

# CITY LIFE FACILITY COVID SAFE PLAN

24 OCTOBER 2021

<b>Business Name:</b>	Encore Events Centre		
<b>Site Location:</b>	80 Derrimut Road, Hoppers Crossing VIC 3029		
<b>Date Prepared:</b>	24 October 2021	<b>Review Date:</b>	24 October 2022
<p>This Plan outlines measures Wyndham City Council has taken to protect our staff, customers and the public from COVID -19 while continuing to operate the site. This plan is to be used in conjunction with service specific COVID safe plans.</p> <p><b><i>Note all requirements stated within this document mirror advice from the Australian Government at the time. This information is therefore subject to be overridden by the latest official coronavirus, updates and advice from the Australian Government. Check the Victorian Government's coronavirus website (<a href="https://www.coronavirus.vic.gov.au">https://www.coronavirus.vic.gov.au</a>) on legislative requirements and specific restrictions that may apply.</i></b></p>			

# COVID Safe Plan

Guidance	Action to mitigate the introduction and spread of COVID-19
<b>1.Practice Good Hygiene</b>	
<p><i><b>This information is the general COVID-19 prevention measures for practising good hygiene</b></i></p> <p><i>Provide and promote hand sanitiser stations for use on entering building and other locations in the worksite and ensure adequate supplies of hand soap and paper towels are available for staff.</i></p>	<ul style="list-style-type: none"> <li>▪ Products to assist with hygiene e.g. hand sanitisers, automatic sanitizing stations, alcohol-based cleaners’ min 60% ethanol wipes, paper towels etc.</li> <li>▪ Automatic hand sanitiser stations placed adequately around the building at all key locations, including entry points to venue and rooms. Including additional hand sanitiser and wipes provided on tables according to set up arrangements.</li> <li>▪ Adequate signage displayed (including digital signage) in all key locations throughout entire venue which highlight and promote good hygiene practises, hand washing, including social distancing.</li> <li>▪ Masks to be worn by all staff, contractors &amp; visitors according to current DHHS guidelines</li> <li>▪ High touch point cleaning, including thorough cleaning of amenities and rooms according to spaces accessed.</li> <li>▪ Contract cleaners maintain cleaning log with facilities management</li> <li>▪ Provision of PPE stations in all accessed areas of the venue including change room &amp; green rooms, including sanitiser, wipes &amp; masks as required.</li> <li>▪ High touch point cleaning between each performance when there are multiple performances, as required.</li> <li>▪ Limit or avoid closing rooms to avoid unnecessary touching of doors/handles</li> <li>▪ Technicians to sanitise all technical equipment before &amp; after use.</li> <li>▪ One workstation per person for staff in office areas with appropriate distancing. Including provision of individual sanitisers &amp; wipes at each workstation</li> <li>▪ Maintain regular PPE ordering on a regular basis</li> <li>▪ Soaps &amp; hand towel checked and replenished by the cleaners</li> <li>▪ Avoid touching eye, nose, mouth and gloves with hands</li> <li>▪ Clean hands before eating and touching face and cover mouth when coughing or sneezing</li> <li>▪ Gloves must be worn when handling waste</li> <li>▪ All staff are to thoroughly wash their hands before commencement of shift after each glove change after each job.</li> <li>▪ Staff to strictly adhere to food safety standards when handling food at all times.</li> <li>▪ Conduct regular inspections of the venue ensuring recommended risk controls are implemented and working effectively.</li> <li>▪ All staff to undertake Wyndham’s mandatory Return to Safe Work training.</li> <li>▪ Regular meetings where hygiene protocols are updated and reminded to all staff.</li> <li>▪ Replace high touch communal items with alternatives. Avoid sharing of equipment such as phones, desks, headsets, offices, tools or other equipment.</li> </ul>

