

Myrtleford Ski Club Lodge



COVID-19 Safe

Operating Plan

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1 PURPOSE

The Myrtleford Ski Club owns and operates a Ski Lodge located at Falls Creek. The Club provides accommodation services to its members, their families and guests throughout the year. The Club is governed by a Committee which is elected by its members.

This COVID-19 Safe Operating Plan (CSOP) has been prepared in response to the Coronavirus COVID-19 pandemic. This plan details how the Club will introduce a range of controls, in addition to its normal operations, to minimise the health and safety risks to persons who stay in the Lodge while COVID-19 restrictions remain in force.

The Plan will be reviewed and updated from time-to-time by the Committee in response to new directions and guidelines issued by the Government. The requirements of this Plan will also apply to persons who stay at the Lodge until risks from the pandemic are brought under control and Government restrictions are relaxed.

1.1 Coronavirus (COVID-19)

COVID-19 is a highly infectious disease which is easily transmitted from person to person throughout the population. To minimise the spread of this disease it is necessary to put in place procedures to minimise opportunities for transmission and to ensure everyone is aware of these procedures and complies with them.

1.2 Reference materials, latest restrictions and advice

This plan has been prepared in accordance with Victorian Government directions and guidelines in place at the time of writing.

1.3 Plan Amendments

This CSOP will be revised as required to respond to further restrictions, or easing of restrictions, by the Victorian Department of Health and Human Services (DHHS) and other relevant Government departments.

No changes are to be made to these guidelines or the Club's operations without the written direction of the Committee. The Committee will continue to remain up to date with any change to directions and guidance and will approve any amendments if they believe they are appropriate.

1.4 Lodge Contact

Lodge Managers

Phone: 0484 004 331 or 03 5758 3283

Email: managers@myrtlefordskiclub.com

MSC COVID-19 Liaison Officer

Scott Walter – 0484 004 331

2 COVID-19 SAFE CONTROLS

In support of Government guidelines and directions the Committee has identified the following actions which all members and guests are required to follow while within the Lodge:

- **Vaccination**
 - Persons staying at or visiting the Myrtleford Ski Club should be fully vaccinated as per Government requirements.
- **Maintain good personal hygiene**
 - Wash hands regularly and thoroughly with warm water.
 - Carry a face mask and if you have any symptoms wear a face mask. Government guidelines specify when face masks must be worn, including while experiencing any symptoms of COVID-19.
 - Disinfect hands regularly.
 - Cover mouth with elbow when coughing or sneezing.
 - Stay at home if you feel unwell.
- **Undertake cleaning & disinfecting**
 - Regularly clean and disinfect high touch areas
 - Keep your bedrooms clean
 - Thoroughly clean and disinfect common areas as scheduled
- **Close contacts are defined as per Government Guidelines**
 - Please note that Rapid Antigen Tests are not provided by the Club. Guests must supply their own tests and an inability to do so may mean Guests need to vacate the Lodge immediately.
- **Lodge Closure**
 - Should the Victorian Government announce, “a lockdown” (or similar restriction), which limits travel to or accommodation at Falls Creek, the Lodge will be closed in accordance with these Government directives to members and guests, even if they have an existing booking. Members and guests who are already staying at the Lodge before the Lockdown is set, must follow the directions set out by the Government.
 - If our Lodge Managers or any Guest test positive to COVID-19, the Lodge may be closed until further notice.

The Committee recommends that persons planning to stay at or use the Lodge who fall into the vulnerable category defined in current COVID-19 guidelines - those aged 65 years or over with one or more chronic medical conditions and all those 70 years or over - do not visit the Lodge. *Please note this is a recommendation and does not prevent those members in these vulnerable categories from staying at or using the Lodge if, having considered the risks, they choose to do so.*

While the Committee has taken all care in developing this COVID Safe Plan, persons planning to stay at or use the Lodge should also check all relevant Government resources to ensure that they comply with current guidelines and restrictions.

