



**The Port Kembla Ski Club Pty Ltd
Illabunda Lodge**

COVID-19 Management Plan

Version 6.0 – 9 June 2022

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1. Review schedule

In order to preserve the formatting and hyperlinking in this document, amendments must only be made to this document using Microsoft Word and to the master Microsoft Word file of the current version of this document.

Review date	Version	Author/Co-ordinator	Comments
17/05/2020	V1.1	Ben Salon	Initial Draft
01/06/2020	V1.2	Robert McCulloch	Revised initial Draft
08/06/2020	V1.3	Ben Salon	Post review and comment by Emma Clark and Clay Podger
25/06/2020	V1.4	Ben Salon	Pre-operational updates
28/06/2020	V1.5	Ben Salon	Post pre-operational review and comment by Emma Clark and Clay Podger
29/06/2020	V1.6	Ben Salon	Post review by Bob McCulloch and Simon Smart
30/06/2020	V1.7	Ben Salon	Post final pre-operational review by Emma Clark, Bob McCulloch, Simon Smart and Rory Taylor
01/07/2020	V1.8	Ben Salon	Post pre-operational review by the Board
02/07/2020	V1.9	Ben Salon	Following <i>Public Health (COVID-19 Restrictions on Gathering and Movement) Order (No 4) 2020</i> coming into force
03/07/2020	V1.10	Ben Salon	Update to declaration on hotspots
30/07/2020	V2.1	Ben Salon	Update with post operational amendments
05/10/2020	V3.0	Robert McCulloch	Added "Summer" plan
25/10/2020	V3.1	Ben Salon	Developed Summer plan
20/12/2020	V3.2	Ben Salon	Finalise Summer Plan and general update to base and reference documents
16/05/2021	V4.0	Ben Salon / Simon Smart / Robert McCulloch	Pre-winter 2021 update
29/05/2021	V4.1	Ben Salon	Minor Corrections and adjustments
25/09/2021	V5.0	Ben Salon	Expected 2021/22 Summer Plan
23/10/21	V5.1	Ben Salon	Minor Revisions to plan including updated declaration and summer conditions and insertion of use of ventilation into plan
12/11/21	V5.2	Ben Salon	Update due to changed Public Health Orders
09/06/22	V6.0	Ben Salon	Pre-winter 2022 update

2. Reference Documents

The information and documents used in the preparation of this plan include the following:

- a) [COVID-19 Workplace Checklist, prepared by Worksafe Australia.](#)
- b) [How to clean and disinfect your workplace, prepared by Worksafe Australia.](#)
- c) [Operational considerations for COVID-19 management in the accommodation sector – interim guidance, prepared by the World Health Organisation, 25 August 2020.](#)
- d) [Coronavirus Disease 2019 \(COVID-19\) CDNA National Guidelines for Public Health Units, version 6.7, dated 22 March 2022.](#)
- e) [NSW Health advice on symptoms and testing.](#)
- f) [Centre for Disease Control USA ‘Science Brief: SARS-CoV-2 and Surface \(Fomite\) Transmission for Indoor Community Environments’, dated 5 April 2021.](#)
- g) [NSW Health COVID-19 guidance on ventilation, dated 28 March 2021.](#)
- h) NSW Health Factsheet “COVID-19 information for people in the NSW Snowfields dated 3 June 2022 – found at [Annexure L](#).
- i) NSW Health Factsheet “Advice for Snowfield businesses with guests who test positive for COVID-19 dated 3 June 2022 found at [Annexure M](#).

3. Aim of the Plan

To allow operation of The Port Kembla Ski Club Pty Ltd (**Club**) Illabunda Lodge (**Illabunda**) to the maximum extent allowable by government regulations and community expectations during the declared human biosecurity emergency arising from the COVID-19 pandemic and afterwards as necessary.

Policies and decisions about club activities and lodge availability will be balanced against the need for the safety of members, guests, visitors and staff. The health and wellbeing of all our members, guests, visitors and staff is paramount and, as such, they are all required to comply with all relevant directions and conditions in this Plan. The Plan will also seek to protect the financial viability of the Club.

This Plan has been developed as a living document and will be amended as conditions and regulations change.

4. Background

4.1 The COVID-19 Pandemic

COVID-19 is a disease caused by a new strain of coronavirus. ‘CO’ stands for corona, ‘VI’ for virus, and ‘D’ for disease. Formerly, this disease was referred to as ‘2019 novel coronavirus’ or ‘2019-nCoV.’ The COVID-19 virus is a new virus linked to the same family of viruses as Severe Acute Respiratory Syndrome (SARS) and some types of common cold.

The COVID-19 pandemic has caused significant disruption to all normal activities within Australia and around the world.

COVID-19 is a potentially fatal condition and is also highly contagious. A number of cases of

individuals with COVID-19 have been confirmed in NSW, as well as other Australian jurisdictions, including by means of community transmission.

During the Human Biosecurity Emergency arising from the COVID-19 pandemic, the Federal and NSW governments have made legally enforceable measures to mitigate the risk arising from COVID-19.

For example, on 31 March 2020, the NSW government issued the *Public Health (COVID-19 Restrictions on Gathering and Movement) Order 2020*. That Order was subsequently amended on 4 April 2020, 1 May 2020 and 9 May 2020. On 15 May 2020, the *Public Health (COVID-19 Restrictions on Gathering and Movement) Order (No 2) 2020* came into force.

Since that time, existing Orders have either been amended or replaced on some 157 occasions. The COVID-19 regulatory environment with regard to gatherings and movement remains unstable requiring close monitoring by the Board.

At the time of writing this updated plan, relevantly the following public health Orders are in force:

- the [Public Health \(COVID-19 General\) Order 2022 \(NSW\)](#) given on 11 March 2022 and as amended last on 22 April 2022; and
- the [Public Health \(COVID-19 Self-Isolation\) Order \(No 2\) 2022 \(NSW\)](#) given on 31 May 2022.

The orders detail legally enforceable directions and restrictions on gatherings and movement. A plain English interpretation on what the Order allows can be found here (<https://preview.nsw.gov.au/COVID-19/what-you-can-and-cant-do-under-rules>).

It is an offence not to comply with such directions under the orders which can result in fines of up to \$11,000, imprisonment for up to six months, or both and additional penalties for each day an offence continues.

The Board has and will be following the recommendations and directions of the Commonwealth Government, NSW State Government and respective Government Departments i.e. Dept of Health, NSW National Parks Service, etc.

Within the Kosciuszko National Park (KNP) each lessee and licensee is obligated under the NSW Public Health Orders to ensure that aspects of the COVID-19 restrictions are adhered to on its premises.

The Board will also be monitoring Perisher Resort's plans and decisions on opening the ski resort in 2022 although it is acknowledged that the operation of the resort is not necessarily determinative of member's interests on coming to Illabunda.

While this Plan's focus is on COVID-19, it is also relevant to other infectious diseases, pandemics, or other emergency situations.

4.2 Impact on Club activities

The Governmental regulations and restrictions and pragmatic requirements the result of the Human Biosecurity Emergency arising from the COVID-19 pandemic have and will have a

significant impact on the Club's activities, particularly the availability of our Perisher lodge ('Illabunda') for use. This will have a financial impact on the Club.

5. COVID-19 – Historical and Current Committee decisions

5.1 Historical Board Decisions

Winter 2020

Based on the current and expected NSW Government regulations at the time, the Board decided in April 2020 that Illabunda would not open for winter operations as usual on the NSW June Long Weekend in 2020. The decision was also taken to close Illabunda for use over the remaining part of the 2019-2020 summer season.

To ensure the lodge was protected during the winter from a reasonable risk of damage including from frozen pipes, snow damage, fire and internal flood etc., the Board decided to engage a caretaker. The live-in caretaker undertakes several tasks including clearing balconies and entrances from snow, checking waterflow and other vulnerable systems, general upkeep and maintenance to effectively ensure that no damage occurs to the lodge through the winter season. It is expected the caretaker will be in the lodge from the NSW June Long Weekend through to any lodge opening or the NSW October long weekend, whichever comes first ('**Caretaker Mode**'). Our winter 2020 managers took up the role of Caretaker / Alternate Caretaker.

The Board continued to monitor the conditions and circumstances related to the Human Biosecurity Emergency arising from the COVID-19 pandemic and the information being released on operations of Perisher Resort.

On 15 June 2020, the board was of the view that Illabunda could re-open as permitted and possible under the relevant Government regulations and restrictions, could be made safe and was economic and manageable to do so. Accordingly, on 15 June 2020 the Board resolved to open Illabunda under this COVID-19 Safe Operations Plan with a reduced capacity of 10.

It was anticipated that some of the restrictions in place at the time would continue into the foreseeable future, i.e. social distancing, restrictions on group numbers, personal hygiene routines, etc. For this reason, members and guests were required to comply with all relevant government regulations and restrictions in place at the time along with additional booking conditions and requirements for staying at Illabunda.

Summer 2020/21

Following a successful and safe Winter 2020 operations largely in accordance with this plan, the Board resolved on 14 December 2020 to open Illabunda for the Summer 2020/21 season under a summer specific COVID-19 Safe Operations Plan.

Winter 2021

Following a period of relatively low and stable COVID-19 during the previous summer, the board resolved to open Illabunda for the Winter 2021 season under a revised winter COVID-19 Safe Operations Plan. On 24 June 2021, Public Health Orders were made initially restricting movement of residents of 8 Sydney LGAs, on

26 June 2021 Public Health Orders were made restricting movements across all of Greater Sydney (which included Wollongong and Shellharbour) and on 19 August 2021 Public Health Orders were made restricting movements across NSW. At that time and with no members or guests who were able to travel or stay at Illabunda, the Board resolved to put Illabunda into caretaker mode. This continued until the end of the season despite the Snowy-Monaro LGA coming out of lockdown on 16 September 2021 with 2 weeks of the season left, largely because there were not sufficient members or guests able to travel to Illabunda to enable re-starting usual managed winter operations.

Summer 2021/22

At the start of Summer 2021/22, more than 80% of the NSW population has been doubled dose vaccinated and the NSW Government has eased COVID-19 restrictions, and in particular on movement around the State. On 11 October 2021, the Board resolved to open Illabunda for accommodation activities for the Summer 2021/22 season, initially on a limited capacity basis and following the changes to the Public Health Orders coming into force on 1 November 2021, with a capacity of 20.

5.2 Winter 2022

At the time of updating this plan, more than 95% of the Australian population aged 16 or over are fully vaccinated, and 70% of the eligible population are triple vaccinated. The Government has considerably eased COVID-19 restrictions, and in particular on movement around the State. Accordingly, the Board resolved to open Illabunda for accommodation activities for the Winter 2022 season, at full capacity of 20.

Conditions and circumstances related to the Human Biosecurity Emergency arising from the COVID-19 pandemic will be closely monitored and considered and the Board will review its position as necessary based on safety, management, and financial considerations.

5.3 Booking Applications

The Club is accepting booking applications for Winter 2022 on conditions including supplementary COVID-19 conditions.

5.3 Club events

The Club is intending to recommence Senior and Junior racing and training activities in Winter 2022. The Club is the host club for the Illawarra Interclub races in winter 2022, however to minimise risk of a large number gathering at Illabunda, it is not intended to host the race presentations at Illabunda, rather to find an alternate venue for the presentations to be held.

5.4 Financial considerations

The Club remains in a relatively strong financial situation despite a significant downturn in revenue across the Winter 2020 and Winter 2021 seasons. We have sufficient cash reserves to sustain the Club through 2021 and into 2022. It is noted that these financial reserves have been eroded by COVID-19 reduced lodge occupancy in winter 2020 and winter 2021. Winter normally accounts for about 82% of our annual revenue.

The Board is minimising discretionary and non-essential expenditure to protect the Club's present cash savings. There are several fixed expenses such as: service contract fees, electricity, insurance, leases, municipal service charges etc that will need to be paid. Whether there will be any possible government relief packages that could be used, will be investigated, monitored and pursued.

6. Caretaker Mode – Winter Season

Illabunda may be put into caretaker mode during winter by the Board if public health Orders prevent safe and/or adequately profitable operations.

6.1 Visitors to the Lodge in Caretaker Mode

No visitors are allowed at Illabunda while it is closed and/or in Caretaker Mode without prior express written authorisation given by the Club President or other person authorised by the Club such as the booking officer or a Lodge Manager/Caretaker.

A person may be authorised to visit Illabunda while it is closed and/or in Caretaker Mode for purposes such as undertaking necessary maintenance of Illabunda, for reviewing and considering the operations of the Lodge, or to collect personal equipment or belongings being stored at Illabunda.

A person who wishes to visit Illabunda while it is closed and/or in Caretaker Mode must:

- a) Seek advance prior approval from the Club President or Booking Officer for the visit and not present at Illabunda until that approval has been received;
- b) Declare in writing in the form at [Attachment E](#) that:
 - i. They are not aware that they currently have COVID-19
 - ii. They are not unwell with symptoms of respiratory illness, including COVID-19 symptoms such as fever, coughing, a sore throat and unexplained shortness of breath;
 - iii. If they are experiencing such symptoms:
 - They have taken a COVID-19 test (RAT or PCR) and received a negative result; or
 - They are not required to take a COVID-19 test as it is less than 12 weeks since they contracted COVID-19.
 - iv. They are currently not required by the Government to isolate or 'stay at home' for a period that includes any part of the time of my booking at Illabunda;
 - v. They will not enter Illabunda if this declaration becomes untrue between its making and arriving at Illabunda;
 - vi. They will notify the Lodge Captain or Managers if at any time during my stay at Illabunda I exhibit symptoms of a respiratory illness, including COVID-19 symptoms such as fever, coughing, a sore throat and unexplained shortness of breath and agree to take a COVID-19 RAT test and follow any Club or Governmental directions if a positive test is returned;
 - vii. They will notify the Club President or Booking Officer if I subsequently exhibit COVID-19 symptoms within fourteen (14) days of the last day I was at Illabunda during this visit and that I will undertake a test for COVID-19 in the shortest possible timeframe and notify the Club President or Booking Officer

- of the result of that test upon receipt of the result; and
- viii. They have read, understood and accepted the revised supplementary COVID Booking Conditions.
- c) Where the visitor is an external tradesperson or the like entering for the purposes of undertaking necessary maintenance, provide the Club with a copy of their COVID-19 Safe Operations Plan in advance of the visit.

