

Covid-19 Hotel Operations Safety Plan

The following operational plan is designed to limit the opportunity for the virus to be transmitted during the normal operations of the hotel. Our priority is to maintain a safe working environment for both team members and customers.

This document is part of the overall Covid Safe Plan and is supported by the specific operational plans that detail team activity.

Control Group

A control group is established within the senior management to review the changing situation. This group routinely meets weekly to identify any changes to requirements or updates to procedures as a proactive review. If the situation escalates, this group would immediately meet to establish any additional controls that may be required.

Hygiene Officers

The hygiene officer will be the duty manager in the first instance but will also be the senior person on duty for each department or that particular area.

Duty Managers will:

- Daily review of Tasmanian Covid Advice and action any advice regarding to travellers from risk areas.
- A minimum of once per shift, they will undertake an optical inspection of guest service areas to ensure that processes are in place.
- If any team member has contracted Covid-19, a formal incident report will be completed, and Safe Work will be notified.
- Maintain a log for of any team member who is not at work due to symptoms or awaiting test result. HR Manager and Department Manager to ensure each instance is reviewed and outcome documented. Team member not to be returned to work until clearance is provided.
- Undertake staff temperature checks twice a day at random and maintain log.

Departmental Managers:

- Establish and maintain Covid Safe standards of operation
- Continually review/inspect operations and provide feedback on any areas of concern

Department Managers have the specific responsibilities to ensure they adopt and maintain the standards in this document, reflecting them in their operating procedures and training their teams to enact.

Refer to Department Operating Procedures

[T:\Standards & Procedures\2020 Review\COVID-19](#)

Team Members Education and Compliance

All team members will be trained and will sign off on a procedure for the following:

- Symptoms of Covid-19 and the incubation period.
- Check their temperature on arrival to work using the wall-mounted thermometers at the staff entrances.
- Not to attend work if they have symptoms or are in the process of being tested. Any staff members who do not have sick leave will be paid during the testing period to ensure there is no disincentive for testing.
- Advised not to attend work if they have been identified as a close contact of a Covid-19 case and need to quarantine.
- If experiencing symptoms at work to immediately cease work and let their supervisor know. All areas where that person was working will be sanitised. A list of any other team members who may have been close contacts will be prepared to be acted on should that person test positive.
- Social distancing guidelines in general and in work spaces.
- Ways in which Covid-19 can be spread and to prevent the spread.
- Hand washing and hand sanitisation when entering the building, between tasks and when moving between different areas of the hotel.
- Respiratory hygiene practices.
- Sanitising of shared equipment and work spaces.
- Departmental specific guidelines for cleanliness and operations.

Associated procedures

Covid-19 All Staff Procedure

Department Specific Procedures

PPE and Cleaning Equipment

Due to potential supply chain delays each department is required to maintain one month supply of PPE and sanitising equipment. This is to prevent breaches of protocol due to supply issues.

Face masks

Glasses

Gloves

Bio suits

Hand sanitiser

Alcohol wipes

Alcohol spray

Sanitiser cleaner

Disinfectant cleaner

Restaurant Tasman

Cleaning and Sanitising

Outlet staff will be provided with disinfectant materials and will sanitise operational areas to a frequency depending on business.

- Wipe over with an ISO alcohol wipe
- Spray and wipe disinfectant
- Water based disinfectant cleaner

This includes bar tops, tabletops, EFTPOS machines, door handles, buttons, locks, rails, door edges, door push plates and another other frequently touched item or surface.

If any area is soiled or dirty, the surface will be cleaned first and then disinfected.

Contact Logging

The name and phone number of all guests will be taken at the time of booking, or if it's a walk in, it will be taken prior to seating the guest.

QR code contact logging is in place for all outlets and all guests required to provide contact details.

Hand Sanitiser

- Hand sanitiser at all entrances
- Hand sanitiser at entry to buffet, and 3 portable stations with signage to say sanitise before entering buffet area

Social Distancing

- Tables to be aligned to allow for social distancing
- Tables to be positioned to allow for access to buffet
- Bill paying to have floor markers for queuing
- Entrance to have floor markers for queuing
- Bar area to have specific service areas with distancing

Operational Concerns

- All tables to be completely cleared down and sanitised before resetting
- Menus will be sealed so they can be sanitised after use
- No re-use of any item in public domain
- Billing to be contactless
- If cash is the only form of payment, sanitise hands after touching cash

Associated procedures

Restaurant service and opening procedure

Conference and Events:

Event Planning

Every event is different, a one size fits all policy can not be adopted. Therefore, the following event planning process will be adopted.