3 LODGE RESTRICTIONS, CAPACITY & USAGE

3.1 Lodge restrictions

From time-to-time Government restrictions related to COVID-19 will impact on the operations of the Lodge and, more generally, Falls Creek. The Lodge is required to operate in accordance with any Government directives. It is likely that these directives may impact on members and guests either staying or intending to stay at the Lodge.

In this regard the Committee has determined that:

- Members and guests staying at the Lodge at the time of a “lockdown” or announcement of any COVID-19 related restrictions are permitted to stay at the Lodge until the end of their booking. However, the Committee **recommends** that members and guests should depart the Lodge as soon as possible, subject to weather conditions and Government restrictions. In such cases members and guests will receive a refund on the unused portion of their booking.
- Members and Guests staying at the Lodge may be asked to vacate in the event of a positive COVID-19 case.
- Members and guests not staying at the Lodge or within the Falls Creek precinct at the time of the announcement of a “lockdown” or other restrictions (including Lodge closure due to a positive case) should not travel to or attempt to travel to the Lodge.
- Members and guests not staying at the Lodge or within the Falls Creek precinct at the time of the announcement of any restriction, closure or “lockdown” will not be permitted to enter the Lodge and no new bookings, or changes to existing bookings, will be accepted.
- Members and guests with bookings but are unable to stay at the Lodge due to “lockdown”, Lodge closure or other COVID-19 restrictions will receive a full refund on their booking.

3.2 Lodge capacity

The Committee may decide to limit Lodge capacity further based on any new restrictions. Any restrictions will apply to the building, and to each of the rooms and areas within it considering social distancing requirements and other factors as specified by Government applicable at the time of booking or intended stay at the Lodge.

In all cases, the Lodge managers have the absolute discretion to reject a booking or deny entry to the Lodge to a person(s) considering Government COVID-19 directives applicable at that time (for example, persons from Government defined “restricted areas” or “hot-spots” will not be permitted to book or stay at the Lodge). During a Government announced “lockdown” members and guests without an existing booking covered by the “lockdown” period are not permitted into the Lodge.

3.3 Lodge Usage

Members or guests are not permitted to visit the Lodge if any of the following apply:

- They have been infected with COVID-19 and have not recovered and are not clear of the infection.
- They have been or recently returned from overseas and have not been through the required quarantine/isolation period and have not tested negative for COVID-19.
- They are subject to a quarantine notice, self-isolation notice or similar.
- They have or may have been in contact with a known infected person and have not tested negative for COVID-19.
- They are unwell and/or are showing symptoms of COVID-19 and have not tested negative or those test results are not yet available.
- Their principal place of residence is inside a “restricted area” or other “hot-spot” as defined by the Government.

All persons using the Lodge must be vaccinated, as required by the Government, as a condition of entry.

3.4 Visits to the Lodge

3.4.1 Winter visits

- **The Lodge will be open for day visits.**
- Contractors and other workers are permitted to undertake required works but must contact the Lodge Managers prior to entering the Lodge.

- People delivering food or other items for persons staying at the Lodge may enter the Lodge.
- Members and guests staying at the Lodge during winter should advise the Lodge managers of their expected time of arrival.

3.4.2 Summer visits

- **The Lodge will be open for day visits.**
- Contractors and other workers are permitted to undertake required works but must contact the Lodge Managers prior to entering the Lodge.
- People delivering food or other items for persons staying at the Lodge may enter the Lodge.
- Members and guests staying at the Lodge during summer should advise the Lodge managers of their expected time of arrival.

4 LODGE MANAGEMENT

4.1 Lodge Manager

The Committee has appointed a Lodge Manager to oversee the operations of the Lodge.

- The Manager is responsible for the daily operations of the Lodge including:
 - Overall responsibility for the management and implementation of the CSOP.
 - Lodge inductions and explanation of the CSOP to members and guests.
 - Rostering tasks (cleaning, garbage removal, etc).
 - Ensuring cleaning is completed as required.
 - Maintaining supplies of cleaning, sanitising and signage products.
 - Managing heating and ventilation to maximise the introduction of fresh air.