The Club and Managers/Caretakers are to be advised on the proposed day, time and duration of the visit so that COVID-19 safety arrangements may be made in advance for the visit.

The names and contact details of any visitor to Illabunda while closed and/or in Caretaker Mode must be recorded in a register kept by the Club. This register may be needed for notification purposes in the event of a confirmed or suspected positive COVID-19 case that involves or may involve the person/s who visited Illabunda.

If unannounced visitors wish to enter or do enter Illabunda, then a Lodge Manager/Caretaker, upon becoming aware, must notify the Club President or other person authorised by the Club such as the booking officer notifying the same of the unannounced visitation and where possible, the name of the visitor/s, and their times of arrival and departure so these can be entered into the register of visitations being kept by the Club and any other COVID-19 safety arrangements and actions can be taken as a result of the visit.

7. Opening of Illabunda – Winter Season

As detailed above, the Board has resolved to re-open Illabunda for Winter 2022 under this COVID-19 Safe Operations Plan, initially at full capacity of 20 (plus 2 managers) with no restriction on booking groups.

7.1 Booking conditions

Based on the current government regulations and advice, the following COVID-19 booking conditions apply in addition to the Club's usual booking conditions:

- a) People staying or visiting the Club's lodge, Illabunda, are expected to take responsibility for assessing their own risk of acquiring COVID-19 and decide whether it is appropriate, given their own personal circumstances, that they visit Illabunda. See here for further information <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/what-you-need-to-know-about-coronavirus-covid-19#who-is-most-at-risk>;
- b) Each person staying at Illabunda acknowledges the contagious nature of COVID-19 and voluntarily assumes the risks:
- i. Of being exposed to or affected by COVID-19 by attending Illabunda;
 - ii. that such exposure or infection may result in personal injury, illness, permanent disability or death; and

- iii. that exposure to or infection with COVID-19 at Illabunda may result from the actions, omissions or negligence of yourself or others including but not limited to Club, its employees, contractors and volunteers.
- c) Each person staying at Illabunda releases, discharges and holds harmless the Club, its employees, contractors, agents and representatives of and from any claims including all liabilities, claims, actions, damages, costs or expenses of any kind arising out of any risks associated with COVID-19 whether before, during or after the person's stay at Illabunda.
- d) A person cannot stay at or visit Illabunda unless they have [declared in writing](#) (including on behalf of any minors or other dependants in their care) their COVID-19 status on the approved form within the 24hours prior to arrival at Illabunda and provided the same to the Booking Officer.

Please be aware that if you have not made the declaration within the 24hrs prior to arrival at the lodge and emailed it to the Booking Officer you will not be permitted to enter Illabunda.

- e) A member or guest may not stay or visit Illabunda if they have contracted COVID-19 and have not completed the required quarantine period and are medically certified as being able to safely visit Illabunda.
- f) If members and guests are unable to attend Illabunda due to isolating with COVID-19 and are able to provide a medical certificate specifically covering the period of their confirmed booking that details they have COVID-19 then they will be eligible for a credit for their booking. In all other circumstances the usual cancellation policy applies.
- g) People staying at or visiting Illabunda will be required to comply with all applicable COVID-19 governmental regulations or restrictions or advice at the time of their stay, including but not limited to any, social distance requirements, gathering number restrictions, hand and sneeze/cough hygiene requirements and cleaning and disinfecting requirements. Any breach or non-compliance with any COVID-19 requirements may lead to a direction being issued to members and/or their guests by the Club or Lodge Managers/Caretakers to immediately leave Illabunda. If such a direction is issued members and guests must comply with it
- h) People staying at or visiting Illabunda are required to comply with any lawful direction given by the Club on practices, processes, or safeguards to be taken while in or at Illabunda including but not limited to:
 - i. Those set out in the [Illabunda COVID-19 Safe Operations Plan](#); and
 - ii. Hygiene and cleaning guidelines.
- i) All members and guests are required to follow any Club directions during any COVID-19 incidents. This may include compulsory short-term self-isolation at Illabunda during a possible COVID-19 incident.
- j) Members and guests may not use Illabunda to self-quarantine for COVID-19 or other medical conditions such as seasonal flu or any other infectious disease on their own

volition at any time. This will only be permissible under Committee direction during a COVID-19 incident.

- k) Members and guests will be required to comply with Board or Health authority directions, especially a direction to stay within or leave Illabunda. If a change in COVID-19 circumstances require it, all or some bookings to stay at Illabunda may be cancelled and Illabunda may be closed. Such directions and cancellations may occur at short notice.
- l) All bookings must include details of all members and guests staying at Illabunda. No last-minute booking arrivals are allowed unless approved by the Club President or other person authorised by the Club such as the Booking Officer.
- m) The kitchen is strictly off limits to Members and guests staying at Illabunda. The dining, lounge, rumpus, bathroom and other common areas may be subject to strict capacity controls which must be followed.
- n) It is a condition of entry to Illabunda for any person that they must notify the Lodge Captain or Managers if at any time during their stay at Illabunda they exhibit symptoms of a respiratory illness, including COVID-19 symptoms such as fever, coughing, a sore throat and unexplained shortness of breath and agree to take a COVID-19 RAT test and follow any Club or Governmental directions if a positive test is returned.
- o) It is a condition of entry to Illabunda for any person that they must notify the Club President or Booking Officer if they subsequently exhibit COVID-19 symptoms within two weeks of the last day they were at Illabunda and to get tested for COVID-19 in the shortest possible timeframe and notify the Club President or Booking Officer of the result of that test upon receipt of the result.
- p) These conditions and any associated forms may be updated at any time on as much notice as is practicable.

7.2 Arrivals/Departures

Normal arrival and departure requirements will be the initial position in Winter 2022 except for the following:

- The Lodge captain (or other available member or guest) is to provide COVID-19 procedure briefing as set out in briefing outline at [Attachment I](#) in addition to normal briefing. COVID-19 briefing outline to be sent to Lodge Captain in advance of stay.

7.3 Visitors

Visitors (being those not being booked in to stay at Illabunda at the time of the visit or immediately before or after the proposed visit) are permitted but not encouraged during Winter 2022.

A person may visit Illabunda after declaring in writing in the form at [Attachment E](#) that:

- i. They are not aware that they currently have COVID-19
- ii. They are not unwell with symptoms of respiratory illness, including COVID-19

symptoms such as fever, coughing, a sore throat and unexplained shortness of breath;

- iii. If they are experiencing such symptoms:
 - They have taken a COVID-19 test (RAT or PCR) and received a negative result; or
 - They are not required to take a COVID-19 test as it is less than 12 weeks since they contracted COVID-19.
- iv. They are currently not required by the Government to isolate or 'stay at home' for a period that includes any part of the time of my booking at Illabunda;
- v. They will not enter Illabunda if this declaration becomes untrue between its making and arriving at Illabunda;
- vi. They will notify the Lodge Captain or Managers if at any time during my stay at Illabunda I exhibit symptoms of a respiratory illness, including COVID-19 symptoms such as fever, coughing, a sore throat and unexplained shortness of breath and agree to take a COVID-19 RAT test and follow any Club or Governmental directions if a positive test is returned;
- vii. They will notify the Club President or Booking Officer if I subsequently exhibit COVID-19 symptoms within fourteen (14) days of the last day I was at Illabunda during this visit and that I will undertake a test for COVID-19 in the shortest possible timeframe and notify the Club President or Booking Officer of the result of that test upon receipt of the result; and

7.4 Lodge Operations

Minimum modifications to the usual winter operations of Illabunda are now required and this will include having protocols in place for:

- a) Preventing COVID-19 transmission at Illabunda;
- b) Responding to a COVID-19 incident involving a people at Illabunda or people who have recently been at Illabunda;
- c) Recovering from a COVID-19 incident involving a people at Illabunda or people who have recently been at Illabunda.

Protocols, procedures, practices and actions for each of these phases will be detailed below.

8. Preventing a COVID-19 Incident

COVID-19 is transmitted through direct contact with respiratory droplets of an infected person (generated through coughing and sneezing). Individuals can also be infected from touching surfaces contaminated with the virus and touching their face (e.g., eyes, nose, mouth). The COVID-19 virus may survive on surfaces, but simple disinfectants can kill it.

Good hygiene (both personal hygiene and built environment hygiene) together with social distancing are key mechanisms for preventing any transmission of COVID-19 at Illabunda.

Hazards, risks and preventative measures for each indoor and outdoor space at Illabunda as a whole and will be analysed and assessed below. The scales used in this analysis are as follows:

- Likelihood of transmission has been assessed on a scale of:

- Certain to occur—expected to occur in most circumstances.
- Very likely—will probably occur in most circumstances.
- Possible—might occur.
- Unlikely—could happen at some time.
- Rare—may happen only in exceptional circumstances.
- Risk has been assessed on a scale of:
 - High.
 - Medium.
 - Low.

8.1 Bathrooms (Main)

This section applies to the two main bathrooms.

No.	Hazard	Likelihood of Transmission	Level of Risk	Proposed Controls
1	Airborne transmission due to size of room. Size of room = 16m ²	Possible – due to time spent in bathroom.	High – due to activities undertaken in room and proximity with others. It is noted that the NSW Health COVID-19 Safe Plan for Caravan Parks and Camping Grounds (which usually have shared bathrooms) makes no special provisions to eliminate the sharing of bathrooms other than to ensure the bathroom is well stocked with soap and paper towels	<ul style="list-style-type: none"> ● Follow applicable government requirements and recommendations. ● Sign door and bathroom to encourage hygiene and distancing practices ● If appropriate, use windows for ventilation.

2.	Airborne transmission in shared basin, toilet and shower facilities	Possible - due to activities undertaken in room	<p>High – due to activities undertaken in room.</p> <p>It is noted that the NSW Health COVID-19 Safe Plan for Caravan Parks and Camping Grounds (which usually have shared bathrooms) makes no special provisions to eliminate the sharing of bathrooms other than to ensure the bathroom is well stocked with soap and paper towels</p>	<ul style="list-style-type: none"> • Follow applicable government requirements and recommendations. • Check stocks of soap and paper towel twice daily. • Bathrooms closed and cleaned in full once per day (not applicable in summer). • If appropriate, use windows for ventilation.
3.	Transmission via surfaces	Possible - due to activities undertaken in room	<p>High – due to activities undertaken in room.</p> <p>It is noted that the NSW Health COVID-19 Safe Plan for Caravan Parks and Camping Grounds (which usually have shared bathrooms) makes no special provisions to eliminate the sharing of bathrooms other than to ensure the bathroom is well stocked with soap and paper towels</p> <p>NOTE: the CDC updated it's advice regarding COVID-19 on 5th April 2021: “It is possible for people to be infected through contact with contaminated surfaces or objects (fomites), but the risk is generally considered to be low.”</p>	<ul style="list-style-type: none"> • Follow applicable government requirements and recommendations. <ul style="list-style-type: none"> • provide Hand sanitiser for use and sign accordingly. • Regularly check levels of hand sanitiser and replenish when required. <ul style="list-style-type: none"> • Bathrooms closed and surfaces such as benches, taps and handles cleaned once per day. • Bathrooms to be well stocked with soap, hand sanitiser and paper towels.

8.2 Bedrooms

No.	Hazard	Likelihood of Transmission	Level of Risk	Proposed Controls
1.	<p>Airborne transmission due to size of room.</p> <p>Rooms are of varying sizes from 11m² to 17m²</p>	<p>Certain – proximity of contact and duration of contact</p>	<p>High – proximity of contact and duration of contact.</p>	<ul style="list-style-type: none"> • Follow applicable government requirements and recommendations • If appropriate, use windows for ventilation.
2.	<p>Transmission via linen, quilts, blankets</p>	<p>Possible – proximity of contact and duration of contact and private nature of room</p>	<p>High – proximity of contact and duration of contact</p> <p>NOTE: the CDC updated it's advice regarding COVID-19 on 5th April 2021: "It is possible for people to be infected through contact with contaminated surfaces or objects (fomites), but the risk is generally considered to be low."</p>	<ul style="list-style-type: none"> • Follow applicable government requirements and recommendations. • Each bed should be assigned one set of linens, one pillow (with protector), one quilt for incoming guests. (not applicable in Summer) • Remove all other blankets and pillows from room. • Blankets can be provided on request by the guest. (not applicable in Summer) • Wash all linen (including mattress, pillow protector, quilt cover and any additional blanket

				<p>supplied) (not applicable in Summer)</p> <ul style="list-style-type: none"> • SUMMER: Each guest is required to have their own complete set of linen including sheets, pillow slips, blankets and/or doona.
3.	Transmission to incoming guests via surfaces	Possible – proximity of contact and duration of contact and private nature of room	<p>High – proximity of contact and duration of contact and private nature of room</p> <p>NOTE: the CDC updated it's advice regarding COVID-19 on 5th April 2021: “It is possible for people to be infected through contact with contaminated surfaces or objects (fomites), but the risk is generally considered to be low.”</p>	<ul style="list-style-type: none"> • Follow applicable government requirements and recommendations. • Wipes to be available in each room for cleaning of hard surfaces, handles and fixtures. • Rooms to be cleaned and sanitised before incoming guests can enter the room.
4.	General Transmission by touch and surfaces	Possible – due to personal nature of items kept and used in bedroom	<p>Medium – due to personal nature of items kept and used in room</p> <p>NOTE: the CDC updated it's advice regarding COVID-19 on 5th April 2021: “It is possible for people to be infected through contact with contaminated</p>	<ul style="list-style-type: none"> • Follow applicable government requirements and recommendations. • Each room to be equipped with hand sanitiser • Sign accordingly • Levels of hand sanitiser to be checked at each changeover to ensure adequate supply for duration of next stay (not applicable in

			surfaces or objects (fomites), but the risk is generally considered to be low."	Summer).
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8.3 Corridors

