



TABLE OF CONTENTS

Covid-19 Move to Level 2	2
Department Policies	3
Guest Services	3
Catering	4
Activities	6
Facilities	7
Office & Bookings	8

Revision History:

Description	Revision	Date
First Completion		21/05/2020





COVID-19 MOVE TO LEVEL 2

REQUIREMENTS:

- × Prevent close contact with strangers
- × Play it safe
- × A safer normal, not back to normal!

GOVERNMENT ACTION STEPS:

1. If you are sick stay at home
2. If you have symptoms get tested
3. Wash hands and surfaces/regular cleaning schedule between events
4. Close borders
5. Test, contact base, trace
6. Keep your distance. Safe distance is 2m from strangers but in your workplace or who we can contact trace you can come closer
7. People can ask to work from home
8. Restaurants, retail, can begin, including malls
9. 3 S's, 1. People must be seated with no more than 100 2. People must be separated at a table 3. Single server, not at a counter
10. Need to be able to have contact tracing
11. Indoor events maximum 10, outdoor 10 (Schools under their own requirements)
12. No longer need to stick to your bubble
13. Will be allowed to move around country, maintain physical distancing
14. Schools will open
15. If a facility has a Covid-19 case, they will need to close for 72 hours (for contact tracing) and 14 days after if needed.





DEPARTMENT POLICIES

GUEST SERVICES

1. Signage will be placed on main entrances asking anyone who has been symptomatic or in contact with someone showing Covid-19 symptoms not to enter; 3 signs will be visible: 1m rule, surface sanitation, sanitation etiquette e.g coughing into elbow etc.
2. Staff within the Guest Services department will maintain a minimum 2 metre physical distance with all clients.
3. Hand sanitizer is available at all main entrance ways.
4. Hand-soap dispensers have been installed into all motel units.
5. Along with our usual cleaning check list here: Waikanae Christian Holiday Park Incorporated\GuestServices - Documents\Housekeeping\Housekeeping Checklist 2019 - New.docx Guest Services will also sanitize high use surfaces in public areas twice daily including door handles, switches, TV remotes, spray bottles, and other surfaces.
6. Guest Services contact tracing will be in conjunction with ELR's front office procedure who are recording who, where and when individuals and groups are booked.
7. Staff should use their own key set, or when required use from the office and place in returned box to be sanitized.
8. Any staff or volunteers who feel unwell will be advised to stay home.
9. If there is a known infected accommodation space, this will be locked with signage up and cleaning will not commence for at least 3 days.
10. Groups cannot intermingle or share equipment or common touch points at any time unless sanitized between group use.
11. Separate groups can add up to no more than 100 people total, plus staff, indoors and is not limited outdoors if all other public health measures are followed.
12. Keep 1 metre from adults within the known group where possible. Keep 2 metres from public and unknown persons.
13. There are situations where physical distancing is not possible, such as some physical activities. In these situations, extra emphasis on handwashing and drying (or cleansing with hand sanitizer) before and after activities and regular cleaning of equipment is very important.
14. Thorough washing of reusable cloths, these should be disinfected and then dried after use, as bacteria and viruses can still survive on damp cloths.
15. Cleaning Products • Neutral soap and water is still considered good practice for cleaning. • Hand Sanitizer should have minimum 60% Alcohol content • Check current cleaning products. The key is breaking down an enveloped virus. Consider: • Cleaning products like Bleach, Periderm (spray on and leave), Hospital grade disinfectant, Sterigene (non-toxic or corrosive) • Steam cleaning for equipment where chemicals harm equipment • There are other Products that might suit your needs.





The specific use of chemicals is up to each PCBU (organisation) as long as they can kill enveloped virus and bacteria.

CATERING

DINE-IN MEALS

1. Each dining room will be limited to 100 guests at any one time.
2. Within a group, each table will be at least 1 metre from any neighbouring table. (Measured from the back of the table's chairs placed as though people were seated).
3. We will endeavour to limit a dining room to just one group. If we require to have multiple groups within a single dining room, each group will be at least 2 metres from any neighbouring group.
4. Hand sanitizer will be provided at the entrance of each dining room.
5. All guests will be required to remain seated while dining.
6. All meals will be plated and served by our staff.
7. Each table will be served by a single server.
8. There will be no drinking stations for water, milk, tea or coffee. Water will be provided at the table and will be refilled by the server. Cups of tea and coffee will be provided on request.
9. At the end of their meal, guests are requested to leave their dishes at the table. Staff will collect them at the end of service.

CONTACT TRACING

FOR GROUPS:

1. Each group will be required to have a designated contact tracing representative.
2. The representative will be the first to arrive at the dining room.
3. The representative will sign in their group using the Safe Food Pro QR code and provide staff with a list of all group members present during the sitting. Contact details for these group members shall be held at the office as part of El Rancho's general contact tracing.
4. The representative is responsible for ensuring all members of the group are:
 - a. Free of any sickness or symptoms associated with Covid-19
 - b. Do not have Covid-19 and not awaiting the results from being tested for Covid-19
 - c. Have not been in contact with any known or suspected cases of Covid-19 in the past 14 days.
 - d. Have not returned or been in contact with anyone else who has returned from overseas in the past 14 days.
5. The representative will be the last to leave and will sign out the group using the Safe Food Pro QR code.