In addition to the obligations imposed on the Lodge Manager(s) under this plan, the Lodge Manager(s) are empowered to ensure the requirements of this Plan imposed on persons staying at the Lodge are observed.

The Committee expects that persons staying at the Lodge will fully co-operate with the Manager(s) to ensure the smooth running of the Lodge and the implementation of the COVID-19 requirements.

If the Lodge Manager(s) determines that a person's behaviour is unacceptable and not in compliance with the Club's COVID-19 plan, the Lodge Manager(s) may refuse continued accommodation for that person(s) and require that person(s) to leave the Lodge the following day, if weather/access conditions permit. There will be no refund of accommodation and the matter will be considered by the Committee, to determine if further action should be taken.

The Lodge Manager(s) is required to take reasonable steps to prevent entry of unvaccinated persons or persons who choose to not disclose their vaccination status. If a customer is unable to provide acceptable proof of vaccination, the Lodge manager(s) can ask the person to leave the premises. If the person refuses or the situation escalates, the Lodge manager(s) can notify the police. Further, in such cases no refund will be payable to a person who is unvaccinated.

In the event the Lodge manager(s) work for different employers across other premises, they must document and record this information.

4.2 Lodge Bookings

- Bookings will only be accepted through the Managers who will determine if they can be fulfilled in accordance within Lodge capacity and the Club's Standing Rules determined by the Committee.

- The Managers will provide each family or group making the booking with an electronic copy of this CSOP. The information provided will outline the requirements of the CSOP and how it will apply to them during their stay at the Lodge including:
 - arrival/departure times,
 - guest supplied items,
 - cleaning protocols,
 - shared duties,
 - catering requirements and lodge supplied items.
- All persons must be vaccinated as a condition of entry.

4.3 Liability Waiver

The Committee has determined that it is unable to accept the risk of people contracting COVID-19 within the Lodge, and that persons staying at the Lodge must accept this risk by reading and agreeing to the required Liability Waiver which will be on display at the entrance to the Lodge and on our website.

Attendance at the Lodge signifies acceptance of the terms of the waiver.

4.4 Booking Periods

4.4.1 Winter bookings

The Lodge will be open for bookings throughout winter with no restrictions on booking periods other than restrictions outlined in Section 3 above, the Club's Standing Rules relating to winter bookings and, relevant Government restrictions.

Members and guests staying at the Lodge during winter MUST advise the Lodge managers of their expected time of arrival.

4.4.2 Summer bookings

The Lodge will be open for bookings throughout summer with no restrictions on booking periods other than restrictions outlined in Section 3 above, the Club's Standing Rules relating to summer bookings and, relevant Government restrictions.

Members and guests staying at the Lodge during summer MUST advise the Lodge managers of their expected time of arrival.

4.5 Bookings with COVID Symptoms

Persons exhibiting any COVID-19 symptoms prior to check in are unable to enter the Lodge.

Persons with a booking and who exhibit COVID-19 symptoms prior to arrival are to contact the Managers to cancel their booking and **obtain a full refund**.

5 LODGE OPERATIONS

5.1 Prior to departure to Falls Creek

- Persons staying at the Lodge must undertake a symptoms self-assessment and confirm no person in the booking has a high temperature or any signs of being unwell prior to departure.
- Persons staying at the Lodge must confirm they have not been required to undergo quarantine by the DHHS due to close contact with a confirmed case of COVID-19.

5.2 What to Bring

- Your own face mask(s).

- Your own hand sanitiser.
- Rapid Antigen Tests.
- Pre-prepared food, as much as possible, to minimise kitchen use.

5.3 Check In

5.3.1 Winter bookings

- Check in can occur from 2pm so please advise the Manager of your expected arrival time so that the Manager can ensure that your room(s) is ready.
- Persons arriving before 2pm may be unable to access the Lodge until your room is ready.
- Members/guests who are delayed beyond 9pm should contact the Managers to agree on an arrival time.
- All persons must be fully vaccinated as mandated by Government requirements.