No.	Hazard	Likelihood of Transmission	Level of Risk	Proposed Controls
1.	Airborne transmission due to size of corridor. Corridors are of varying widths however two people can pass in a corridor without touching if careful	Unlikely – due to casual contact	Medium – due to proximity of contact	<ul style="list-style-type: none"> • Follow applicable government requirements and recommendations. • Restrict use of corridor for access only – ie – no loitering in corridors • sign accordingly for social distancing
2.	Transmission from surfaces, door handles, banisters and the like	Possible – due to face to hand touching	Medium NOTE: the CDC updated it's advice regarding COVID-19 on 5 th April 2021: "It is possible for people to be infected through contact with contaminated surfaces or objects (fomites), but the risk is generally considered to be low."	<ul style="list-style-type: none"> • Transmission from surfaces, door handles, banisters and the like • Follow applicable government requirements and recommendations • Surfaces such as door handles, banisters and the like to be cleaned twice daily (not applicable in summer). • In summer, surfaces such as door handles, banisters and the like to be sanitised between booking groups.
3.	Transmission from surfaces, door handles, banisters and the like	Possible – due to face to hand touching	Medium NOTE: the CDC updated it's advice regarding COVID-19 on 5 th April 2021: "It is possible for people to be infected through contact with contaminated surfaces or objects (fomites), but the	<ul style="list-style-type: none"> • Follow applicable government requirements and recommendation s. • Surfaces such as door handles, banisters and the like to be cleaned twice daily (not applicable in summer). • In summer, surfaces such as door handles, banisters and the like to be sanitised between booking groups.

			risk is generally considered to be low.”	
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8.4 Dining Room

No.	Hazard	Likelihood of Transmission	Level of Risk	Proposed Controls
1.	Transmission due to size of room. Room is 40m ²	Possible – due size of room and time spent in room	High – due to size of room and time spent in room	<ul style="list-style-type: none"> • Follow applicable government requirements and recommendations. • Sign accordingly on social distancing. • If appropriate, use windows and fans for ventilation.
2.	Transmission via surfaces	Possible - due to activities undertaken and time spent in room	High – due to activities undertaken and time spent in room NOTE: the CDC updated it’s advice regarding COVID-19 on 5 th April 2021: “It is possible for people to be infected through contact with contaminated surfaces or objects (fomites), but the risk is generally considered to be low.”	<ul style="list-style-type: none"> • Follow applicable government requirements and recommendations. • Hand sanitiser to be available for use and sign accordingly • Regularly check levels of hand sanitiser and replenish when required. • Hard surfaces to be cleaned before and after each meal
3	Meal time service (not applicable in Summer)	Possible – due to activities undertaken in the room	Medium – due to activities undertaken in the room	<ul style="list-style-type: none"> • See details below on special arrangements for meal time operations

8.5 Drying room

No.	Hazard	Likelihood of Transmission	Level of Risk	Proposed Controls
1.	Transmission due to size of rooms. Boot Room is 8m ² Clothes Room is 5.5m ²	Certain – due to size of room, time spent in room and activities undertaken in room.	High – due to size of room, time spent in room and activities undertaken in room.	<ul style="list-style-type: none"> • Follow applicable government requirements and recommendations. • sign to encourage distancing or mask wearing
2.	Transmission due to use of room	Possible – proximity of storage and nature of items stored in room	High – proximity of storage and nature of items stored in room NOTE: the CDC updated it's advice regarding COVID-19 on 5 th April 2021: "It is possible for people to be infected through contact with contaminated surfaces or objects (fomites), but the risk is generally considered to be low."	<ul style="list-style-type: none"> • Follow applicable government recommendation. • Provide hand sanitisation station in rumpus room (not in drying room due to fire hazard) for use before proceeding into wider lodge. • Sign accordingly • Regularly check hand sanitiser levels and replenish when required.

3.	General Transmission by touch and surfaces	Possible – due to nature of activities undertaken and items placed on surfaces	<p>Medium – due to nature of activities undertaken and items placed on surfaces</p> <p>NOTE: the CDC updated it's advice regarding COVID-19 on 5th April 2021: “It is possible for people to be infected through contact with contaminated surfaces or objects (fomites), but the risk is generally considered to be low.”</p>	<ul style="list-style-type: none"> • Follow applicable government requirements and recommendations. • Seats and door handles to be cleaned twice daily – after usual morning departures and after usual evening arrivals. (not applicable in summer) • In summer, surfaces such as the seats, door handles and the like to be sanitised between booking groups.
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8.6 Kitchen (and Pantry)

No.	Hazard	Likelihood of Transmission	Level of Risk	Proposed Controls
1.	<p>Transmission due to size of room.</p> <p>Room is 38m²</p>	Low – due to restricted access and PPE	Low – due to restricted access and PPE	<ul style="list-style-type: none"> • Access restricted to managers/caretakers only (not applicable in Summer) • SUMMER: room capacity is restricted to 3 people • Sign accordingly. • Follow Government requirements and recommendations • If appropriate, use windows for ventilation.

2.	General Transmission by touch and surfaces	Possible – due to nature of activities undertaken	Medium – due to nature of activities undertaken NOTE: the CDC updated it's advice regarding COVID-19 on 5 th April 2021: “It is possible for people to be infected through contact with contaminated surfaces or objects (fomites), but the risk is generally considered to be low.”	<ul style="list-style-type: none"> • Follow applicable government requirements and recommendations. • In summer, hand sanitiser to be used before entry into Kitchen. • In summer, surfaces all work surfaces and other surfaces (including handles etc) to be cleaned and sanitised after each use • In Summer, kitchen to be sanitised between booking groups.
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8.7 Landings and staircases

No.	Hazard	Likelihood of Transmission	Level of Risk	Proposed Controls
1.	Transmission due to size of staircases. Staircases are of varying widths however two people can pass in a corridor without touching if careful.	Unlikely – due to casual contact	Medium – due to proximity of contact	<ul style="list-style-type: none"> • Restrict use of corridor for access only – ie – no loitering in corridors • Sign appropriately for social distancing
2.	Transmission from surfaces, door handles, banisters and the like	Possible – due to face to hand touching	Medium NOTE: the CDC updated it's advice regarding COVID-19 on 5 th April 2021: “It is possible for people to be infected through contact with contaminated	<ul style="list-style-type: none"> • Surfaces such as door handles, banisters and the like to be cleaned twice daily (not applicable in Summer) • In Summer, surfaces such as door handles and banisters to be sanitised between booking

			surfaces or objects (fomites), but the risk is generally considered to be low.”	groups
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8.8 Laundry

No.	Hazard	Likelihood of Transmission	Level of Risk	Proposed Controls
1.	Transmission due to size of room. Room is 6m ²	Likely - due to size of room	Low – due to time spent in room.	<ul style="list-style-type: none"> Follow any applicable government requirements or recommendations. Sign to encourage distancing practices
2.	Transmission through use of washing machine and/or dryers by separate parties	Unlikely – due to use of detergents and heat	Medium – due to items that can be washed and dried	<ul style="list-style-type: none"> Follow any applicable government requirement or recommendation. <ul style="list-style-type: none"> Regularly check supply of wipes and replenish where necessary.
3.	General Transmission by touch and surfaces	Possible – due to nature of activities undertaken and items placed on surfaces	Medium – due to nature of activities undertaken and items placed on surfaces NOTE: the CDC updated it's advice regarding COVID-19 on 5 th April 2021: “It is possible for people to be infected through	<ul style="list-style-type: none"> Encourage appliance controls to be cleaned by user before and after use with wipes. Sign appropriately. Door handles, taps and appliance controls to be cleaned one per day

			<p>contact with contaminated surfaces or objects (fomites), but the risk is generally considered to be low."</p>	
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8.9 Lounge Room

No.	Hazard	Likelihood of Transmission	Level of Risk	Proposed Controls
1.	<p>Transmission due to size of room. Room is 40m²</p>	Possible – due time spent in room	High – due to time spent in room	<ul style="list-style-type: none"> • Follow government regulations • Sign to encourage social distancing practices and/or mask wearing. • If appropriate, use windows and doors and fans for ventilation.

2.	General Transmission by touch and surfaces	Possible – due to time spent in room and being main common space	Medium due to being main common space NOTE: the CDC updated it's advice regarding COVID-19 on 5 th April 2021: "It is possible for people to be infected through contact with contaminated surfaces or objects (fomites), but the risk is generally considered to be low."	<ul style="list-style-type: none"> • Hand sanitiser to be provided • Sign accordingly • Provide sensitisation station directly outside loungeroom • Regularly check level of hand sanitiser and replenish when necessary. • Clean hard surfaces and door handles, couches etc twice daily (not applicable in Summer)
3.	Transmission by touch and surfaces associated with fire setting	Possible	Low NOTE: the CDC updated it's advice regarding COVID-19 on 5 th April 2021: "It is possible for people to be infected through contact with contaminated surfaces or objects (fomites), but the risk is generally considered to be low."	<ul style="list-style-type: none"> • Encourage disinfectant wipe equipment (axe, log splitter controls and fire stokers) prior to and after use. • Sign appropriately.

8.10 Rumpus Room

No.	Hazard	Likelihood of Transmission	Level of Risk	Proposed Controls
1.	Transmission due to size of room. Room is 43m ²	Possible – due time spent in room	High – due to time spent in room	<ul style="list-style-type: none"> • Follow government requirements and recommendations • Sign accordingly

				<p>on social distancing.</p> <ul style="list-style-type: none"> • If appropriate, use windows for ventilation.
2.	General Transmission by touch and surfaces	Possible – due to time spent in room and being one the main common spaces	<p>Medium - due to being on of the main common spaces</p> <p>NOTE: the CDC updated it's advice regarding COVID-19 on 5th April 2021: "It is possible for people to be infected through contact with contaminated surfaces or objects (fomites), but the risk is generally considered to be low."</p>	<ul style="list-style-type: none"> • Provide hand sanitiser for use on entry to rumpus room. • Clean hard surfaces and door handles, couches etc twice daily (not applicable in Summer) • Sign accordingly.

8.11 Services Room

No.	Hazard	Likelihood of Transmission	Level of Risk	Proposed Controls
1.	Transmission due to size of room. Room is 7m ²	Low – due to low use	Medium – due potential time of use	<ul style="list-style-type: none"> • Follow applicable Government requirements and recommendation.
2.	General Transmission by surfaces and touch	Low – due to low use	<p>Low</p> <p>NOTE: the CDC uupdated it's advice regarding COVID-19 on 5th April 2021: "It is possible for people to be infected through</p>	

			contact with contaminated surfaces or objects (fomites), but the risk is generally considered to be low."	
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8.12 Spa/Sauna Area

No.	Hazard	Likelihood of Transmission	Level of Risk	Proposed Controls
1.	Transmission due to size of room and shared bathing. Room is 12m ²	Certain – due to size of room, activities and time spent in room	High – due to size of room activities and time spent in room	<ul style="list-style-type: none"> Follow applicable government requirements and recommendations.
2.	Transmission due to shared nature of bathroom facilities	Likely - due to activities undertaken in room.	<p>High – due to activities undertaken in room</p> <p>It is noted that the NSW Health COVID-19 Safe Plan for Caravan Parks and Camping Grounds (which usually have shared bathrooms) makes no special provisions to eliminate the sharing of bathrooms other than to ensure the bathroom is well stocked with soap and paper towels</p>	<ul style="list-style-type: none"> Follow applicable government requirements and recommendations.
3.	Transmission via surfaces	Possible - due to activities undertaken	High – due to activities	<ul style="list-style-type: none"> Follow applicable government

		in room	undertaken in room It is noted that the NSW Health COVID-19 Safe Plan for Caravan Parks and Camping Grounds (which usually have shared bathrooms) makes no special provisions to eliminate the sharing of bathrooms. NOTE: the CDC updated it's advice regarding COVID-19 on 5 th April 2021: "It is possible for people to be infected through contact with contaminated surfaces or objects (fomites), but the risk is generally considered to be low."	requirements and recommendations. <ul style="list-style-type: none"> • Hand sanitiser to be provided and sign accordingly. • Bathrooms closed and surfaces such as benches, taps and handles cleaned twice per day (not applicable in Summer). • In summer, surfaces such as benches, taps and handles to be sanitised after each use. • In summer, surfaces such as benches, taps and handles to be sanitised between booking groups. • Bathrooms to be well stocked with soap, hand sanitiser and paper towels.
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8.13 Ski Workshop

No.	Hazard	Likelihood of Transmission	Level of Risk	Proposed Controls
1.	Transmission due to size of room. Room is 6m ²	Low – due to restricted access	Low – due to restricted access	<ul style="list-style-type: none"> • Follow applicable government requirements and recommendations. • Sign to encourage social distancing. • If appropriate, use windows for ventilation.

2.	General Transmission by touch and surfaces	Possible – due time spent and size of room	Low NOTE: the CDC updated it's advice regarding COVID-19 on 5 th April 2021: "It is possible for people to be infected through contact with contaminated surfaces or objects (fomites), but the risk is generally considered to be low."	
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8.14 Summer Entry

No.	Hazard	Likelihood of Transmission	Level of Risk	Proposed Controls
1.	Transmission due to size of room. Room is 8m ²	Low – due to restricted access	Low – due to restricted access	<ul style="list-style-type: none"> • Restrict access • Follow applicable Government requirements and recommendations. • Sign on use by managers only (not applicable in Summer) • If appropriate, use door for ventilation.
2.	General Transmission by touch and surfaces	Possible	Low – due to usual degloving upon entry to lodge NOTE: the CDC updated it's advice regarding COVID-19 on 5 th April 2021: "It is possible for	<ul style="list-style-type: none"> • Hand sanitisation prior to entry to lodge • Provide hand sanitisation station outside door and regularly check levels of hand sanitiser. • Sign accordingly

			people to be infected through contact with contaminated surfaces or objects (fomites), but the risk is generally considered to be low.”	
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8.15 Void

No.	Hazard	Likelihood of Transmission	Level of Risk	Proposed Controls
	Transmission due to size of room. Room is 40m ²	Unlikely – due to infrequent use	Low – due to size of room and distributed spacing of ski gear	<ul style="list-style-type: none"> • Follow any applicable Government requirements and recommendations.