Preliminary Planning Review:

Overview of the event to ensure that the clients plans can be met under the existing and future Covid Safety Framework. Each state is different so our staff will brief the client with the relevant local requirements. This review should include:

- Overview of current restrictions and potential future restrictions
- Capacities of venue and spaces
- Social distancing
- People movement, arrival, between rooms and exit
- Management of queues
- Additional budget items for the safe operation of the event
- Food and beverage service types and requirements
- Restrictions on activity current and potential for the future
- Capability of client to communicate Covid Safe Protocols to attendees
- Plans for contact logging of attendees
- Overview of preparing an event specific Covid Safety Plan
- Contingency plans for managing a Covid incident

Event Covid Safety Plan

As the event details come together, a Covid Safety Plan for the event operation needs to be established. This plan may need to be submitted to the authorities for review.

- Overview of current restrictions and potential future restrictions
- Designated hygiene officer – client to establish who will be responsible to oversee the event
- Management of capacities of venue and spaces
- Social distancing plans
- Cleaning plans before, during and after events
- Hand cleaning and sanitiser stations
- People movement, arrival, between rooms and exit
- Management of queues
- Signage
- Additional resources required to provide a safe environment, ushers, Covid Monitors etc
- Food and beverage service types, including any activity restrictions
- Capability of client to communicate Covid Safe Protocols to attendees:
 - Covid safe behaviours
 - Social distancing
 - Do not attend if ill

- Reporting if ill after or during the event
- Required contact logging
- Plans for contact logging of attendees
- Contingency plans for handling a Covid incident

The following information details the venues approach to aspects of the Event Covid Safety Plan:

Cleaning and Sanitising

Each area of the event will have a specific cleaning routine established. This will depend on people movement, event times and people density.

Free-use areas that can't be coordinated such as secretariat will have sanitiser stations.

All staff will sanitise hands between tasks and when moving from area to area - back of house to front of house.

Staff will be provided with disinfectant materials and will sanitise operational areas to a frequency depending on activity.

- Wipe over with an ISO alcohol wipe
- Spray and wipe disinfectant
- Water based disinfectant cleaner

This includes bar tops, table tops, EFTPOS machines, door handles, buttons, locks, rails, door edges, door push plates and another other frequently touched item or surface.

The cleaning and sanitising regime will be stated on the event order.

Trade Shows

This style of event will require the same planning in terms of social distancing, people management etc. Touch point cleaning of trade booths and equipment will be a consideration. Each event will need a clear plan with the exhibitors, via the client, to ensure that a protocol for touch point cleaning is established.

Contact Logging

All events will have a plan for contact logging arranged with the event organiser. Ideally all attendees' details will be taken prior to the events as that will also allow for pre event briefing on Covid Safety. The client must be able to demonstrate contact logging is in place before the event can proceed. All events will have a QR code contract tracing arranged by the venue to ensure last minute attendees can be traced. This will be stated on the Banquets Event Order (BEO).

Hand Sanitisers

2 portable hand sanitiser stations at the entrance to every function space, as well as:

- Entry points to the lobby
- Outside lifts
- Top of stairs
- Top of escalators

Spaces that have extended use such as board rooms will have sanitiser located in the room.

Hand Sanitiser needs to be entered on to the BEO as part of room set details.

Staff Use

Hand Sanitiser is located in key locations such as briefing areas and near function room entrances so they are visible, with appropriate signage.

Social Distancing

Each event set will be checked for social distancing and will have specific social distancing guidelines based on floor plans and event type.

Portable Signs outside functions spaces will state the maximum numbers allowed in that room for the type of room set. These will be printed specific to each event.

Public spaces need to be monitored to prevent movement blockages.

Food and Beverage Services

The venue has established a set of food and beverage services to hygienically provide catering to attendees. Every event is different, a clear service plan based on timings, capacities and attendees will need to be established.

Queue Management

Each aspect of the event to be reviewed and where required a queue plan established. This may require floor decals or queue barriers.

Queue management to be details on the BEO as part of room set details.

Ushers and Monitors

Additional people resources may be required to oversee Covid Safe Practices are being maintained. Each event will need this resource established which may be in addition to normal supervisory and management oversight of the event.

Signage

Appropriate signage for the event spaces and at entrances. While the venue already has signage to address Covid Safety in place, there may be additional signage required to inform attendees or remind them of protocols. Use of specific area may also change capacities.

Contingency Plans for Handling a Covid Incident

Part of the agreed Covid safety plan will include the protocol for managing a Covid incident. This will include:

- Communication to the authorities and attendees
- Potential isolation of any affected attendees
- Testing of any attendees
- Provision of appropriate PPE

Atrium

Cleaning and Sanitising

Outlet staff will be provided with disinfectant materials and will sanitise operational areas to a frequency depending on business.

