers must record this.

Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning. Train staff in the process of how to collect and store contact details of patrons

We have appropriately informed staff through training sessions of when they should get tested and have provided comprehensive procedures on the physical distancing and cleaning requirements applicable to each job role and work space within our business.

We have provided necessary PPE and cleaning resources. Refresher training is done monthly or as new government advice comes to hand.

Make staff aware of their leave entitlements if they are sick or required to self-isolate

Staff were informed of their entitlement to access paid and/or unpaid leave initially through our Workplace Coronavirus Policy, which has since been updated by changes to Fairwork Provisions. We have discussed with individual staff members their entitlements on each occasion where they have been required to be absent from the workplace due to illness and where they have been required to self-isolate while awaiting results of COVID-19 testing.

Display conditions of entry (website, social media, venue entrances)

Signage is displayed at the entrances to our business detailing conditions of entry to our venue. These include the use of hand sanitiser, the wearing of a face mask when not seated, and that patrons must remain seated unless ordering or attended rest room facilities.

Physical Distancing

Capacity/Density requirements

Our venue will comply with the government mandated capacity/density requirements as below. Numbers of patrons will be monitored by the Manager on Duty and through record keeping. Bookings will be encouraged to assist in controlling patron numbers in the venue.

Capacity indoors must not exceed 150 patrons subject to allowing 4 square metres of space per patron.

Capacity outdoors must not exceed 300 patrons, with a density requirement of 1 person to 2 square metres of space. Outdoor areas may be roofed, and must have at least 2 open sides to allow adequate airflow.

Total venue capacity cannot exceed 300 patrons, including both indoor and outdoor spaces.

Staff and infants under 12 months of age are not included in the capacity/density limits.

Prohibited patrons

There are no current restrictions on patrons from metropolitan Melbourne or any other declared hotspot.

Limits per table/booking

Under current regulations there is no group limit for non-gaming patrons.

Dwell time

Under current regulations there is no mandated maximum dwell time in the premises. It has been the recommendation of DHHS that the venue monitors bookings so there is minimal overlap between different groups. The business is not required to impose a time limit on bookings, but is aware of the recommendation that bookings should be kept to no more than two hours particularly if there is more than one group sharing the same space. The Manager on Duty will monitor time spent in the venue through sign in registers and booking records.

Reduce contact or mingling between customer groups and tables

Patrons must remain seated unless ordering food or beverages, using betting facilities or visiting rest rooms. There is to be no vertical drinking and no cocktail style service. The Manager on Duty is to monitor the movement of guests around the venue.

Gaming Room Requirements

A maximum of 22 patrons can access the gaming room at any one time in line with the one person per four square metre density quotient.

Every second machine is to be disabled to maintain 1.5 metre spacing between patrons.

Hand sanitiser will be available at the entrance. Machines and high-touch surfaces and items are to be cleaned between users.

A COVID Marshal must be on duty to ensure that patrons and the venue comply with these requirements. Patrons will be asked to advise the COVID Marshal prior to moving between gaming machines to ensure hygiene and monitoring requirements can be met.

Reduce crowding and promote physical distancing where people are asked to queue

Where patrons are required to queue, such as on entry, when ordering food or beverages, or accessing betting facilities, there will be markers on the floor to promote distancing between patrons.

Orders for food and beverages will be taken at different POS stations to restrict queues. When patrons are initially seated at tables it will be requested that only one member of the table orders at any time in the aim of restricting the number of patrons moving around the venue.

Prohibited activities

Under current CHO directives, the indoor playground, pool tables and dancefloors are not permitted. These areas of the venue will be off-limits to patrons.

Contact with patrons

Staff behind counters have a physical barrier between them and customers. It is not always possible for staff to maintain 1.5 metres of physical distance between themselves and patrons, especially when delivering food to the table and clearing dishes.

Contact with other visitors (eg Delivery Drivers / Contractors)

Other visitors to the venue meet the same entry requirements as patrons. Entry is forbidden to any person who has cold/flu like symptoms. Records of all people remaining on the premises for more than 15 minutes will be kept.

