

Business name: **American Hotel**
 Site location: **239-249 Hare st Echuca**
 Contact person: **Warwick Newman**
 Contact person phone: **(03) 5480 0969 / 0400 138 131**
 Date prepared: **15 / 11 / 2020**

Guidance	Action to mitigate the introduction and spread of COVID-19
Hygiene	
<p>Provide and promote hand sanitiser stations for use on entering buildings and other locations in the worksite and ensure adequate supplies of hand soap and paper towels are available for staff.</p>	<p>Hand Sanitiser locations</p> <ul style="list-style-type: none"> - Each main doors and high traffic internal doors - Staff accessible sanitiser in BOH hallway <p>Hand Soap, Paper Towel and Bins</p> <ul style="list-style-type: none"> - x2 Womens toilets - x1 Mens toilets - x1 staff accessible hand washing facilities at both bistro and public bar sinks, paper towel in BOH hallway <p>Signage / Training</p> <ul style="list-style-type: none"> - Appropriate signage at all entrances regarding hygiene
<p>Where possible: enhance airflow by opening windows and adjusting air conditioning.</p>	<p>Open air seating</p> <ul style="list-style-type: none"> - Courtyard and level 1 - footpath dining outside public bar smoking only <p>Open the following doors (when weather permits)</p> <ul style="list-style-type: none"> - Front entrance - Gaming Exit - <p>Aircon / Heating during ALL service times (timer available)</p> <ul style="list-style-type: none"> - Bar / restaurant / Gaming / TAB / upstairs Dining
<p>In areas or workplaces where it is required, ensure all staff wear a face covering and/or required PPE, unless a lawful exception applies. Ensure adequate face coverings and PPE are available to staff that do not have their own.</p>	<p>PPE <i>(required at ALL times whilst on premises unless Staff /Customers that meet any of the criteria for lawful excuses such as medical condition)</i></p> <ul style="list-style-type: none"> - FOH and Housekeeping staff to provide appropriate facemask/s for each shift - Business to provide single use facemasks if required - Business to provide disposable gloves as required to staff - Kitchen staff to provide appropriate facemask/s OR face shield for each shift, kitchen staff may remove mask when appropriate (tasting food, using a deep fryer, cooking with steaming oil that will prevent air moving through the mask etc), however must remain in their section 1.5m social distancing from other staff and all kitchen extractors are to be on - Customers/Staff may be refused access to premises if appropriate PPE is not worn - Short breaks to be provided to staff if removal of PPE is required - Removal of facemask / shield ONLY during consumption of food/beverage, staff/customer MUST remain seated during this time
<p>Provide training to staff on the correct use and disposal of face coverings and PPE, and on good hygiene practices and slowing the spread of coronavirus (COVID-19).</p>	<p>Staff WILL NOT attend work if unwell or awaiting COVID-19 test results</p> <p>Signage</p> <ul style="list-style-type: none"> - Personal hygiene and face coverage signage in all amenities - Personal hygiene and face covering signage in staff accessible hallway and staff storage room