8.16 Winter Entry

No.	Hazard	Likelihood of Transmission	Level of Risk	Proposed Controls
1.	Transmission due to size of room and frequency of people moving in/out. Room is 5m ²	Certain – due to frequency of use and contact	High – due to shared access	<ul style="list-style-type: none"> • Manage access and follow Government recommendations. • If appropriate, use windows for ventilation.
2.	General Transmission by touch and surfaces	Possible	Low – due to usual degloving upon entry to lodge NOTE: the CDC updated its advice regarding COVID-19 on 5 th April 2021: “It is possible for people to be	<ul style="list-style-type: none"> • Hand sanitisation prior to entry to lodge • Provide hand sanitisation station outside door and regularly check levels of hand sanitiser • Sign accordingly

			infected through contact with contaminated surfaces or objects (fomites), but the risk is generally considered to be low.”	
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8.17 Workshop

No.	Hazard	Likelihood of Transmission	Level of Risk	Proposed Controls
1.	Transmission due to size of room. Room is 16m ²	Low – due to low use	Low – due to restricted access	Follow any applicable government requirement or recommendation
2.	General Transmission by surfaces and touch	Low – due to low use	Low NOTE: the CDC updated it's advice regarding COVID-19 on 5 th April 2021: “It is possible for people to be infected through contact with contaminated surfaces or objects (fomites), but the risk is generally considered to be low.”	

8.18 Wood Room

No.	Hazard	Likelihood of Transmission	Level of Risk	Proposed Controls

	Transmission due to size of room. Room is small	Low – due to low use	Low – due to single person use	<ul style="list-style-type: none"> Follow any applicable government requirement or recommendation If appropriate, use doors for ventilation
2.	General Transmission by surfaces and touch	Low – due to low use	Low NOTE: the CDC updated it's advice regarding COVID-19 on 5 th April 2021: "It is possible for people to be infected through contact with contaminated surfaces or objects (fomites), but the risk is generally considered to be low."	<ul style="list-style-type: none"> Provide hand sanitisation for use Sign accordingly

8.19 Illabunda

No.	Hazard	Likelihood of Transmission	Level of Risk	Proposed Controls
1.	Guest or manager develops COVID while at lodge	Likely	High	<ul style="list-style-type: none"> Follow applicable government requirements and advice
2.	Capacity of certain rooms	See above	See above	<ul style="list-style-type: none"> Follow applicable government requirements and advice

8.20 Changeovers

Changes to our usual changeover operations may be required to minimise interaction between incoming and outgoing guests to reduce the potential for any transmission and to reduce pressure being placed on the maximum occupancy in certain rooms of Illabunda.

8.20.1 Changeovers in Winter

Normal arrival and departure requirements will be the initial position in Winter 2022 except for the following:

- Lodge captain (or other available member or guest) is to provide COVID-19 procedure briefing as set out in briefing outline at [Attachment I](#) in addition to normal briefing. COVID-19 briefing outline to be sent to Lodge Captain in advance of stay.

8.20.2 Changeovers in Summer

The following changeover rules must be followed in Summer:

- Illabunda **must** be thoroughly cleaned and tidied by the people staying at Illabunda immediately prior to their 3pm departure with a particular focus on the kitchen, dining room, lounge room, rumpus room, bathrooms, bedrooms that have been used during the stay and areas of frequent contact surfaces such as door handles and banisters. If Illabunda is not left in a clean and tidy state by departing members and guests then an additional cleaning fee of \$50/hr for cleaning work may be imposed.

8.21 Meals (not applicable in Summer)

Government requirements and advice to be followed along with the following procedures in accordance with those requirements and advice will be followed at meal times.

- (a) Breakfast:
 - (i) Tables to be cleaned and set pre-breakfast; and
 - (ii) Breakfast is to be pre-ordered night before on breakfast ordering sheet.
- (b) Lunch:
 - (i) Tables to be cleaned and set (as required) pre-lunch;
 - (ii) Lunch, including fruit, to be pre-ordered at breakfast (except on changeover days);
 - (iii) Lunch on changeover days to be guest made toasted sandwiches and any plated leftovers placed in guest fridges; and
 - (iv) Lunches to be placed in guest fridges by Managers ahead of noon – to be collected by guests at will until 2.30pm;
 - (v) Tables to be cleaned and any left over lunches to be removed from fridges by Managers post 2.30pm.
- (c) Dinner:
 - (i) Tables to be cleaned and set pre-dinner;
 - (ii) Tables to be cleaned post dinner.

9. Responding to a COVID-19 incident involving people at Illabunda or people who have recently been at Illabunda

There are several feasible scenarios for a COVID-19 incident involving a people at Illabunda or people who have recently been at Illabunda. It is very important in dealing with any scenario that all people at Illabunda will be open and communicate their physical condition to their fellow guests, as it needs to be a relationship of trust.

The Club has produced a COVID-19 Incident Response Plan (the '**Response Plan**'), [Attachment B](#), which will provide detailed guidance and must be followed. This Plan will be available on the Club website.

9.1 Emergency Kit

For the purposes of responding to a COVID-19 incident at Illabunda, a COVID-19 emergency kit (the '**COVID Kit**') is to be packed and located at Illabunda in an area where it can be easily accessed by onsite personnel for use. The COVID-19 Kit may be spread across a few containers, for example, cleaning products will require a separate and appropriate container. The kit should include the following items and checked regularly, kept up-to-date and in good working order.

9.1.1 Documents:

- COVID-19 Management Plan.
- Incident Response and Recovery Plan (this Plan).
- List of key contact details.
- A stock and equipment list and when it was last checked.

9.1.2 Stock and Equipment:

- Cleaning detergent and bleach (to disinfect)
- Disposable cleaning cloths and paper towel
- Disposable gloves, gowns, surgical masks and eye protection glasses
- Buckets
- Garbage bags and ties
- Marker pens, paper and adhesive (for temporary signs)
- COVID-19 Rapid Antigen Tests (RAT)

9.2 A person (other than the managers/caretakers) at Illabunda develops and reports COVID-19 symptoms (Scenario 1)

The following procedures will be followed:

- a) The affected person/s are to immediately notify the Lodge Captain or Managers and proceed to isolate in their room to await COVID-19 testing by way of RAT Test. Some RAT Tests will be available at Illabunda.
- b) If the RAT test is positive the affected person/s are to self-isolate until arrangements can be made for the person/s to leave Illabunda and travel to their residence or other place suitable for isolating, including bringing of the person's vehicle to Perisher to facilitate egress without using any form of public transport including the Skitube. If the RAT test is negative the person may stay at Illabunda is to undergo a daily RAT test until their departure.

- c) If the RAT test is positive, the Lodge Captain, the Lodge Managers/Caretakers, and other people in the affected person's booking party are to be informed directly, or by another that the person has developed COVID-19 symptoms. Those persons should monitor for symptoms.
- d) Contact the NSW State Health authority helpline 1300 066 055 to report the infection and obtain and follow advice, as necessary.
- e) The President and/or Booking Officer needs to be informed of the incident so that the Board is made aware. Email to be sent to covid@illabunda.com.au
- f) The Lodge Captain or Managers/Caretakers are to notify all other people at Illabunda of the incident and advise all to monitor for symptoms.
- g) Any meals for the self-isolating person should be left outside the room for the person to self-collect. The person should be masked when collecting the meals. Arrangements are to be made to limit any potential contact or sharing of bathrooms (ie designate particular basin/toilet/shower for use or clean after use by affected person, cleaner to wear appropriate PPE).
- h) All other people at or who have visited Illabunda must monitor for symptoms and if symptoms development they are required to take a RAT Test. Alternatively, guests at or in the vicinity of Illabunda, please dial the Southern NSW Health District COVID-19 Support Line on **1800 318 248 for further information and bookings or click on or scan the below QR Code to find your nearest testing clinic in NSW:**



- i) Extreme caution will need to be observed by all people at Illabunda by wearing of face masks and all social distancing, gatherings and cleaning/disinfecting requirements are to be strictly observed. Personal protective equipment is to be distributed as required. Heightened hygiene and protocols should be followed.
- j) The lodge is to be thoroughly cleaned and disinfected, especially contact surfaces.
- k) The NPWS needs to be informed of positive COVID-19 cases in order to comply with our Lease on Infectious Diseases.
- l) With the exception of the Managers, self-isolation in a lodge is only permitted until travel arrangements are made for the person to return to their place of residence or other place suitable for self isolation (which is not Illabunda).

9.3 A manager/caretaker develops and reports COVID-19 symptoms (Scenario 2)

The following procedures will be applied:

- a) The affected manager/caretaker will need to inform the Lodge Captain and the Lodge Administrator that they are exhibiting COVID-19 symptoms and take a RAT Test. If the RAT test is positive, the Manager/s are to self-isolate in their room. If the RAT test is positive, the Managers may continue work if able and

- are to take RAT tests each 24hour period.
- b) Contact the NSW State Health authority helpline 1300 066 055 to report the infection and obtain and follow advice, as necessary.
 - c) The President and/or Vice President needs to be informed so that the Board is made aware. Email to be sent to covid@illabunda.com.au
 - d) The lodge Captain notifies all other people at Illabunda of the COVID-19 incident and advises them to monitor for symptoms and if symptoms develop, to take a RAT Test.
 - e) Any meals should be left outside the room for the managers to self-collect. The Managers should wear masks when collecting the meals
 - f) Frozen meals and/or stored in advance for this eventuality by Managers can be accessed as required. As soon as practicable arrangements are to be made by the Lodge Administrator or Club President for any further ready to eat food (or almost ready to eat) to be available at Illabunda to sustain the occupants and Managers while arrangements are made for dealing with the potential COVID-19 infection/s.
 - g) All other people at or who have visited Illabunda must monitor for symptoms and if symptoms development they are required to take a RAT Test. Alternatively, guests at or in the vicinity of Illabunda, please dial the Southern NSW Health District COVID-19 Support Line on **1800 318 248 for further information and bookings or click on or scan the below QR Code to find your nearest testing clinic in NSW:**



- h) Extreme caution will need to be observed by all people at Illabunda by wearing face masks and all social distancing, gatherings and cleaning/disinfecting requirements are to be strictly observed until arrangements are made for all members/guests to leave the lodge.
- i) The NPWS needs to be informed of positive COVID-19 cases in order to comply with our Lease on Infectious Diseases.
- j) The lodge is to be thoroughly cleaned and disinfected, by a contact cleaner if required.
- k) The booking officer is to notify all incoming guests due to arrive in the next seven to 21 days of the incident and potential for disruption to lodge operations as decided by the board and relevant health authorities.
- l) The Booking Officer is to notify all people who have been at Illabunda in the preceding two weeks of the COVID-19 incident and to monitor for COVID-19 symptoms and seek out and follow other governmental directions.

9.4 A person who has been at Illabunda during the previous two weeks reports exhibiting symptoms of COVID-19 and/or being positive COVID-19 (Scenario 3)

The following procedures will be applied in addition to any others required by the relevant state and federal governmental and health authorities:

- i. As per the condition of entry to Illabunda, the person will need to inform the Club President or Booking Officer and confirm details of their stay (ie when was the stay, which room, who they shared with).
- ii. The board to be made aware by email of the incident at covid@illabunda.com.au
- iii. The Club Booking Officer will need to inform all guests who had stayed at the relevant lodge during and since the affected person's occupancy or any guest identified as having been in contact with the positive COVID-19 case, if possible.
- iv. The Club Booking Officer is to notify future incoming guests of potential disruption to operations as decided by the Board.
- v. If a positive COVID-19 test result occurs for a guest presently staying at a lodge then the procedures detailed in [Section 10.2](#) will be followed.

10. Recovering from a COVID-19 incident involving people at Illabunda or people who have recently been at Illabunda.

- Notification to booking holders and membership of suspension of bookings and operations as decided by the board and relevant health authorities.
- Full lodge clean.
- Board to consult with health authorities and managers on operations.

11. Training

Key personnel will need training to ensure they can perform the appropriate roles and responsibilities set out in this Plan which include the following:

12.1 Board/Committee Members

- Read and consider reference documents listed above in [Section 2](#).
- <https://www.foodauthority.nsw.gov.au/covid-19-awareness-food-service-training>
- <https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>

12.2 Lodge Managers/Caretakers

- Read and consider reference documents listed above in [Section 2](#).
- <https://www.foodauthority.nsw.gov.au/covid-19-awareness-food-service-training>
- <https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>

12. Possible future amendments

Other additional booking and operational rules may be introduced by the Board depending upon how the future restrictions and conditions evolve.

13. Communications

This Plan will be published on the Club's website, stored in a prominent and easy to access location within Illabunda, as well as on the Club G-drive. Copies of the Plan in each of those

places will be updated if and when that occurs.

Attachment A – Hygiene and Cleaning Guidelines

Hygiene and Cleaning Guidelines

1. General rules

The following guidelines are provided based on the Australian Government Department of Health cleaning guidelines:

https://www.health.gov.au/sites/default/files/documents/2020/04/coronavirus-covid-19-information-about-routine-environmental-cleaning-and-disinfection-in-the-community_0.pdf:

Other detailed information on cleaning, disinfecting, work site operations are available from the Safe Work Australia website:

<https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/cleaning>

To help ensure the health of members, visitors, staff and guests all lodge users must observe any social distance requirements, gathering number restrictions, hand and sneeze/cough hygiene requirements and cleaning and disinfecting requirements.

Hand sanitiser and wipes will be available in each room and around the lodge. Members and guests are encouraged wash their hands with soap and water, or to use the hand sanitiser and wipes, regularly especially:

- Before entering the lodge.
- Before entering the lounge room, rumpus room and dining room .
- Before and after using the bathrooms.

Members and guests will be also required to:

- Wipe down hard surfaces (including door handles, light switches etc in their bedrooms with the sanitising wipes prior to departures.

2. Disinfection procedures

Special cleaning and disinfection procedures will be adopted at Illabunda.

These procedures are not meant to replace a professional disinfection clean and disinfection during a COVID-19 incident.