FOR SUPPLIERS:

- × Suppliers will sign in and out using the Safe Food Pro QR code provided at service entrances.

OTHER MEMBERS OF THE PUBLIC:

El Rancho kitchen and dining rooms are closed to general members of the public.

CLEANING

1. All tables will be cleaned and sanitized between meals.
2. All chairs, door handles and other high touch surfaces will be sanitized between meals.
3. Floors will be vacuumed between meals.
4. Rubbish bins will be emptied, cleaned and sanitized when necessary.
5. Staff will gather all dishes and eating utensils at the end of each meal.





ACTIVITIES

While we are navigating the national response to Covid-19 all standard operating procedures will continue to be in place, however we will have an increase in cleaning between clients, changes to group sizes and instructor personal cleaning.

CLEANING

- 1 - The time between activities will increase from 5 minutes to 30 minutes allowing for:
 - A full clean of all equipment used
 - Spray and wiping of all surfaces touched
- 2 - Instructors will be required to wash their hands with hot soap and water between sessions.
- 3 - Hand sanitizer will be available for clients to use before they begin the activity and touch equipment.
- 4 - Where equipment cannot be sanitized (harness's etc), it will be put aside and not used for the appropriate time as set by the World Health Organisation.

CONTACT TRACING

- 1 - All clients will be required to sign in before they begin an activity.
- 2 - Group sizes will change to suit minimum requirements, until we reach our current accepted ratios.
 - If we are allowed groups of 10 the maximum number in an activity that requires 2 instructors will be 8.
- 3 - Where possible instructors will keep a 2 metre distance from all clients.

HEALTH AND WELLBEING

- 1 - All instructors will need to confirm that they are feeling 100% in health before instructing a client
 - Anyone who has any slight symptoms will need to go home for the day.
- 2 - If any of the clients exhibit any signs of being sick, they will be asked to leave the activity as soon as they safely can.
 - Any equipment used will be put away until it is properly sanitized.
- 3 - Per social distancing recommendations, if you are unable to keep a 1 metre distance from the client then you are required to wear a face mask. This will apply in situations such as clipping a person onto a rope at the Rock Wall.





FACILITIES

GENERAL RULES

- × Physical distancing indoors will be 1 meter from each other and all the personal hygiene like:
- × Proper handwashing is required. Hand sanitizer will be available in the workshop. Please make sure that you avoid touching your face and coughing to be into your elbow.
- × Staff who have flu like symptoms are to stay at home and contact management.
- × Staff who suspect they have the Covid-19 coronavirus have been advised to call Healthline free on 0800 611 116, rather than show up at an emergency department or primary health provider.
- × A staff member which has tested positive needs to advise management asap.

WORKING IN THE FACILITIES DEPARTMENT

- × On site staff to practice 1 metre social distancing.
- × Working together to limit the amount of people in the workshop at any time so that social distancing can be maintained.
- × All rostering of staff will be done to achieve the above.
- × Do not operate any equipment you have not been trained on or have at least 2 years experience on.
- × Do not attempt any tasks which you do not feel safe in doing ask for assistance from a qualified member of staff.

CONTACT TRACING

- × Contact tracing is required from all our staff.
- × Keep a log of the businesses you visited when the need arises to obtain materials.
- × Keep a log of all contractors you have been in contact with and make sure they sign in at the office.

MAINTENANCE

- × When accessing an occupied building needing repairs, wear a mask and gloves and implement social distancing.
- × Ask the tenants to vacate the immediate area you are working in.
- × When in doubt seek direction from management.





OFFICE & BOOKINGS

PHYSICAL DISTANCING

- × Signage will be placed on office windows asking anyone who has been symptomatic or in contact with someone showing Covid-19 symptoms not to enter.
- × Tape will be placed on the ground at 1 metre intervals to indicate physical distancing for customers entering reception.
- × Staff within the office will maintain a minimum 1 metre physical distance.

CLEANING & SANITATION

- × Hand sanitizer is available at reception.
- × Sanitizing of office door handles, pens, Eftpos terminal and other surfaces will take place at least three times daily. Internal door handles and regularly used contact areas such as the photocopier and other surfaces will be cleaned twice daily.
- × Guests are encouraged to pay via Internet Banking in advance of their stay, cash payments avoided where possible.
- × Keys issued out to guests or contractors will be placed on the counter to avoid hand-to-hand contact.
- × Keys returned will go into a clearly labelled "RETURNED" container. The admin team will sanitize keys before hanging them back on the board for the next guest.
- × Staff should use their own key set, or when required use and return keys from the Bookings Office, not the main keyboard.

CONTACT TRACING

- × Guests signing in will sign an individual booking form, casual check ins (no prior booking) will fill in and sign a contact detail form. The time should be noted on these forms. All bookings are input to our online Bookings System for easy record of guests onsite to allow for contact tracing.
- × Primary contacts will be asked to supply names of every person staying with them. This information will be input to the Venue360 booking system stream.
- × Contractors and visitors will sign in and out in the binder as per standard process, we have added location of work onto the details required.