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	<ul style="list-style-type: none"> <li>▪ All shared equipment including copiers, shredders, fridges, microwaves etc are to be sanitised after every use. Sanitiser and wipes together with signage provided at communal equipment.</li> <li>▪ All catering options may not be available and may be subject to change at any time and directed as per public health orders &amp; guidelines.</li> </ul>
<p><i>Where possible: enhance airflow by opening windows/doors and adjusting air conditioning.</i></p>	<ul style="list-style-type: none"> <li>▪ Air Conditioners set to refresh air</li> <li>▪ Open all doors in rooms during breaks to circulate &amp; increase air flow</li> <li>▪ Limit or avoid closing rooms to avoid unnecessary touching of doors and handles</li> <li>▪ Adhere to capacity requirements in all spaces as per DHHS/Government guidelines</li> </ul>
<p><i>In areas or workplaces where it is required, ensure all staff/visitors 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.</i></p>	<ul style="list-style-type: none"> <li>▪ As per DHHS guidelines, masks will be required to be worn indoors by all staff, contractors, visitors &amp; guests as directed, unless lawful exemption applies. Masks may be subject to change under public health orders.</li> <li>▪ Signage &amp; digital signage displaying mask wearing protocols as required at all entry points and key locations throughout venue</li> <li>▪ Appropriate PPE supplied and secured on onsite</li> <li>▪ Mask wearing guidelines provided to all staff</li> </ul>
<p><i>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).</i></p>	<p>All staff to undertake &amp; complete mandatory training, including but not limited to:</p> <ul style="list-style-type: none"> <li>▪ Staff 'Return to Safe Workplace e-learning training module</li> <li>▪ On site induction on how to work in a COVID Safe Environment provided by Wyndham City Council</li> <li>▪ Operating a hospitality business in a COVID-19 environment - Vic State Gov training module</li> <li>▪ Update Food Safety training</li> <li>▪ Undertake refresher training as updates &amp; changes are rolled out</li> <li>▪ All staff required to complete on site staff induction &amp; sign off JSA's relating to specific operations</li> </ul>
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<b>2. Cleaning</b>	
<p><i>Increase environmental cleaning (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly).</i></p>	<ul style="list-style-type: none"> <li>▪ WCC contract cleaners appointed clean all facilities, offices and touch point surfaces as required.</li> <li>▪ A level C clean is completed each day the site is used, and touch point cleaning is completed as required by the approved activity onsite.</li> <li>▪ Communication book is in place to ensure daily communications between centre staff and cleaners.</li> <li>▪ Staff have access to PPE including gloves, disposable cleaning cloths, disinfectant and sanitising products for additional cleaning</li> <li>▪ Thoroughly clean &amp; sanitise all areas and surfaces used for food preparation and serving as well as ensuring utensils are cleaned &amp; sanitised before use to ensure there is no risk for food safety.</li> <li>▪ Adhere to all guidelines and protocols in high standards of food safety practises.</li> <li>▪ Washing of crockery and cutlery etc. will be carried out in commercial dishwasher on the highest heat setting possible.</li> </ul>

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	<ul style="list-style-type: none"> <li>▪ Staff are required to clean workstations with sanitizing spray at the beginning and end of each shift.</li> <li>▪ Staff are to supply own cutlery and crockery for personal use.</li> </ul>
Guidance	Action to mitigate the introduction and spread of COVID-19
<b>3. Physical distancing</b>	
<p><i>Ensure staff and visitors are practising physical distancing</i></p>	<ul style="list-style-type: none"> <li>▪ Physical distancing signage, is displayed in printed &amp; digital form throughout the venue and in key locations</li> <li>▪ Distance markings will be placed on ground where queuing is required</li> <li>▪ Directional arrows installed to allow access flow on entry &amp; exit where required</li> <li>▪ COVID check in marshals to monitor &amp; control distancing and avoid congestion at check in points.</li> <li>▪ As per DHHS guidelines, density quotient signage will be displayed throughout venue, specific to each room.</li> <li>▪ Spaces and rooms set according to distancing requirements as per DHHS guidelines.</li> <li>▪ Where possible, rooms to have multiple entry exit points to avoid congestion</li> <li>▪ Workstations not arranged face to face. Perspex barriers installed where required. Adequate distancing &amp; capacity limits adhered to as required.</li> </ul>
<p><i>As required by DHHS, ensure staff members are limited or not working across multiple work sites.</i></p>	<ul style="list-style-type: none"> <li>▪ Staff to return to work as directed by Victorian Government &amp; DHHS guidelines</li> <li>▪ Attempt to avoid or limit staff where possible working across multiple sites on consecutive days, as required</li> </ul>
<p><i>Establish a system to screen employees and visitors before accessing the facility.</i></p>	<ul style="list-style-type: none"> <li>▪ As per DHHS guidelines, COVID check in marshals will ensure:</li> <li>▪ Compulsory Service Vic QR code or Kiosk check in of all patrons, performers &amp; back-stage staff for the purposes of contact tracing</li> <li>▪ All workers must be fully vaccinated to enter the facility</li> <li>▪ Staff/visitors/contractors required to check in via QR code at the commencement of each shift</li> <li>▪ If proof of vaccination status cannot be sighted, entry will not be permitted into the venue</li> <li>▪ Signage of sign in process clearly detailed &amp; displayed at entrances</li> <li>▪ All contractors, to sign in via Rapid Global, as well as venue specific check in requirements</li> <li>▪ Artists, performers, hirers and age appropriate performers will require to be vaccinated.</li> <li>▪ Aggressive or threatening behaviour towards staff will not be tolerated and any persons displaying this behaviour will be asked to leave the premises</li> </ul>