Regular cleaning and disinfection will be conducted by the Lodge Managers/Caretakers while in residence.

Personal Protection Equipment (PPE)

- Germicidal disinfectant/wipes for surface cleaning Tissues.

- Goggles and face masks (surgical or P2/N95). Note that disposable face masks can only be used once
- Gloves (disposable)
- Protective apron (disposable)
- Full-length long-sleeved gown
- Biohazard disposable waste bag.
- Refer to [Operational considerations for COVID-19 management in the accommodation sector – interim guidance, prepared by the World Health Organisation, 30 April 2020](#) at [Attachment J](#).

Cleaning procedures

- Bathrooms to be closed and cleaned in full once per day, including showers, toilets and basins. Floors will be moped with disinfectant on change over days
- Bathroom high touch areas such as taps and door handles will be sanitised twice per day in addition to the daily cleaning (most likely am and pm) and a log will be signed to record this.
- Common area's and high touch areas such as doors, banisters, living room tables will be sanitized three times daily and a log will be signed as a record
- Dining room will be cleaned and sanitized 3 times a day to correspond with meal times, a log will be signed for record
- Common area carpets to be vacuumed daily
- Change over of rooms, all linen including doona covers and extra blankets will be changed. All hard surfaces will be sanitised and window coverings sprayed with disinfectant, floor to be vacuumed and glass and mirrors cleaned. Use of rooms will be alternated so that each room is rested a minimum of two days between occupancy.
- The kitchen to be cleaned and sanitised constantly through out the day, sweep and mop every evening.
- Dishes to be cleaned through the dishwasher to comply with sanitising requirements
- Empty all bins when needed

Additional disinfection procedures may be introduced if considered necessary.

Attachment B – Incident Response Plan

COVID-19 Incident Response Plan

1. Aim of the Incident Response Plan

The aim of this Incident Response Plan (the ‘**Response Plan**’) is to prepare the Club for an immediate response to critical incidents relating to people who are or were at Illabunda at the relevant times and reduce the impact of any such incidents on those people as well as the business operations of the Club. The Plan also prepares key people in the Club to provide an effective response to incidents through to the recovery phase and return to normal business operations when safe and possible to do so.

a) Scenarios

The focus of the Response is to respond to the following scenarios:

- A person at Illabunda develops and reports COVID-19 symptoms (Scenario 1)
- A manager/caretaker develops and reports COVID-19 symptoms (Scenario 2)
- A person who has been at Illabunda during the previous two weeks reports exhibiting symptoms of COVID-19 and/or being positive COVID-19 (Scenario 3)

b) Response

Incident response checklists have been prepared for the above scenarios. The checklists are also provided on a separate page at the end of this document to allow for easy printing and use.

i. A person at Illabunda develops and reports COVID-19 symptoms (Scenario 1)

COVID-19 INCIDENT RESPONSE AND RECOVERY - SCENARIO 1	✓	ACTIONS TAKEN
Have you: <ul style="list-style-type: none">• Appropriately isolated the person/s in a vacant room or their existing room if appropriate, and provided them with a RAT Test?	<input type="checkbox"/>	
If the RAT Test is positive – have you: <ul style="list-style-type: none">• Accessed the COVID Kit and distributed personal protective equipment to all people at Illabunda and advised them to take extreme caution and to observe heightened hygiene and distancing protocols?	<input type="checkbox"/>	
<ul style="list-style-type: none">• Contacted NSW State Health authority helpline 1300 066 055 to report the infection and obtain advice, as necessary? Find out location of testing facilities and advise guests.	<input type="checkbox"/>	
<ul style="list-style-type: none">• Accounted for everyone else staying at the lodge and	<input type="checkbox"/>	

advised them on the incident? Obtain assistance from other guests in contacting them.		
<ul style="list-style-type: none"> • Informed the Club President of the incident and obtain the Club President's, or in their absence the alternative delegated Executives, authority to instruct guests to leave the lodge when appropriate and safe to do so and in accordance with health authority advice? Email to be sent to covid@illabunda.com.au with details of the incident. 	<input type="checkbox"/>	
<ul style="list-style-type: none"> • Started an Event Log to record key information of the incident? 	<input type="checkbox"/>	
<ul style="list-style-type: none"> • Made arrangements for the person to vacate Illabunda and go to their residence or other place suitable for self-isolating, including by bringing their car up to Perisher for egress without using any form of public transport including skitube? 	<input type="checkbox"/>	
<ul style="list-style-type: none"> • Confirmed the booking officer informed incoming guests of the disruption to operations? 	<input type="checkbox"/>	
<ul style="list-style-type: none"> • Confirmed the visitor register has been checked to see if anyone has visited the lodge during the stay of the affected person and if so, notify that person/s of the incident and to seek medical advice. 	<input type="checkbox"/>	
<ul style="list-style-type: none"> • Confirmed the affected person/s have vacated the lodge? Include the date. 	<input type="checkbox"/>	
<ul style="list-style-type: none"> • Kept key people informed? 	<input type="checkbox"/>	
<ul style="list-style-type: none"> • Confirmed the NPWS has been informed of the incident and evacuation? 	<input type="checkbox"/>	
<ul style="list-style-type: none"> • Organised the Managers to clean and disinfect the lodge wearing appropriate PPE from the emergency kit? 	<input type="checkbox"/>	
<ul style="list-style-type: none"> • Sent the completed Event Log to the Committee? 	<input type="checkbox"/>	
<ul style="list-style-type: none"> • Filed all documentation in an emergency folder for future reference? 	<input type="checkbox"/>	

ii) **A manager/caretaker develops and reports COVID-19 symptoms (Scenario 2)**

COVID-19 INCIDENT RESPONSE AND RECOVERY - SCENARIO 2	✓	ACTIONS TAKEN
<p>Have you:</p> <ul style="list-style-type: none"> • Appropriately isolated the managers/s in a vacant room or their existing room if appropriate, and provided them with a RAT Test? 	<input type="checkbox"/>	
<ul style="list-style-type: none"> • Contacted NSW State Health authority helpline 1300 066 055 to report the infection and obtain advice, as necessary? 	<input type="checkbox"/>	
<ul style="list-style-type: none"> • Accounted for everyone staying at the lodge and advised them on the incident and to monitor for symptoms? Obtain assistance from other guests in contacting them. 	<input type="checkbox"/>	
<ul style="list-style-type: none"> • Informed the Club President of the incident and obtain the Club President's, or in their absence the alternative delegated Executives, authority to instruct guests to leave the lodge when appropriate and safe to do so and in accordance with health authority advice? Email to be sent to covid@illabunda.com.au with details of the incident. 	<input type="checkbox"/>	
<ul style="list-style-type: none"> • Started an Event Log to record key details? 	<input type="checkbox"/>	
<ul style="list-style-type: none"> • Confirmed that all people who have stayed at or been to Illabunda during the previous two weeks have been identified and notified of the incident? 	<input type="checkbox"/>	
<ul style="list-style-type: none"> • Confirmed the NPWS has been informed of the incident and evacuation? 	<input type="checkbox"/>	
<ul style="list-style-type: none"> • Accessed and made available frozen and stored food for guests to eat while arrangements are made for the lodge to be evacuated? 	<input type="checkbox"/>	
<ul style="list-style-type: none"> • Kept key people informed? 	<input type="checkbox"/>	

<ul style="list-style-type: none">• Confirmed that arrangements have been made for the whole lodge to be cleaned and disinfected.	<input type="checkbox"/>	
<ul style="list-style-type: none">• sent the Event Log to the Board?	<input type="checkbox"/>	

iii) **A person who has been at Illabunda during the previous two weeks reports exhibiting symptoms of COVID-19 and/or being positive COVID-19 (Scenario 3)**

COVID-19 INCIDENT RESPONSE AND RECOVERY - SCENARIO 2	✓	ACTIONS TAKEN
<p>Have you:</p> <ul style="list-style-type: none"> Received information from a person who has been at Illabunda in the last two weeks and reports exhibiting symptoms to COVID-19 and/or being positive to COVID-19? 	<input type="checkbox"/>	
<ul style="list-style-type: none"> Accessed the COVID Kit and distributed personal protective equipment to all people at Illabunda and advised them to take extreme caution and to observe heightened hygiene and distancing protocols? 	<input type="checkbox"/>	
<ul style="list-style-type: none"> Contacted NSW State Health authority helpline 1300 066 055 to report the infection and obtain advice, as necessary? 	<input type="checkbox"/>	
<ul style="list-style-type: none"> Accounted for everyone staying at the lodge and advised them on the incident? Obtain assistance from other guests in contacting them. 	<input type="checkbox"/>	
<ul style="list-style-type: none"> Confirmed that all people who have stayed at or been to Illabunda during the previous two weeks have been identified and notified of the incident? 	<input type="checkbox"/>	
<ul style="list-style-type: none"> Informed all people who have stayed at or been to Illabunda during the previous two weeks and advise them to be tested? Contact Perisher and Jindabyne lodges to inform current guests. 	<input type="checkbox"/>	
<ul style="list-style-type: none"> Confirmed that the Club President is aware of the incident and obtain the Club President's, or in their absence the alternative delegated Executives, authority to instruct guests to leave the lodge when appropriate and safe to do so and in accordance with health authority advice? Email to be sent to covid@illabunda.com.au with details of the incident. 	<input type="checkbox"/>	
<ul style="list-style-type: none"> Made arrangements for testing and enacted any updated advice from health authorities? 	<input type="checkbox"/>	
<ul style="list-style-type: none"> started an Event Log to record key details? 	<input type="checkbox"/>	
<ul style="list-style-type: none"> kept key people informed? 	<input type="checkbox"/>	

• sent the Event Log to the Board?	<input type="checkbox"/>	
• filed all documentation in an emergency folder for future reference?	<input type="checkbox"/>	

1. Evacuation Procedures

At the appropriate time (also considering the weather and time of day) and under the guidance of the appropriate health officials an evacuation direction will be provided by the Club President (or in absentia, a Vice President) and used as the authority for key personnel to assemble and evacuate people at Illabunda.

The key personnel during winter are the Lodge Managers/Caretakers and the Lodge Captain. During Summer the key personnel are the booking leaders.

2. Roles and Responsibilities

The roles and responsibilities of key personnel are outlined in the tables below.

ROLE	DESIGNATED CONTACTS	ALTERNATES CONTACTS
Club President	<u>Name:</u> Ben Salon <u>Contact Information:</u> 0416 375962 president@illabunda.com.au	<u>Name:</u> Michael Livermore <u>Contact Information:</u> 0408 654 803 michael@rjlivermore.com.au <u>Name:</u> Bob McCulloch <u>Contact Information:</u> 0408 938 791 treasurer@illabunda.com.au
Responsibilities under this Plan <ul style="list-style-type: none"> • Update and maintenance of the plan. • Any approval of visitors to Lodge. Emergency Responsibilities: <ul style="list-style-type: none"> • ensure the COVID-19 Management Plan has been activated in respect of an evacuation, including a direction to evacuate the relevant lodge and re-opening • oversee implementation of the response and recovery section of this Plan • determine the need for and activate the use of any alternate onsite and other response and recovery tasks • communicate with key stakeholders as needed • provide important information to the Lodge Administrator for wider distribution 		

- keep key staff updated of any changes to the situation.
- declare the re-opening of the relevant Lodge

ROLE	DESIGNATED CONTACTS	ALTERNATE CONTACTS
Illabunda Managers/Caretakers (Winter)	<p><u>Name:</u> Bonnie Marsden and Indy Donkin (winter only)</p> <p><u>Contact Information:</u></p> <ul style="list-style-type: none"> • Bonnie – • Indy– • lodge@illabunda.com.au 	<p><u>Name:</u> Lodge Captain to be identified at the time</p> <p><u>Contact Information:</u></p> <p><u>Mobile no:</u> Contact Booking Officer for details of the Lodge Captain:</p> <p>Leo Delissen 0418 972 688 bookings@illabunda.com.au</p>
<p>Responsibilities under this plan</p> <ul style="list-style-type: none"> • The safe operation of the lodge • The regular cleaning of the lodge • Assist Lodge Captain on directing proper compliance with this plan by members and guests <p>Emergency responsibilities:</p> <ul style="list-style-type: none"> • implement and manage the tasks in the Incident Response and Recovery Plan Checklists • call on assistance from member/s staying at the Lodge at the time 		

ROLE	DESIGNATED CONTACT	ALTERNATE CONTACT
Lodge Captain	<p><u>Name:</u> Lodge Captain to be identified at the relevant time</p> <p><u>Contact Information:</u> Contact Club Booking Officer for details of Lodge Captain</p>	<p>Name: Other person at Illabunda to be identified at the time</p> <p><u>Contact Information:</u> Contact Club Booking Officer or Club President</p>
<p>Responsibilities under this plan</p> <ul style="list-style-type: none"> • Provide COVID-19 briefing at start of booking period • Ensure compliance with this plan by members and guests. 		

Emergency responsibilities:

- implement and manage the tasks in the Incident Response and Recovery Plan Checklists
- call on assistance from member/s staying at the Lodge at the time.

Attachment C – Incident Recovery Plan

Post COVID-19 incident recovery plan to re-opening to be developed in accordance with governmental health authorities with respect to the particular incident and inserted with sections on:

- Notification to booking holders and membership of suspension of bookings and operations as decided by the board and relevant health authorities.
- Full lodge clean after 7 days.
- Board to consult with health authorities, NPWS and managers on re-opening.

Attachment D – Release of Liability and Waiver of Rights (not currently required)

Attachment E – Visitor Declaration

SAVE THIS FORM AND SUBMIT IT TO THE BOOKING OFFICER WITHIN 24HRS BEFORE THE TIME OF YOUR ARRIVAL AT ILLABUNDA

COVID-19 Declaration Form – Port Kembla Ski Club Ltd.

The Port Kembla Ski Club Ltd is taking a precautionary approach to manage the spread of COVID-19, which is in line with the latest national and local health advice.

The following declaration is required before entry to Illabunda will be permitted.