	Training <ul style="list-style-type: none"> - Online training completed by ALL managers - Online training available to all staff - Job specific training provided by management - Covid-19 Standard Operating Procedures available to all staff (see attached documents) - Information and informative training given to all staff (such as videos provided by the DHHS on how to properly wear a face covering) on all COVIDSafe procedures and government guidelines.
Replace high-touch communal items with alternatives.	<ul style="list-style-type: none"> - Contactless payment preferred method at ALL till terminals - Staff to have access to individual pen/s for each shift - Staff to be allocated individual till terminals per shift - Salt and pepper to be provided to tables upon request by server, and sanitised between use - Water bottles and glasses to be provided to tables upon request by server, and sanitised/cleaned between use
Cleaning	
Increase environmental cleaning (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily).	Front of House staff to clean and sanitise at regular intervals during service at change of shift OR as required following contact <ul style="list-style-type: none"> - Till terminal touch screens - EFTPOS terminal touch pads - Phones - bar and bistro - Door handles – entrance/exits, pool room, toilet corridor, toilet entrances, toilet cubicles - Tables, table numbers, salt and pepper, utensils, menus - Contact tracing clipboards and pens - Bannisters ie. carpark, upper bistro and accommodation staircase - Toilets to be checked at changeover of lunch/dinner service - TAB touch screens and EBT's Start of day cleaning schedule and product information to be provided to housekeeping staff
Ensure adequate supplies of cleaning products, including detergent and disinfectant.	<ul style="list-style-type: none"> - Product list and ordering schedule to be completed as required - Housekeeping staff to check and restock supplies daily - FOH staff to check and restock supplies at change of lunch/dinner service OR as required
Physical distancing and limiting workplace attendance	
Ensure that all staff that can and/or must work from home, do work from home.	Admin to work off site
Establish a system that ensures staff members are not working across multiple settings/work sites.	Multiple locations NOT applicable for business ALL STAFF must inform business if they are employed and working at another business / location
Establish a system to screen workers and visitors before accessing the workplace. Employers cannot require workers to work when unwell.	Workers MUST NOT work if they are being tested for coronavirus and must notify business if they are a positive case. Workers who test positive must not work Screening questions provided on timesheets, to be completed per shift.
Configure communal work areas and publicly accessible spaces so that: <ul style="list-style-type: none"> • there is no more than one worker per four square meters of enclosed workspace • workers are spaced at least 1.5m apart • there is no more than one member of the public per four square meters of publicly available space. Also consider installing screens or barriers.	Front of House <ul style="list-style-type: none"> - work zones ie. bar / Gaming / floor service for each shift - bar staff to use allocated till terminal/s for each shift Kitchen <ul style="list-style-type: none"> - work zones within kitchen where appropriate during service ie. pizza, pass, dishes etc Cleaning <ul style="list-style-type: none"> - work zones for start of day clean ie. bistro / bar - allocated guest rooms for service / turnovers Staff storage room <ul style="list-style-type: none"> - to be accessed by 1 staff member at a time Dining Areas <ul style="list-style-type: none"> - Table spacing of 1.5m minimum - Venue capacity will follow the government legislation; currently 40 customers per indoor space with a maximum of two spaces with 4m² per patron and 70 people outdoors with 2m² per patron.

Use floor markings to provide minimum physical distancing guides between workstations or areas that are likely to create a congregation of staff.	<ul style="list-style-type: none"> - Signage provided for customers at entrances to venue - Floor markings at all tills to indicate 1.5m - Signage provided for customers at ordering stations
Modify the alignment of workstations so that workers do not face one another.	N/A
Minimise the build up of workers waiting to enter and exit the workplace.	N/A
Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunch breaks).	<ul style="list-style-type: none"> - All staff are trained in 1.5m social distancing rule and managers will be monitoring this expectation and reminding staff - Lunch breaks will not be taken together, no carpooling to or from work, and staff are expected to follow the government guidelines when socialising outside of work
Review delivery protocols to limit contact between delivery drivers and staff.	<ul style="list-style-type: none"> - Delivery drivers to enter via nearest entrance of venue to delivery zone ie. kitchen, bar, bistro - When applicable delivery drivers to call venue prior to entry - One staff member to review and sign for delivery and assist in transport if required - Contactless delivery when available
Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing.	<ul style="list-style-type: none"> - Roster to be provided minimum of 1 week prior to work period - Staff to be "grouped" on shifts as often as possible - Staff to be allocated "zones" for each shift ie. bar, bistro, floor, kitchen
Where relevant, ensure clear and visible signage in areas that are open to the general public that specifies maximum occupancy of that space, as determined by the 'four square metre' rule.	<ul style="list-style-type: none"> - Capacity signage provided in each room within venue - Signage on tables when not in use - Social distancing signage at entry/exits - Social distancing signage at ordering stations - Maximum capacity signage at entry/exits