Where possible contactless delivery / invoicing will be requested where practical to do so.

Gatherings outside the premises and in designated smoking areas

Customers are informed via signage and verbally by staff to remain seated at all times to avoid mingling and gathering in clusters while in the smoking areas. Tables and chairs are provided in the smoking areas.

Hygiene and cleaning

Hand Hygiene

Good hand hygiene practices will be enforced across the venue with all staff, patrons and other visitors. Hand sanitiser is provided at entry/exit points and at other prominent locations and at each POS location.

Bathrooms are well stocked with hand soap and paper towels or hand dryers.

Contactless payment options are to be encouraged. Staff must sanitise or wash hand thoroughly after handling cash.

Cleaning and Frequent touch points

Frequently touched surfaces and areas will be cleaned with detergent/disinfectant several times per day, including door handles, bathroom taps and door locks, POS screens and counters and EFTPOS machines and pens.

Tables, chairs and other items used at tables (eg salt and pepper shakers, laminated menus) will be cleaned between each customer. Alternatively single use menus or display boards may be used.

Surfaces are to be cleaned when visibly soiled, or immediately after a spill on the surface.

Cleaning and disinfecting of toilets and bathrooms to be done frequently, hourly during peak periods.

Shared spaces and spaces open to members of the public will be cleaned on a regular basis.

Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.

Detergents and disinfectant solutions are to be at the appropriate strength and used in accordance with the manufacturers' instructions.

Face masks

All staff must wear a face mask while on shift, including kitchen staff when preparing food (exemptions apply). Customers must wear a face mask at all times unless consuming food or drink. Alternative coverings such as scarves and bandanas are not permitted.

Communal facilities

There will be no self-serve buffet style food service areas, communal bar snacks or communal condiments. No cutlery or drinking water/glass stations should be accessible to patrons. These must be provided at the table by staff.

Colouring in pencils will not be available for use by children.

Record keeping and training requirements

Record keeping

A record of all staff, patrons, contractors, delivery persons and workplace inspectors who attend the premises for more than 15 minutes must be kept. This information must include the first name, contact phone number, date and time of check-in, their relationship to the business and the spaces that they were in whilst in the venue.

Records are not required for customers collecting takeaway food or beverages.

All patrons entering gaming rooms are to have their contact details recorded at the point of entry.

This record is only to be used for tracing COVID-19 infections and are stored confidentially and securely.

COVIDSafe app

Our staff have been made aware of the COVIDSafe app and its benefits to support contact tracing if required.

Signage

The following signage is displayed throughout the premises:

- A sign upon entry informing guests and other visitors of the requirement to record contact details, the purpose for doing so, and that records will be destroyed after 28 days
- Information about the symptoms of COVID-19 and the need to stay at home when unwell at highly visible locations throughout the venue, including at entry point/s and rest rooms
- A sign at each public entry which includes information on the maximum number of people permitted in each space at a single time
- Posters on good hygiene and handwashing practices at entrance hygiene station, and at other prominent places where handwashing and/or sanitising facilities are available.

Training

At least one member of staff is required to have completed the Victorian Government's online COVID-19 training program. Evidence of this must be displayed at the venue.

Any employee undertaking the role of COVID Marshal will receive formal instruction in each element of this COVIDSafe Plan and will have successfully completed basic infection control awareness training.

Response to suspected or confirmed case linked to premises

We will fully cooperate with Victorian DHHS if contacted in relation to a positive case of COVID-19 being linked to our workplace. We will immediately notify Worksafe of any confirmed case of COVID-19 in our workplace. We will be guided by the appropriate authorities as to actions required to be taken by our management and staff in terms of testing, isolation and deep cleaning measures, and will assist to the greatest extent in providing information to assist with contact tracing.

If we believe there may be a suspected case linked to our business (ie where we believe a worker, patron or other visitor has come into contact with someone who has tested positive to COVID-19) we will notify and seek advice from health authorities. Where this relates to a staff member they will not be permitted to attend the premises unless they have a negative COVID-19 test result and their symptoms have passed.