I _____ of _____ declare on behalf of myself and any minors or dependents under my care that:

- a) I am not aware that I currently have COVID-19;
- b) I am not unwell with symptoms of a respiratory illness, including COVID-19 symptoms such as fever, coughing, a sore throat and unexplained shortness of breath;
- c) If I am experiencing such symptoms:
 - i. I have taken a COVID-19 test (RAT or PCR) and received a negative result; or
 - ii. I am not required to take a COVID-19 test as it is less than 12 weeks since I contracted COVID-19.
- d) I am currently not required by the Government to isolate or 'stay at home' for a period that includes any part of the time of my booking at Illabunda;
- e) I will not enter Illabunda if this declaration becomes untrue between its making and arriving at Illabunda;
- f) I will notify the Lodge Captain or Managers if at any time during my stay at Illabunda I exhibit symptoms of a respiratory illness, including COVID-19 symptoms such as fever, coughing, a sore throat and unexplained shortness of breath and agree to take a COVID-19 RAT test and follow any Club or Governmental directions if a positive test is returned;
- g) I will notify the Club President or Booking Officer if I subsequently exhibit COVID-19 symptoms within fourteen (14) days of the last day I was at Illabunda during this visit and that I will undertake a test for COVID-19 in the shortest possible timeframe and notify the Club President or Booking Officer of the result of that test upon receipt of the result; and
- h) I have read, understood and accepted the revised supplementary COVID Booking Conditions dated 4 June 22.

Signature

Usual phone number

____/____/20

Date of arrival at Lodge: _____

If you are also making this declaration on behalf of a minor or some other dependent in your care, please list their name/s here:

Attachment F – Key Contact List

Contact Type	Organisation Name	Contact	Contact Details
President	Port Kembla Ski Club Ltd	Ben Salon	0416 375962 president@illabunda.com.au
Vice President	Port Kembla Ski Club Ltd	Michael Livermore	0408 654 803 michael@rjlivermore.com.au
Treasurer	Port Kembla Ski Club Ltd	Bob McCulloch	0408 938 791 treasurer@illabunda.com.au
Secretary	Port Kembla Ski Club Ltd	Simon Smart	0418 512 694 secretary@illabunda.com.au
Booking Officer	Port Kembla Ski Club Ltd	Leo Delissen	0418 972 688 bookings@illabunda.com.au
Lodge Administrator	Port Kembla Ski Club	Rory Taylor	0402 618 798 lodgeadmin@illabunda.com.au
COVID Alert	Port Kembla Ski Club		covid@illabunda.com.au
Medical Facilities	Perisher Medical Centre– Winter only (no COVID Testing)		02 6457 5266
	Southern NSW helpline to make an appointment for a COVID test in Perisher (NPWS Building), Jindabyne (Bent St) or Cooma (Bent St)		1800 999 880 (option 1)
	Jindabyne Sper Clinic COVID-19 Testing facility		(02) 6457 2209
	Jindabyne Medical Centre		02 6457 1221
	Cooma Hospital		02 6455 3222
	Canberra Hospital		02 5124 0000
	Emergency		Triple Zero (000)
Health Direct	To ask about symptoms and check location of nearest local testing clinic		1800 022 222
NPWS	For notification of COVID-19 incidents		02 64 57
Hans Oversnow	Winter only		02 6457 5334 or 0418 485 144
PPE Supplier			
Contract Cleaner			
Illabunda	Port Kembla Ski Club Ltd		02 6457 5322

Attachment G – Event Log

The Event Log is used to record information, decision and actions in the period immediately following a critical incident. This log template is also provided as a separate page at the end of this document for easy printing and use.

Date	Time	Information / Decisions / Actions	Initials

Attachment H – Daily Morning Temperature and Symptom Record Log (not currently Required)

Daily Morning Temperature and Symptom Record Log

Date: _____

Lodge Captain/Tester: _____

- Tester to minimise time at close distance to subject;
- Tester to take forehead temperature with thermometer and record temperature displayed below. Temperature of 37.5 degrees Celsius should be regarded as fever.
- Tester to ask if subject is experiencing any of the following symptoms and record answer below:
 - Fever/chills
 - Headache
 - Cough
 - New loss of taste or smell
 - Unexplained shortness of breath
 - Sore throat
 - Body aches

Person	Temperature?	Symptoms?
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
16.		
17.		
18.		
19.		
20.		
21.		
22.		

The Board and managers have developed a detailed COVID Safe Plan to facilitate the safe operation of Illabunda. This has required the normal operation of the Lodge to be changed, and each of us is responsible for complying with the plan. I ask for your support in not just complying with the plan, but actively supporting its implementation.

The Plan is published on the Illabunda website and a copy is located in the loungeroom of the Lodge together with the Lodge Operations Manual.

Key changes to Lodge operations necessitated by the plan include:

- You must also sign the guest register.
- The kitchen is strictly off limits.
- Dining Room:
 - Breakfast, will be ordered on a tick sheet the night before.
 - Lunch will be ordered on a tick sheet at breakfast and will be available in the guests fridge from noon until 2.30pm marked with your name.
 - Lunch on changeover days will be guest made toasted sandwiches and any plated leftovers found in the guest fridges.
- There are currently no Maximum Room Occupations however social distancing practices should be observed at all times.
- Spa and Sauna are open.
- If you require any additional blankets or linen, please ask the Managers.
- Visits by people not staying at Illabunda are permitted but are not encouraged. Any visitors entering Illabunda are to make the health declaration before entering. Please let me know if you have a proposal.

We ask that all Member and guests:

- Notify the lodge captain or managers if they develop symptoms for the purposes of taking a RAT Test.
- regularly wash their hands with soap and water, or use the hand sanitiser and wipes, especially:
 - Before entering the lodge.
 - Before entering the loungeroom, rumpus room and dining room.
 - Before and after using the bathrooms.
- Wipe down hard surfaces (including door handles, light switches etc in their bedrooms with the sanitising wipes provided prior to departures.
- Adhere to all signage throughout the Lodge.
- use Disinfectant wipes on common equipment prior to and after use:
 - axe, log splitter controls and fire stokers
 - Ski Room tools, can crusher

KEY SAFETY MESSAGE: Sanitiser sprays are >70% alcohol based, and therefore extremely flammable. **DO NOT USE HAND SANITISER OR WIPES NEAR FIRE OR ON HANDS WHEN SETTING OR TENDING FIRE.** Wash hands with soap instead.

Checkout Day (Suggest repeating the night before checkout):

- All outgoing guests must vacate their rooms by 10am as normal.

- Linen to be stripped and placed in the laundry bag on the landing. Bins are to be emptied and rubbish placed in the bin on the landing.
- Wipe down hard surfaces (including door handles, light switches etc in their bedrooms with the sanitising wipes provided prior to departures.

I appreciate all of your support in helping us to maintain a COVID Safe operation at Illabunda.

If you have any questions at all on the COVID-19 Safe operation of Illabunda, please do not hesitate to ask.

Thankyou.

Attachment J – WHO Operational Considerations for COVID-19 Management in the Accommodation Sector

COVID-19 management in hotels and other entities of the accommodation sector

Interim guidance

25 August 2020



Background

This document is an update of the interim guidance published on 31 March 2020 (1), which was developed by a review of WHO and UNWTO guidance documents and internal consultation at WHO, UNWTO and UNICEF, based on new knowledge available about COVID-19, including prevention of transmission and the management of suspected or confirmed cases. It is designed to cover hotels and other accommodation facilities of all sizes, including campsites, operating in the time of the current pandemic. Private tourism accommodation providers (2) are invited to follow the operating guidelines.

In addition, this document should be helpful for any authority involved in public health—including the International Health Regulations National Focal Point, local health authorities, local, provincial, and national health surveillance and response systems—to respond to a public health event in hotels and other establishments providing accommodation.

The present guidance should be used in conjunction with the continuously updated information on the WHO COVID-19 website (3) and should consider the SARS-CoV-2 transmission scenario.

COVID-19 considerations

According to current evidence, SARS-CoV-2, the virus that causes COVID-19, is primarily transmitted between people via respiratory droplets and person-to-person contact routes. Transmission may also occur by touching objects or materials carrying infection (fomites) in the immediate environment around the infected person (4).

The most common symptoms of COVID-19 are fever, dry cough, and tiredness. Other symptoms that are less common and may affect some persons with COVID-19 include aches and pains, nasal congestion, headache, conjunctivitis, sore throat, diarrhea, loss of taste or smell or a rash on skin or discoloration of fingers or toes. Some people become infected but only have mild symptoms and some people infected with SARS-CoV-2 have no symptoms at all. Detailed information on symptoms of COVID-19 can be found on the WHO website (5).

Prevention measures include regular and thorough hand hygiene; physical distancing; avoiding touching eyes, nose, and mouth; good respiratory hygiene and the wearing of

medical masks for at-risk individuals or fabric masks for the general public where there is community transmission and physical distancing cannot be maintained (6). Detailed advice on prevention can be found on the WHO website (7). Appropriate ventilation of buildings and indoor settings, and environmental cleaning and disinfection—in particular of frequently touched objects and surfaces—can help reduce the risk of infection (see page 5 for detailed instructions).

COVID-19 and the accommodation sector

Hotels and accommodation establishments are places where there is a high degree of interaction among guests and workers.

It is these aspects—the lodging of guests, the services this entails (food and beverage, cleaning, activity organization, etc.)—and the interactions specific to these establishments (guest-guest, guest-staff, and staff-staff) that require specific attention.

All staff of the accommodation establishment should comply with basic protective measures against COVID-19 including hand hygiene, physical distancing, avoiding touching eyes, nose and mouth, cough and sneezing etiquette (respiratory hygiene), use of medical or fabric masks, stay-at-home orders when indicated and seeking medical attention when symptoms consistent with COVID-19 are present (7).

Management team

The management of the establishment should develop a comprehensive strategy to adapt to COVID-19 pandemic situation including the following aspects.

Action plan

The management team, in consultation with local health authorities; hotel, restaurant, catering, and tourism administration, and industry associations should establish an action plan tailored to the situation and implement it in accordance with local government recommendations to prevent COVID-19 transmission. The team should further support the health authority for effective case management and contact tracing and mitigate impact among clients and staff. Actions may include reducing occupancy rate where physical distancing cannot easily be achieved. There also need to be processes for staff to follow if they are unwell. A minimum 1 metre distance should be maintained between

staff and clients with whom they interact (which could require the use of physical barriers). Staff should have access to facilities, and supplies for regular hand hygiene, regular cleaning and disinfection of high-touch surfaces in public areas. A process, including supplies, for cleaning and disinfection of any of rooms occupied by ill persons should also be incorporated into the plan. The plan could also incorporate policies for teleworking, a screening process for staff coming to work, and policies for safe return to work post exposure and post recovery from COVID-19 (8,9). The plan should be updated when necessary as a consequence of new guidance, procedures or regulations issued by pertinent authorities.

Deployment of resources

The management team should allocate adequate resources to ensure the continuous and effective implementation of the action plan.

The action plan should also include provision of equipment and procedures, developed in collaboration with local health authorities, for the management of suspected case(s) and their possible contacts.

Supervision

The implementation of the action plan and the effectiveness of the measures undertaken should be evaluated frequently to verify compliance, identify and correct gaps, and adapt the plan based on practical experience. A crisis team involving members of each relevant department can support management in the implementation of the action plan and timely identification of required adjustments. Staff absenteeism should be regularly monitored and justified to rapidly detect and respond to possible COVID-19 illness.

Logbook of actions

It is advisable to keep a logbook of the important actions and measures carried out in response to a suspect or confirmed case and to record them in enough detail (e.g. including date and time a disinfectant was used, by whom and where). This logbook can be used to improve the actions implemented.

Communication

An information policy for guests should be pre-defined through communication between management and staff, including through the managers in charge of the different departments. Providing guidelines to the staff on how they should communicate the action plan to guests and other stakeholders can ensure alignment and consistency. Execution of this approach means staff will be up to date on and can rapidly obtain and provide information on incidents that may arise.

Short documents, informative posters, and video messages can amplify key messages among guests and staff. These may include the promotion of hand hygiene (at least 20 seconds if using alcohol-based hand rub and at least 40 seconds with soap and water, washing all parts of the hand) (10), respiratory hygiene, physical distancing of at least 1 metre and any local requirements regarding medical or fabric masks when physical distancing is not feasible and there is community transmission. Official leaflets on basic hygiene practice and COVID-19, in different languages, could be useful information tools.

It will be useful to have an up-to-date list of contact information for the staff, and emergency telephone numbers.

Training and information

Management should inform all staff of the measures that could protect their health and that of others, including the recommendation to stay home and seek medical attention if they have symptoms of COVID-19. Management should organize regular information briefings that cover all basic protective measures against COVID-19 and the signs and symptoms of the disease, and update staff on new developments. Training may be needed for specific procedures, including Standard Operating Procedure (SOP) to be implemented in the case of isolation of a suspected case (while awaiting ambulance transfer or according to national procedure), cleaning, disinfection and any other measures.

Reception and concierge

Reception staff must take precautions and comply with basic protective measures against COVID-19, including physical distancing.

As part of its advice on the use of masks in the context of COVID-19 (6), WHO advises the use of fabric masks by the general public where there is widespread community transmission and physical distancing of at least 1 metre cannot be maintained. This advice includes settings where employees are in potential close contact with others.

Information and communication

Reception staff should be sufficiently informed and regularly updated about COVID-19 so they can inform guests about preventive measures, protocols and policies, and other services guests may require (such as medical and pharmacy services). They should be prepared to advise guests with symptoms of COVID-19 to stay in their rooms until they are seen by a healthcare worker (to be arranged immediately by management) and provide medical masks and alcohol-based hand rub to guests that develop symptoms.

Up-to-date information from health authorities should be made available to guests and staff on the local situation, especially regarding outbreaks and other important events.

Reception staff should be familiar with the room occupancy policy for accompanying persons in the event of a suspected case of COVID-19. The latest definition of suspected cases of COVID-19 can be found on the WHO website (11).

Departing guests should be advised that, should they develop symptoms suggestive of COVID-19 or get a positive laboratory test for SARS-CoV-2, they should rapidly contact local health authorities and inform them of their stay at the hotel (or other accommodation facility).