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<p><i>Review delivery protocols &amp; limit contact between delivery drivers and staff.</i></p>	<ul style="list-style-type: none"> <li>▪ Delivery drivers should minimise interaction with staff. The process for receiving deliveries &amp; good is clearly communicated to both staff &amp; suppliers.</li> <li>▪ All suppliers / drivers are to enter the building via kitchen loading dock only</li> <li>▪ Minimise access for delivery drivers to enter the kitchen as much as possible</li> <li>▪ All goods are to be accepted/rejected by Goods Receivable staff member only</li> <li>▪ All deliveries will have temperature check recorded for high risk foods</li> <li>▪ All deliveries comments are to be recorded onto record sheet and on invoice signed clearly</li> <li>▪ Goods decanted in loading dock area where practicable</li> <li>▪ Staff member receiving goods has access to handwashing facility and alcohol-based sanitisers after handling and de-canting goods</li> </ul>
<p><i>Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing.</i></p>	<ul style="list-style-type: none"> <li>▪ Varying start times of staff implemented where practicable</li> <li>▪ Staff encouraged to take breaks outside of office areas, in open spaces, outside (weather permitting) and staggered where possible</li> </ul>
<p><i>Where relevant, ensure clear and visible signage in areas that are open to the general public that specifies maximum occupancy of that space, as directed.</i></p>	<ul style="list-style-type: none"> <li>▪ As per DHHS guidelines and restrictions, space capacity signage displayed in each room of the number of people, as &amp; when required</li> <li>▪ Refer to floorplan for sqm capacity restrictions for all spaces</li> </ul>
Guidance	Action to ensure effective record keeping
<h4>4. Record Keeping</h4>	
<p><i>Establish a process to record the attendance of everyone attending the facility. This information will assist employers to identify close contacts.</i></p>	<ul style="list-style-type: none"> <li>▪ All staff, guests, contractors, patrons &amp; visitors are required to QR Code upon entry in the facility via the venues QR code. QR coding as directed and required by DHHS guidelines.</li> <li>▪ COVID check in marshals and or venue security, as directed, will be required to manage check in of all patrons for events</li> <li>▪ Other options of electronic sign in via use of i-pads or manual sign in sheets will be recorded and stored securely for required period as per DHHS COVID requirements.</li> </ul>
<p><i>Provide guidance to staff on the effective use of the workplace OHS reporting system (where available).</i></p>	<ul style="list-style-type: none"> <li>▪ Wyndham City have an established incident reporting system</li> <li>▪ All employees are directed to report hazards, near misses and injuries.</li> <li>▪ All staff are trained on the Rapid Incident Reporting system</li> <li>▪ Incident reporting standard and SMS in place</li> <li>▪ Contractors are also required to report incidents</li> <li>▪ Staff reminded during regular team meetings regarding OHS updates</li> <li>▪ Regular OHS Inspections carried out</li> </ul>

Guidance	Action to mitigate the introduction and spread of COVID-19
Guidance	Action to prepare for your response
<b>5.Preparing your response to a suspected or confirmed COVID-19 case</b>	
<i>Prepare or update your business continuity plan to consider the impacts of an outbreak and potential closure of the workplace.</i>	<ul style="list-style-type: none"> <li>The business continuity plan has evolved rapidly over with wide range of actions to meet a range of scenarios including COVID—19 cases impacting on site operations.</li> </ul>
<i>Prepare to assist DHHS with contact tracing and providing staff and visitor records to support contact tracing.</i>	<ul style="list-style-type: none"> <li>In the event of a positive case at a facility, staff are to refer to the document – WCC Step by step guide for management of a Confirmed Case or Outbreak.</li> <li>We will support DHHS with contacted tracing</li> <li>Building entry logs and attendance sheets.</li> <li>CCTV may be of further assistance if onsite.</li> </ul>
<i>Prepare to undertake cleaning and disinfection at your business premises. Assess whether the workplace or parts of the workplace must be closed.</i>	<ul style="list-style-type: none"> <li>Should we have an infected case, the Incident Management Team will arrange for a deep clean of the affected areas by professionals, as required and as per DHHS guidelines.</li> </ul>
<i>Prepare for how you will manage a suspected or confirmed case in an employee during work hours.</i>	<ul style="list-style-type: none"> <li>The work area will be isolated and cleaned</li> <li>Workers are advised to immediately leave site for a test and provide negative result prior to returning to work.</li> </ul>
<i>Prepare to notify workforce and site visitors of a confirmed or suspected case.</i>	<ul style="list-style-type: none"> <li>Advise all staff via immediate contact tracing.</li> <li>Notify WCC IMT, DHHS and Worksafe as required.</li> <li>SMS messaging &amp; email is available to notify staff, visitors &amp; contractors</li> <li>Team of suspected case will all be required to isolate and receive a test and clearance prior to returning to work.</li> </ul>
<i>Prepare to immediately notify WorkSafe Victoria on 13 23 60 if you have a confirmed COVID-19 case at your workplace.</i>	<ul style="list-style-type: none"> <li>Wyndham City has developed a process for notification of Worksafe</li> <li>Coordinator OHS will report all positive COVID-19 cases to WorkSafe on behalf Wyndham City.</li> <li>On confirmation of a COVID-19 case complete the COVID-19 Notification form and submit it the Incident Management team.</li> </ul>
<i>Confirm that your workplace can safely re-open and workers can return to work.</i>	<ul style="list-style-type: none"> <li>The site may have more than one approved activity onsite. Some operations may be able to continue while other areas receive a deep clean.</li> <li>Reduce service, or close site</li> <li>Rotate non-affected staff</li> <li>Two team system implemented to safely rotate staff, as required</li> </ul>