Guidance

Action to ensure effective record keeping

Record keeping

Establish a process to record the attendance of workers, customers, clients, visitors and workplace inspectors, delivery drivers. This information will assist employers to identify close contacts.	<p>Records to be kept confidentially and securely onsite as per regulations for ALL customers, staff, and delivery drivers onsite for more than 15 minutes.</p> <p>Bar</p> <ul style="list-style-type: none"> - contract tracing QR code on all menus or Contract tracing clipboard provided at bar and required to be completed by each customer / delivery driver <p>Restaurant</p> <ul style="list-style-type: none"> - contract tracing QR code on all menus or Contract tracing clipboard provided at bar and required to be completed by each customer / delivery driver - <p>Staff</p> <ul style="list-style-type: none"> - All staff must record details ie. start, finish and break times for each shift daily - Weekly time sheets to be collected and stored on site - Personal contact details to be updated as required
Provide guidance to staff on the effective use of the workplace OHS reporting system (where available).	Standard Operating Procedures and staff training available for Workplace OHS as per induction training and updated Covid-19 reporting and training available as required or on request

Guidance

Action to prepare for your response

Preparing your response to a suspected or confirmed COVID-19 case

Prepare or update your business continuity plan to consider the impacts of an outbreak and potential closure of the workplace.	<p>STAFFING</p> <ul style="list-style-type: none"> - Staff to advise as soon as possible if unavailable for shifts - If staff are unwell they will be told to go home, get tested, and isolate until the results come back - Business to advise staff as soon as possible of required changes <p>ORDERING</p> <ul style="list-style-type: none"> - Management to maintain adequate stock supplies as required - Kitchen to maintain adequate stock supplies as required - Management to contact suppliers and arrange returns/credits/refunds if required - Kitchen team to freeze any applicable stock if required
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	<p>MANAGEMENT</p> <ul style="list-style-type: none"> - To contact all third-party providers to suspend or arrange discounted services where available - To contact suppliers and arrange returns/credits/refunds of stock if available - To review staff roles and responsibilities and advise of stand down and work from home possibilities - To delegate individual accommodation and bistro staff duties regarding cancellations / amendments to reservations
<p>Prepare to identify close contacts and providing staff and visitor records to support contact tracing.</p>	<ul style="list-style-type: none"> - DHHS to be notified to report on actions taken, to share the risk assessment as to closure of the work premises and to provide close contact details. Employers must comply with any further directions from DHHS as to further closure or cleaning. - The employer/manager will prepare records from the period commencing 48 hours prior to the onset of symptoms in the suspected case that include all rosters and worker details, along with customers, clients, visitors and workplace inspectors. - Possible at-risk individuals and close contacts to be identified by review of customer/visitor contact tracing forms, staff roster and work zone allocations - For a positive case, records will be requested from the period commencing 48 hours prior to the onset of symptoms or 48 hours prior to the positive test if asymptomatic.
<p>Prepare to assess whether the workplace or parts of the workplace must be closed. Prepare to undertake cleaning and disinfection at your business premises.</p>	<p>In the event of a positive case Management to complete risk register and work zones to identify high risk areas within the venue. Deep clean to be completed of the entire venue prior to commencement of trade.</p>
<p>Prepare for how you will manage a suspected or confirmed case in a worker during work hours.</p>	<p>In the event of a positive case identification connected to staff or venue the ENTIRE business will cease trading immediately and implement staff quarantine and isolation. Trading will recommence ONLY after negative test results have been received from applicable staff returning to work AND a deep clean of the venue has been completed.</p>
<p>Prepare to notify workers and site visitors (including close contacts)</p>	<p>Management and/or delegated administration staff will contact staff and site visitors according to provided contact tracing details and identified close contacts will be advised accordingly Staff members to be contacted via phone or online messaging if appropriate</p>
<p>Prepare to immediately notify WorkSafe Victoria on 13 23 60 if you have a confirmed COVID-19 case at your workplace.</p>	<p>Business will immediately notify WorkSafe of a confirmed case and provide formal written notification within 48 hours Business will await and comply with any directions from DHHS and WorkSafe as to closure or cleaning</p>
<p>Prepare to re-open your workplace once agreed by DHHS and notify workers they can return to work.</p>	<p>Business will reopen for trade once approval from DHHS has been provided and compliance with all the requirements under the directions has been confirmed. WorkSafe will be notified that the workplace is reopening.</p>

I acknowledge I understand my responsibilities and have implemented this COVIDSafe plan in the workplace.

Signed _____

Name _____

Date _____