The reception desk should have telephone numbers for health authorities, medical centres, public and private hospitals, and safe transportation services easily available for use whenever there is the possibility that a guest may be sick with COVID-19. Reception staff must treat any guest information with discretion, leaving it up to the management and the health authorities to evaluate the situation and make appropriate decisions.

Physical distancing measures, hand cleaning and respiratory hygiene

Physical distancing measures, together with frequent hand and respiratory hygiene, are the main measures to prevent transmission of COVID-19. Reducing occupancy rate should be considered if the facilities do not allow proper physical distancing. Although it is probable that guests are already familiar with physical distancing measures, hand cleaning, and respiratory hygiene, they should be reminded as a form of hospitality.

- Physical distancing involves maintaining a distance of at least 1 metre between guests and one another. Wherever possible, the establishment should provide physical barriers between staff and guests (for example a protective plexiglass board at reception and concierge desks).
- Hand hygiene means regularly and thoroughly cleaning hands with an alcohol-based hand rub or washing them with soap and water. Hand hygiene is recommended after exchanging objects (money, credit cards) with guests.
- Respiratory hygiene means covering the mouth and nose with a bent elbow or tissue when coughing or sneezing. The used tissue should be disposed of immediately in a bin with a lid. Hand hygiene should then be performed.

Necessary equipment and personal protective kit at the reception desk

The reception desk should have personal protective equipment (PPE) kits for use in the event of a suspected case of COVID-19. It should include the following items:

- Disinfectant and cloths or disinfectant wipes for surface cleaning
- Medical mask and eye protection, separate or combined, face shield, goggles (disposable)
- Gloves (disposable)
- Plastic apron (disposable)
- Isolation gown (disposable)
- Biohazard disposable waste bag

Staff must be trained in the use of the kit including when to use the full PPE kit and procedures for putting on, removing and disposing of the PPE. If required, local health authorities may help provide the necessary PPE.

Technical and maintenance services

Water disinfection

The concentration of disinfectant in water for consumption and in pools or spas must be maintained within limits recommended according to national norms and standards.

Dishwashing and laundry equipment

The proper functioning of the dishwashing and laundry equipment should be checked to ensure it is operating as per the specifics on the machine's data plate, particularly with regards to operating temperatures and correct dosage of cleaning and disinfecting chemicals.

Ventilation and air conditioning

Ventilation is an important factor in preventing spread of the virus that causes COVID-19. Below are steps that can improve indoor ventilation. These steps (12) should be considered in consultation with a heating, ventilation and air conditioning (HVAC) professional.

- Consider using natural ventilation (i.e., opening windows if possible and if it is safe to do so) to increase dilution of indoor air by outdoor air when environmental conditions and building requirements allow.
- If HVAC systems are used, they should be regularly inspected, maintained, and cleaned. Rigorous standards for installation and maintenance of ventilation systems are essential to ensure that they are effective and safe. Attention should be given, as in normal circumstances, to monitoring the condition of filters and, if possible, increasing the central air filtration as high as possible without significantly diminishing design airflow
- Increase the total airflow supply and the percentage of outdoor air, such as using economizer modes of HVAC operations (potentially as high as 100%). First, verify compatibility with HVAC system capabilities for both temperature and humidity control as well as compatibility with outdoor/indoor air quality considerations.
- Disable demand-control ventilation (DCV) controls that reduce air supply based on temperature or occupancy.
- Inspect filter housing and racks to ensure appropriate filter fit and check for ways to minimize filter bypass.
- Generate clean-to-less-clean air movements by re-evaluating the positioning of supply and exhaust air diffusers and/or dampers and adjusting zone supply and exhaust flow rates to establish measurable pressure differentials. Have staff work in "clean" ventilation zones.
- Ensure exhaust fans in restroom facilities are functional and operating at full capacity when the building is occupied.
- Recirculation of air (e.g. split AC units, fan coils, or any system that runs with a recirculation mode) should be avoided where possible unless in a single occupancy room when there are no other individuals present. If recirculation is unavoidable, increase outdoor air exchange by opening windows and minimize air blowing from one person directly at another in order to avoid spread of droplets or aerosols.
- In warmer regions, many hotels use fans as the standard for ventilation in hotel rooms, which should be allowed when the persons occupying the room are from the same household. The hotel therefore has to stress this point and make guests aware of this when checking in.
- Underground facilities and spaces without windows have to be compliant with national regulations. Management should consider recommendations proposed to increase ventilation (13).

- Consider monitoring carbon dioxide (CO₂) levels according to national regulation, because CO₂ level is a rough indicator of the effectiveness of ventilation and overcrowding.
- The proper functioning of ventilation, air exchange, and dehumidification equipment of indoor pools should be checked.

Dispensers

Regular checks should be carried out to ensure the proper functioning, cleaning and disinfection of soap and alcohol-based hand rub dispensers, hand dryers, disposable tissue dispensers and other similar devices. Defective units should be rapidly repaired or replaced.

The hotel action plan should include installing units to dispense alcohol-based hand rub in the different areas of the hotel, including the public restrooms used by guests and by staff, and other areas with high traffic (e.g. entrance to the dining hall, restaurants and bars).

Restaurants, breakfast and dining rooms and bars

Restaurant, breakfast and dining room and bar staff must take precautions and comply with the basic protective measures against COVID-19, including physical distancing and hand hygiene.

In line with WHO COVID-19 guidance for food businesses on food safety (14), restaurants, breakfast and dining room and bar staff should regularly perform hygiene practices (frequent handwashing, respiratory hygiene, frequent cleaning/disinfection of work surfaces and touch points). Gloves may be used but must be changed frequently, and hands must be washed between glove changes and when gloves are removed. Disposable gloves should not be used in the food work environment as a substitute for handwashing. Wearing disposable gloves can give a false sense of security and may result in staff not washing hands as frequently as required. Frequent handwashing is a greater protective barrier to infection than wearing disposable gloves.

As part of its advice on the use of masks in the context of COVID-19 (6), WHO advises that governments encourage the use of fabric masks for source control of COVID-19 by the general public in areas of widespread community transmission in settings where physical distancing of at least 1 metre cannot be achieved. Employees whose work involves close contact with others, such as in restaurants, breakfast and dining rooms and bars, should wear fabric masks according to local guidance.

Information and communication

Guests should be reminded when entering and leaving the restaurant, breakfast, or dining room to clean their hands using alcohol-based hand rub, preferably located at the entrances and exits of those facilities.

Buffets and drinks machines

In the context of COVID-19 buffets are not recommended and should not be offered.

If drink dispensing machines are used, there should be adequate hand hygiene facilities for customers, regular cleaning and sanitizing of any utensils used for the dispenser and routine cleaning and sanitizing of the dispenser itself (14).

Should they be used, the parts regularly in contact with the hands of users should be cleaned and disinfected at least after each service and preferably more often.

Washing dishes, silverware, and table linen

The usual procedures should be followed. All dishes, silverware and glassware should be washed and disinfected in a dishwashing machine. Items that have not been used should undergo the same procedure, since they may have been in contact with the hands of guests or staff.

If for any reason manual washing is required, the usual steps should be followed (rinse, wash, disinfect), taking the maximum level of precautions. Drying should be carried out by way of air drying or using disposable paper towels. Tablecloths and napkins should be washed according to local public health regulations. Linens should be machine washed in hot water (60-90°C) with laundry detergent. If machine washing is not possible, soak linens in a container with water (preferably hot) and soap or laundry detergent.

Table setting

National guidance should be followed on whether indoor dining is permitted. The premises should have adequate ventilation.

Whenever possible, it is recommended to have a maximum of 4 persons for 10 square metres indoors. Tables should be arranged such that the distance from the back of one chair to the back of another chair shall be more than 1 metre and that guests face each other from a distance of at least 1 metre.

Gym, beach, swimming pool, spa, sauna and steam bath facilities

Gym, beach, swimming pool (15), spa, sauna and steam bath facilities can be used with restrictions, in accordance with relevant national guidelines. In particular, the following measures should be in place:

- A maximum number of persons must be determined to ensure adequate physical distancing, and this maximum number should be displayed prominently for guests and users of the facility.
- Individuals using these facilities should follow national and/or local requirements for wearing of fabric masks in public settings such as these facilities. (6)
- Each facility should follow the ventilation and air conditioning recommendations as described earlier in the document. It should be noted that in steam baths, ventilation is normally minimal, and therefore extra attention should be paid to physical distancing by restricting number of users, hygiene, surface cleaning and disinfection.
- Guest should have easy access to facilities for hand hygiene (soap and water and alcohol hand rub), especially in toilet and changing room areas.
- Towels provided must be for single use only. Provide a bin for guests to place their towel after use for laundering.
- Drinking water should be provided in containers for individual use.

- Changing rooms should be equipped with disposable tissue dispensers, disinfectant materials and containers with lids for waste.
- Cleaning staff should clean and disinfect showers, changing rooms, toilets and high touch surfaces such as door handles, toilet handles, and faucet handles several times per day, depending on the frequency of use of these areas.

Recreational areas for children

The persons responsible for children should be vigilant for any signs indicative of COVID-19 and immediately inform the child's parents and, if need be, follow hotel procedures for suspected cases.

Depending on the level of community transmission, infection prevention and control measures will need to be applied in recreational areas for children as per national guidelines.

Cleaning and housekeeping

Because cleaning and housekeeping staff are in direct contact with guests as they clean rooms and conduct other housekeeping duties, they must comply with basic protective measures and precautions against COVID-19.

Cleaning and disinfection

To reduce the potential for SARS-CoV-2 contamination in public settings, high touch surfaces should be cleaned and disinfected frequently. Cleaning and disinfection measures in common areas (such as rest rooms, halls, reception, corridors and lifts) should be used as a general preventive measure. Objects that are frequently touched, such as handles, elevator buttons, handrails, switches, doorknobs and dispensers, should receive special attention. Cleaning staff should be instructed accordingly.

In line with WHO advice for environmental cleaning and disinfection of surfaces in the context of COVID-19 (16) in non-health care settings, the disinfectant and its concentration should be carefully selected to avoid damaging surfaces and to avoid/minimize toxic effects. Environmental cleaning techniques and cleaning principles should be followed as closely as possible.

Availability and use of cleaning materials and personal protective equipment

Cleaning staff should have access to sufficient disinfectant solutions and other supplies and should follow the manufacturer's instructions to ensure that they are prepared and handled safely. Staff should wear appropriate PPE to avoid chemical exposure.

When necessary, cleaning staff should be trained on the use of disinfectants and personal protective equipment listed below:

- Rubber gloves
- Impermeable apron
- Closed shoes
- Eye protection and medical or fabric masks (if procedures like washing surfaces generate splashes).

Waste management

Cleaning staff should be trained to support the environmentally sound management of waste to prevent harm to the environment and detrimental effects to human health through polluted air, water, land and the food chain. Cleaning staff should be supported to follow specific national guidance for waste management in relation to COVID-19 and WHO guidance on waste management for the virus (SARS-CoV-2) (15).

Cleaning and disinfection when guests or employees are identified with COVID-19

As part of the accommodation establishment action plan for COVID-19, there should be a special cleaning and disinfection plan for situations in which there are sick guests or employees staying at the establishment or identified with COVID-19 within a few days after leaving the establishment. Written recommendations for enhanced cleaning and disinfection should describe the enhanced operating procedures for cleaning, managing solid waste and for wearing PPE.

The following should be implemented for rooms or specific areas exposed to COVID-19 cases:

- Any surfaces that have been in contact with or are in the environment of the ill person(s), such as toilet, handwashing basins, and baths, should be cleaned and then disinfected with a regular household disinfectant solution or a solution containing 0.1% sodium hypochlorite (household bleach, diluted if necessary, depending on the product). Surfaces should be rinsed with clean water after a minimum of 1 minute's contact time for chlorine solution if used at 0.1% concentration. Cleaning should always be performed first, followed by disinfection.
- Service staff may require additional training in the preparation, handling, application, and storage of these products (mostly bleach, which may be at a higher concentration than usual). The cleaning staff should know how to monitor the bleach concentration when preparing the solution and how to rinse it off if required, after the minimum contact time has been reached.
- When use of bleach is not suitable, or potentially damaging to the surface (on devices like telephones and remote-control equipment), 70% alcohol or other disinfectant product suitable for coronaviruses could be used.
- Whenever possible, use only disposable cleaning materials. Any material to be re-used should be non-porous and disinfected with 0.1% sodium hypochlorite solution or according to manufacturer's instructions before using for other rooms.
- Textiles, linens, and clothes should be put in special, marked laundry bags and handled carefully to prevent raising dust, with consequent potential contamination of surrounding surfaces or people. Instructions should be given for washing them in warm cycles (60-90°C) with the usual detergents. All used items must be handled appropriately to mitigate the risk of potential transmission. Disposable items (hand towels, gloves, medical masks, tissues) should be placed in a container with a lid and disposed of according to the hotel action plan and national regulations for waste management.

- In general, public areas where a person with COVID-19 has passed through or has spent minimal time in (for example, corridors) do not need to be specially cleaned and disinfected provided there is a process for routine cleaning and disinfection of high touch surfaces as noted above.

Monitoring of sick guests

Housekeeping and cleaning staff should inform the management or the reception desk of any pertinent incidents, such as noticing sick guests in their rooms. They must treat all this information with discretion, leaving it up to the management and to medical services to evaluate the situation and make appropriate decisions.

Handling COVID-19 cases in hotels and accommodation establishments

General recommendations

If a guest or staff develops symptoms consistent with COVID-19, efforts should be made immediately to minimize contact of the ill person with all guests and staff of the establishment. Reception or other hotel staff should follow the procedures in the COVID-19 action plan.