- Wipe over with an ISO alcohol wipe
- Spray and wipe disinfectant
- Water based disinfectant cleaner

This includes bar tops, tabletops, EFTPOS machines, door handles, buttons, locks, rails, door edges, door push plates and another other frequently touched item or surface.

If any area is soiled or dirty, the surface will be cleaned first and then disinfected.

Contact Logging

QR Codes will be available on entrance and at point of service and all guests required to provide contact details.

Hand Sanitiser

Sanitiser will be located on the bar top at the point of service and entrance with signage to promote use.

Social Distancing

- Tables and chairs to be positioned to allow for appropriate distancing.
- Access lanes set up to allow movement to and from the bar.
- Bar set up with service zones to allow for social distancing at the bar.
- Floor markers located at desk where bill is paid.

Operational Concerns

- All tables to be completely cleared down and sanitised before resetting
- Menus sealed for sanitisation between uses
- Sanitise hands between clearing and serving
- Sanitise hands after touching cash

Associated procedures

Bar Service and opening procedure

Front Desk

Cleaning and Sanitising

Staff will be provided with disinfectant materials and will sanitise operational areas to a frequency depending on business.

- Wipe over with an ISO alcohol wipe
- Spray and wipe disinfectant
- Water based disinfectant cleaner

Surfaces at front desk to be sanitised frequently depending on business levels.

EFTPOS terminals to be wiped over between uses.

Contact Logging

All guests checking into have contact details taken as normal.

Hand Sanitiser

There will be sanitiser located on reception desk for guests to utilise and separate ones near reception computers for staff to use between each check in.

There are also several sanitising stations located throughout the lobby.

Social Distancing

- Desk to be set up for specific service areas to allow for distancing
- Terminals to be positioned so that staff are working at the correct distance
- Floor to be marked to show staff appropriate distance
- Queue guides using barriers with a specific in and out
- Floor markings to indicate distancing for guests waiting to be service

Operational Concerns

- Desk top area to have all non essential materials removed to allow for cleaning
- Cables to be re installed under the counters to allow for cleaning
- Credit card trays provided so guests place their card in the tray
- All guests will be asked on check in if they are experiencing COVID-19 symptoms and staff are trained in how to respond
- Clean and dirty pens on front desk

Associated procedures

Guests in house with symptom and guest arriving with symptoms procedure

Cleaning guest rooms procedure

Cleaning guest rooms positive case procedure

Maintenance

- Hand sanitiser station at entrance to office for sanitisation prior to entry
 - All contractors coming on site to sign in and declare they do not have any symptoms
 - All contractors and staff to have temperature taken on arrival.
 - All contractors must provide name and contact details of the main contacts. Contractors must maintain contact details of any subcontractors or suppliers coming to site.
-

Stores Delivery:

- Social distancing needs to be maintained.
 - Hand sanitiser to be used after each delivery.
 - All delivery drivers are not to enter site beyond loading dock.
 - Sign in – Any visitors are to sign in and provide contact details.
 - Use own pen for signing for goods or if using system pen, sanitise after use.
-

Housekeeping

Cleaning and Sanitising in Rooms

This department has a specific cleaning program for room cleaning. This includes:

- Cleaning of frequent touch points such as light switches
- Cleaning of surfaces such as desk tops
- Prevent cross contamination between spaces
- Prevent cross contamination between tasks
- Social distancing if cleaning with guests present
- Sanitisation of personal equipment.
- Use of PPE's

Cleaning and Sanitising in Public Areas

Cleaning frequency will be scheduled according to the business of the hotel and the business of those specific areas.

The cleaning and review of each area will include the following:

- Wipe over with an ISO alcohol wipe
- Spray and wipe disinfectant
- Water based disinfectant cleaner

This is for frequent touch areas including door handles, taps, locks, buttons, rails, door edges, door push plates.

If any area is soiled or dirty the surface will be cleaned first and then disinfected.

All public areas cleaning will be logged and signed off when complete

A detailed pictorial guide of public areas touch points to be used in training.

Public Areas Hand Sanitiser

Hand sanitisers in public areas are to be checked and serviced by Public Areas including:

- Located at all entrances to lobby
- All lifts
- All staff entrances
- Maintenance office door

Each department will be responsible for their own area. Stores will maintain a central stock for all departments to draw from.

