

# > HELPING BUSINESS GET BACK TO WORK



15 June 2020

## COVID-19 Safety Plan

### Hotels and accommodation (including backpackers, hostels and dormitory style accommodation)

We've developed this COVID-19 Safety Plan to help you create and maintain a safe environment for you, your workers and your customers.

Complete this plan in consultation with your workers, then share it with them. This will help slow the spread of COVID-19 and reassure your customers that they can safely visit your business.

You may need to update the plan in the future, as restrictions and advice changes – you can make changes to the plan if you've printed or saved it, or you can choose to download and create a new version of the plan.

Businesses must follow the current COVID-19 Public Health Orders, and also manage risks to staff and other people in accordance with Work Health and Safety laws. For more information and specific advice for your industry go to [nsw.gov.au](http://nsw.gov.au)

BUSINESS DETAILS
Business name:
Plan completed by:
Approved by:

## > GUIDELINES FOR BUSINESS

Guidelines for your workplace and the actions you will put in place to keep your customers and workers safe

REQUIREMENTS	ACTIONS
<b>Wellbeing of staff and customers</b>	
Advise staff and visitors who are unwell with respiratory symptoms or fever to immediately get tested and place themselves in isolation until they have received their results.	
Consider how customers could be isolated while awaiting their results, if they are sharing accommodation with others.	
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	

<b>Wellbeing of staff and customers</b>
Make staff aware of their leave entitlements if they are sick or required to self-isolate.
Consider whether appropriate cancellation or flexible booking is available where customers cancel due to COVID-19 factors (such as being unwell or awaiting test results).
Display conditions of entry and communicate key health messages and changes to staff, customers, visitors, residents and agencies (website, social media, email, reception).
Consult with your Local Emergency Management Committees (LEMC) to determine if there are any travel restrictions to remote or vulnerable communities in the area, and how this can be communicated to customers.
Ensure COVID-19 Safety Plans are in place, where relevant, for: <ul style="list-style-type: none"> <li>• Restaurants and Cafes</li> <li>• Swimming Pools</li> <li>• Gyms</li> <li>• Beauty, nail, tanning and hairdressing salons</li> </ul>

REQUIREMENTS	ACTIONS
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<b>Physical distancing</b>
Calculate the floor area in open plan communal areas, such as kitchens/ BBQ areas, shared dining areas or showers, to determine the maximum number of people who can safely occupy the space (one person per 4 square metres). Display signs at entrances with the maximum safe capacity and have strategies in place to reduce crowding and contact between different household units or groups, such as a bookings system.
If your facility has dormitory or shared accommodation, ensure beds are spaced apart by at least 1.5 metres. If an adult resident or guest is required to self-isolate they must not share a room with anyone else. Consider how a single room might be used in this situation.
Where practical, use separate doors for entry and exit, separate check-in, order and baggage storing points.
Use contactless check-in where, reasonably practical, to reduce the movement of customers and the number of surfaces touched. If signatures are required, clean pens between customer use with a disinfectant solution or wipe.
Move or remove tables and seating as required, including in waiting areas, to support 1.5 metres of physical distance. Members of the same household are not required to physically distance.
Reduce crowding wherever possible and promote physical distancing with markers on the floor in areas where people are asked to queue, such as check-in.

## Physical distancing

Where reasonably practical, ensure staff always maintain 1.5 metres physical distancing (including at meal breaks) and assign workers to specific workstations.

Use telephone or video for essential meetings where practical.

Stagger start times and breaks for staff members to minimise the risk of close contact, where reasonably practical.

Review regular deliveries and request contactless delivery and invoicing where practical.

Have strategies in place to manage gatherings that may occur immediately outside the premises, such as pick up or drop off zones.

## REQUIREMENTS

## ACTIONS

### Hygiene and cleaning

Adopt good hand hygiene practice and ensure hand hygiene facilities are available to customers and staff.

Ensure bathrooms are well stocked with hand soap and paper towels and have posters with instructions on how to wash hands.

Make hand sanitiser available at key points around the facility and encourage frequent use.

Consider strategies to reduce the number of surfaces touched by customers.

Clean public areas frequented by staff or customers at least daily with detergent/disinfectant. Frequently touched areas and surfaces must be cleaned several times per day with a detergent/disinfectant solution or wipe.

Disinfectant solutions need to be maintained at an appropriate strength and used in accordance with the manufacturers' instructions.

## Hygiene and cleaning

Ensure items used in the preparation of food or for eating are washed thoroughly with hot water and a detergent solution between use, or preferably with a dishwasher if available. Where possible, residents should not share dishes, drinking glasses, cups or eating utensils.

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

Limit the use of cash transactions by encouraging contactless payment options.

## REQUIREMENTS

## ACTIONS

### Record keeping

Keep a record of name and a mobile number or email address for all staff, customers and contractors for a period of at least 28 days, including a room number where relevant. Ensure records are used only for the purposes of tracing COVID-19 infections and are stored confidentially and securely.

Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.

Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.

- Contactless option for room service delivery and turndown service
- Distance maintained during check-in/out and concierge services at front desk
- Contactless check-outs and Invoice sent via email
- Disinfection of all the room keys
- Shift to disposable coffee cups for room service
- No housekeeping service while guests are in the room
- Protective equipment (masks and gloves) worn by housekeeping
- Enhanced focus on disinfection guests touchpoints in communal areas such as the lift, reception, vending machine
- Enhanced focus on disinfection guests touchpoints in the rooms such as tv remote, heater control, door handles, light switches and all the surfaces.