Guest with COVID-19 symptoms

- If the person with symptoms compatible with COVID-19 is a guest of the accommodation establishment, continued stay of the sick person in the establishment is not recommended. The person can be isolated in a room on a temporary basis until the intervention of local health authorities, provided the room is not shared with other guests. No visitors should be permitted to enter the room occupied by the affected guest.
- Depending on the availability of rooms, accompanying persons, if any, should be moved to a different room. If this is not possible (for example, in the case of a child) all necessary precautions should be taken to minimize the risk of transmission of the virus to the accompanying person, who will be considered a contact, isolated from other guests and staff and monitored for symptoms of COVID-19. Appropriate measures should be taken in consultation with local public health authorities and national guidance.
- Guests suspected or confirmed to have COVID-19 should be transferred to an alternate care facility where isolation measures and clinical care, as needed, can be applied as soon as possible. The hotel or accommodation facility should have developed a plan for transfers in consultation with local health authorities.
- If the situation requires that the ill person is not immediately transferred to a medical establishment, management of the ill person will be done in consultation with public health authorities and national guidance to provide the necessary measures for the ill person to remain isolated in his/her room until transfer.
- Increase the ventilation rate in the room at least to 60 l/s/person with natural ventilation or at least 6 air

changes per hour (ACH) with mechanical ventilation. Generate clean-to-less-clean air movements by re-evaluating the positioning of supply and exhaust air diffusers and/or dampers and adjusting zone supply and exhaust flow rates to establish measurable pressure differentials

- The ill person in isolation room should wear a medical mask if staff must enter the room (e.g. for cleaning and disinfection) and practice respiratory hygiene. If the medical mask cannot be tolerated, the ill person should cough or sneeze into a bent elbow or use tissues to cover the mouth and discard the tissue immediately into a waste bag. Place tissues into an intact plastic bag, seal it for disposal and collection by municipal waste services; clean hands with soap and water or alcohol-based hand rub. If staff must assist the ill guest and cannot maintain at least 1 metre distance, they should put on appropriate PPE including a medical mask and eye protection before providing assistance, and clean hands on leaving the guest's room.
- If staff use PPE, they should remove them carefully to avoid self-contamination. Remove first gloves and gown, do hand hygiene; next remove the medical mask and eye protection, and immediately clean hands with soap and water or alcohol-based hand rub. Staff must be trained in this procedure.
- Staff should properly dispose of disposable PPE and other disposable items that had contact with the ill person's body fluids in biohazard bag or a secured bag, which will be considered as "biohazard" waste.
- Potentially exposed staff should be monitored and quarantined according to national guidance and public health authority recommendations (12).

Measures for the management of sick guests and contacts who remain isolated or quarantined in their hotel rooms can be found in the WHO interim guidance on Home care for person with COVID-19 presenting with mild symptoms and management of their contacts (17).

Identification and management of contacts and non-affected guests

Health authorities will conduct contact tracing immediately after a suspected case has been identified in the establishment (18) and provide advice to non-affected guests. Hotel staff should follow the instruction by the relevant health authorities and collaborate with them.

Suppliers of goods and services

Contractors and suppliers of goods and services should follow safe systems of work and have systems in place for the prevention of the spread of COVID-19.

Worker with COVID-19 symptoms

A member of the staff who has symptoms consistent with COVID-19 must immediately stop work and seek medical assistance according to local guidance. The ill staff should immediately perform hand hygiene and put on a medical mask and be isolated in a suitable room while medical services are notified. Disposable tissues and an appropriate waste bin should be available in the designated isolation area while waiting for medical assessment or transfer to an assessment facility.

Staff who report from home that they are ill with symptoms of COVID-19 should be advised to stay at home and seek medical attention.

Staff who report from home that they have tested positive for COVID-19 should follow the instructions received from a health worker which, in cases not requiring hospitalization, will likely include self-isolation at home. WHO criteria for releasing a person with COVID-19 from isolation can be consulted (19).

Hotel and accommodation establishment staff taking part in the evacuation of a suspected case

- To minimize the risk of contaminating other guests or members of the staff, symptomatic guests should be transferred from the establishment according to instructions from the management of the establishment and local health authorities.
- Staff who, under exceptional circumstances, need to be involved in transporting a guest with suspected COVID-19 into an ambulance should apply infection prevention and control (20) practices based on WHO guidance on PPE.
- If more than one suspected case is being transported, personnel and health personnel should change their PPE between each transport to avoid possible cross contamination. They should dispose of the used PPE appropriately in containers with a lid in accordance with the hotel action plan and national regulations for infectious waste.
- After the guest has been transported from the hotel, the hotel management should ensure cleaning and disinfection of the room occupied by the sick person in accordance with the action plan, following the cleaning and disinfection protocols for rooms with cases. If that this is not possible, the on-duty housekeeper should be instructed to clean and disinfect the room occupied by the sick person, following the cleaning and disinfection protocols for rooms with cases and observing personal protective measures. Consider running the HVAC system at maximum outside airflow for 2 hours before and after occupied times, in accordance with manufactory recommendations.

Note: Depending on relevant national legislation, it is usually the relevant public health authority, not the management of the hotel and accommodation establishment, who has the authority to demand sick guests to temporarily remain in their room or to prevent them from receiving visits from other guests. National law will guide the rights of the guests to refuse or comply with the recommended measures.

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WHO continues to monitor the situation closely for any changes that may affect this interim guidance. Should any factors change, WHO will issue a further update. Otherwise, this interim guidance document will expire 2 years after the date of publication.

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WHO reference number: [WHO/2019-nCoV/Hotels/2020.3](https://apps.who.int/iris/handle/10665/333782)

Attachment K – Lodge Captain COVID Safe Briefing – Summer Operations

An detailed COVID Safe Plan has been developed to facilitate the safe operation of Illabunda during the COVID-19 Pandemic. This has required the normal operation of the Lodge to be changed dramatically, and each of us is responsible for complying with the plan. I ask for your support in not just complying with the plan, but actively supporting its implementation.

The Plan is published on the Illabunda website and a copy is located in the loungeroom of the Lodge together with the Lodge Operations Manual. Each member and guest staying at Illabunda should be familiar with the requirements of the COVID-19 Safe Operations Plan and adhere to those requirements and any COVID-19 requirements of the Government.

Key changes to Lodge operations necessitated by the plan are:

- Maintain social distancing while at Illabunda and maintain strict hygiene practices.
- You must check into the lodge using the QR Code.
- Each person is to fill out the Guest Register which is located on the mantle in the lounge room.
- No visitors (ie people not booked into to stay at the lodge overnight) are allowed at Illabunda without express written approval by the Club.
- The Lodge Captain will coordinate a daily health check with each person at the Lodge involving contactless temperature measurement and an inquiry as to any COVID like symptoms.

We ask that all Member and guests:

- regularly wash their hands with soap and water, or use the hand sanitiser and wipes, especially:
 - Before entering the lodge.
 - Before entering the loungeroom, rumpus room and dining room.
 - Before and after using the bathrooms.
- Wipe down hard surfaces (including door handles, light switches etc in their bedrooms with the sanitising wipes provided prior to departures.
- Adhere to all signage throughout the Lodge.
- use Disinfectant wipes on common equipment prior to and after use:
 - axe, log splitter controls and fire stokers
 - Ski Room tools, can crusher

KEY SAFETY MESSAGE: Sanitiser sprays are >70% alcohol based, and therefore extremely flammable. **DO NOT USE HAND SANITISER OR WIPES NEAR FIRE OR ON HANDS WHEN SETTING OR TENDING FIRE.** Wash hands with soap instead.

- Inform the Lodge Captain or booking leader immediately if a member or guest develops COVID-19 symptoms so that the COVID-19 response plan can be activated.

Checkout Day (Suggest repeating the night before checkout):

- Illabunda must be thoroughly cleaned prior to departure, especially the kitchen, dining room, lounge room, rumpus room, bathrooms and all frequent contact surfaces such as door handles and banisters. If Illabunda requires further cleaning as a result of your stay there will be an additional cleaning charge to cover the cost of the additional cleaning (approx. \$50 per hour of cleaning).

I appreciate all of your support in helping us to maintain a COVID Safe operation at Illabunda during the COVID-19 Pandemic.

If you have any questions at all on the COVID-19 Safe operation of Illabunda, please do not hesitate to ask.

Thankyou.

Attachment L – NSW Health Factsheet “COVID-19 information for people in NSW Snowfields”

NSW Health

Fact sheet

COVID-19 information for people in the NSW Snowfields



What if I test positive for COVID-19?

If you test positive to COVID-19, you must self-isolate immediately and follow the advice for people [Testing positive to COVID-19 and managing COVID-19 safely at home](#).

If you are in the snowfields, you must [self-isolate](#) at your home or accommodation for 7 days from the day you tested positive to COVID-19. You should also:

- Stay and sleep in a separate room away from other people. You must not ski, go shopping, or go to work, school, childcare, university, recreation facilities, or public areas.
- Use a separate bathroom, if available.
- Not use communal areas. If you need to move through these areas, you must wear a face mask and stay at least 1.5 metres away from other people.
- Not eat in communal areas – meals should be prepared and then provided to you in your room where you are isolating.
- Practice good hand hygiene by regularly washing your hands with soap and water or an alcohol-based hand sanitiser.
- Avoid contact with people who are at [higher risk of severe illness](#), such as elderly people, immunocompromised people, and those who have diabetes, heart, lung or kidney conditions.

You must remain in self-isolation except if it is an emergency, you need medical care, or you are travelling home. If you need to travel home to continue self-isolating, you must do so in a private vehicle. Do not use public transport, buses, the Skitube, taxis or ride-shares. Wear a face mask and stay 1.5 metres away from other people. For further information on travelling home to self-isolate, see the [NSW Health COVID-19 self-isolation guideline](#).

What if I am a household or high risk contact of a case?

If you do not have symptoms, you are not required to self-isolate, however you must follow the advice in the [NSW Health household and close contact guidelines](#). If you are a close or household contact you must:

- If you develop any [symptoms](#), you must self-isolate and [test](#) immediately.
- Not visit high risk settings (healthcare, aged care, disability care or correctional facilities) for at least 7 days.
- Work or study from home where practicable.
- Wear a mask when indoors if you are over 12 years of age, including common areas in accommodation and restaurants (unless you are eating or drinking).
- Avoid contact with people at [higher risk of severe illness](#), where possible.
- Avoid large or crowded indoor gatherings where you will be contact with groups of people that you don't live with, where possible.
- Where practicable, take a rapid antigen test if you need to attend an indoor gathering with people you don't live with.

If you have any questions or concerns, you can contact the Public Health on 1300 066 055.

General information

- Stay up to date with the [rules for people in NSW](#).
- **Public transport** – everyone over the age of 12 must wear a face mask on public transport and in public transport waiting areas. This includes the Skitube, shuttle buses, over-snow transport, planes, trains and buses.

Attachment M – NSW Health Factsheet “Advice for Snowfield business with guests who test positive for COVID-19”

NSW Health

Fact sheet

Advice for Snowfield businesses with guests who test positive for COVID-19



What if a guest has tested positive to COVID-19?

The best way to minimise the risk of COVID-19 is to allow the guest to remain at your facility and self-isolate within their room. Some extra precautions will allow you to maintain the safety of your guests and staff and minimise disruption to your business.

Those who test positive to COVID-19 must follow the advice for people [Testing positive to COVID-19 and managing COVID-19 safely at home](#).

Managing guests who have tested positive to COVID-19

- **Reasons for leaving room** - COVID-19 positive guests are required to remain in self-isolation for 7 days from date they of their positive test. They are permitted to leave self-isolation in the event of an emergency, to seek medical care, or to travel home to continue their self-isolation. Leaving the room to meet other people or for food and/or beverages is **NOT** permitted. COVID-19 positive guests may travel home, however they must take steps to travel safely. For further information, see the [NSW Health COVID-19 Self-isolation Guideline](#).
- **Food and deliveries** - When delivering food or other items to the guest's room, you should place the items on the floor outside and depart prior to them opening the door. Guests should wear a mask when they open the door.
- **Shared facilities** - Where possible, COVID-19 positive guests should use a separate bathroom. If this is not possible, processes for enhanced cleaning of shared spaces and maximising physical distancing must be in place. COVID-19 positive guests should wear a mask when using the shared bathroom. Other communal areas are not to be utilised by COVID-19 positive guests.
- **Cleaning** - Room cleaning should not be conducted until the COVID-19 positive guest has departed. See [Information about routine cleaning and disinfection in the community](#).
- **Staff safety** - All staff should be made aware of the [symptoms of COVID-19](#) and know what to do if they develop any. If a staff member develops symptoms, they should be advised to test for COVID-19, and isolate until they receive a negative result. Staff should minimise face-to-face contact with COVID-19 positive guests and their contacts. Support to the affected guest should be given through contactless communication (e.g. telephone call) as much as possible. For further information about safe work practices refer to [Safe Work Australia – Information for Workplaces](#).
- **Privacy** - Individuals in self-isolation have a right to protection of their personal health information. This means that identifying information about their health should only be discussed with those staff members directly involved with assisting in their management, such as cleaners of the guest's room and relevant laundry and food service staff. The details of COVID-19 cases and their contacts must not be discussed with other patrons, members of the public, or the media.
- **Household and close contacts:** If they do not have symptoms, household contacts and close contacts are not required to isolate, but must follow the [NSW Health household and close contact guidelines](#).

Other considerations for businesses

- **Venues may set their own [COVID Safe conditions of entry](#)** – businesses should exercise judgement on what measures are appropriate for their premises to ensure the wellbeing of their staff and customers.
- **Maintain supplies** – A readily-available supply of rapid antigen tests (RATs) may improve staff and patrons' willingness to participate in testing for COVID-19. Having a supply of surgical masks for guests who test positive and their contacts (in addition to personal protective equipment for staff) can also help protect staff and other patrons.
- **COVID-19 Safety Plans** – Continue to maintain your [COVID-19 Safety Plan](#). Each business should have a COVID-19 Safety Plan that covers (but is not limited to):
 - Cleaning and disinfecting rooms, laundries and shared bathrooms,
 - Cleaning and disinfecting rented ski equipment,
 - Transporting COVID-19 positive cases to carparks, or transport hubs where they have left their private vehicles such as Bullocks Flat. Having alternate arrangements for vehicle collection and guest transport is advisable as cases cannot travel on any form of public transport.

If you have any questions or concerns, you can contact the Public Health Unit on 1300 066 055.