Associated Procedures

Room Attendant Training Manual

Public Areas Procedure

Infection control Procedure

Signage

Entrances

All entrances reminding guests of the following:

- Not to enter if they have any Covid-19 symptoms
- 1.5M social distancing is required

Employee Log-on Terminals

Sign to say by logging onto your shift you declare you have no Covid-19 symptoms and are not knowingly a close contact.

Staff Entrance Signs

- Not to enter if they have any Covid-19 symptoms
- 1.5M social distancing is required

Loading Dock

- Sign In Before Entering
- Not to enter if they have any Covid-19 symptoms
- 1.5M social distancing is required

Capacities

All back of house spaces to have capacity signs on entrances

Education

All staff notice boards to have the following signs:

- Social distancing
-

Guests with COVID-19 Symptoms

- Any guests with symptom of Covid-19 are to be asked to remain in their room and advised to call the Public Health hotline.
- Housekeeping, room service, maintenance and any other department likely to go to the room are to be briefed using Hotel Diary, email and verbally for those on shift.
- The Duty manager is to take a supply of face masks and gloves to the guest.
- The Duty manager is to take a supply of disinfectant wipes and disinfects lift buttons and any other touch points where the guest might have been.
- Social distancing is to be maintained at all times.

Associated Procedures

Guest Symptoms Procedure

COVID- 19 Response Plan

Contact Tracing

QR codes are in place to allow for contact tracing measures, using the Check In TAS app recommended by the Tasmanian Government. This is utilised by many Tourism and Hospitality businesses to record and store contact details. This app allows the Department of Health to store the contact details for 28 days before they are automatically destroyed.

Close Contacts

You are a close contact if

- you have had face-to-face contact for more than 15 minutes
- you have shared a closed space (office, lunchroom) for more than 2 hours

with someone who is known to have Covid-19 while they were infectious, including the 48 hours prior to showing symptoms.

Minimise the potential for close contacts

We must remain 1.5 metres away from each other at all times.

We must minimise the potential for team members to be deemed as close contacts by staggering breaks, not holding meetings longer than 2 hours, keeping face-to-face conversations short and brief, and removing key team members from enclosed environments.

Positive Cases

In the event that multiple cases of Covid-19 occur or there is evidence of potential close contacts there will be a need to escalate the situation. Public health and work place health and safety will have been advised for each case.

Team members who may have been effected will be notified and asked to remain at home and self-quarantine until the situation can be investigated.

Each team member will be interviewed to ascertain whether they are a close contact and if so advised to call the hotline for testing and remain quarantined.

All staff who may have been working in the same areas advised they may be casual contacts and advised to self-monitor their health and if concerned contact the public hotline and the hotel.

If the situation is significant the hotel, we will use bulk SMS to advise all staff of the concern and ask them to remain quarantined until contacted. This would be only suitable in an extreme situation.

Areas where those employees have worked will be closed and sanitised immediately to prevent any further cross contamination.

Hotel guests, Tasman and Banquet guests have contact details and if they were affected and may be close a close contact will be contacted immediately and asked to contact the hotline. For those guests who may be a casual contact the hotel will advise after all the close contacts have been advised and informed they are a casual contact and are required to self-monitor for symptoms.

Staff Member's Partner Tested for COVID-19

If a staff member calls and advises us that their partner is being tested for COVID-19, according to Public Health advice, they can still come to work. We must advise the staff member that they need to keep us updated on their partner's test results. If the partner's test results are positive, they will be a close contact and therefore have to quarantine for 14 days and during this time, they are not permitted to come to work.

Financial Loss

It's important that team members get tested and isolate as required without worrying about the stress of financial loss.

If a team member calls the Public Health Hotline and are therefore unable to attend work, they should report this to their manager.

The hotel intends to pay any staff members for loss of rostered hours while they are going through the process of being evaluated for testing, waiting for testing or waiting for test results. This is on the basis that they have advised their manager first, have reasonable ground to call the hotline and can provide the test results.

If the test for Covid-19 is positive, the staff member can then access their sick leave or apply for the Pandemic Leave Disaster Payment.

Pandemic Leave Disaster Payment

If a team member contracts Covid-19 or is deemed as a close contact by Public Health and has to isolate for 14 days, they can apply for a \$1,500 lump sum payment from the Government.

They must not be receiving any form of income to qualify (Sick leave, JobKeeper, Service Australia payments, another Employer)

Apply by calling Service Australia 180 22 66

Pandemic Isolation Assistance Grant

If a team member is unable to work whilst waiting for a Covid-19 test result, they can apply for a \$250 payment from the Government.

They must be a Tasmanian Resident, casually employed and not receiving JobKeeper payments.

Apply by calling Public Health Hotline 1800 671 738