5.3.2 Summer bookings

- Check in can occur from 2pm please advise the Manager of your expected arrival time so that the Manager can ensure that your room(s) is ready.
- Persons arriving before 2pm may be unable to access the Lodge until your room is ready.
- Members/guests who are delayed beyond 9pm should contact the Managers to agree on an arrival time.
- All persons must be fully vaccinated mandated by Government requirements.

5.4 Check Out

5.4.1 Winter bookings

- **Persons must depart the lodge with all luggage no later than 10am on the day of departure.**
 - Persons **must** vacate and clean their assigned room and bathroom/toilet by 10am on the day of departure.
 - Persons are **must** remove all food items from allocated cupboards and refrigerator by 10am on the day of departure. Please do not leave anything for communal use and ensure allocated refrigerator and cupboard are cleaned.

5.4.2 Summer bookings

- **Persons must depart the lodge with all luggage by midday on the day of departure.**
 - Persons **must** vacate and clean their assigned room and bathroom/toilet by midday on the day of departure.
 - Persons are **must** remove all food items from allocated cupboards and refrigerator by midday on the day of departure. Please do not leave anything for communal use and ensure allocated refrigerator and cupboard are cleaned.

5.5 On arrival

- All persons must be vaccinated as a condition of entry.
- The Manager will provide occupants with an induction to the Lodge, if required for guests, and explain each element of the CSOP.
- Your room will be allocated by the Lodge Manager(s).
- Check the cleanliness of your allocated room before use. If in doubt, clean it again yourself.

Please Note: Although persons departing the Lodge should have cleaned the room and bathroom/toilet before leaving, we would like arriving persons to satisfy themselves that these facilities have been suitably cleaned for their use.

5.6 Signage

Signage, based on Government guidelines, has been installed throughout the Lodge to assist in educating and reminding people of their responsibilities.

5.7 Room Usage

5.7.1 Bedrooms

Occupancy

- Bedroom occupancy will be determined at the time of booking and **no changes** are to be made without approval from the Managers, at their discretion.
- Bedrooms must only be occupied by the people who have booked them.
- Signage will be installed within each bedroom advising to regularly wash hands with soap and water for 20 seconds.
- On the day of departure, occupants are required to clean and disinfect their rooms in accordance with the cleaning guidelines and checklist.

Linen

- The Lodge supplies pillows and pillow covers, mattress and pillow protectors, bed linen, doona covers and doonas.
- Persons staying at the Lodge are required to bring towels.
- On the day of departure, persons staying at the Lodge are to remove bed linen, pillow and doona covers and place these items in a bag for laundering. Bedding should be carefully removed, not shaken and placed in the laundry bags provided.
- Laundry bags are to be placed outside of the laundry door.

Lodge Manager Check

- Following departure, the Manager will undertake a cleaning inspection to check that all tasks have been completed.
- If occupants do not clean and disinfect their room as required, the Manager may arrange for the room to be thoroughly cleaned prior to the next check-in, and charge the responsible guests accordingly.

5.7.2 Bathrooms and toilets

- Guests are required to clean and disinfect their bathroom/toilet daily and on departure, in accordance with the cleaning guidelines and checklist.

5.7.3 Kitchens and Meals

- Persons staying at the Lodge are encouraged to bring pre-prepared meals or arrange take away to minimise use of the kitchen.
- Hand sanitiser and disposable gloves are available for use within the kitchen area.
- Prior to commencement of cooking the station/area is to be wiped down with a disinfectant wipe.
- All cooking utensils are to be either washed and sterilised during/after meal preparation, or placed in the dishwasher, or set aside for washing promptly after the meal is finished.
- When the meal has been served, the bench surfaces are to be immediately cleaned and wiped with approved disinfectant wipes.
- On completion of the meal, all remaining dishes and cooking equipment are to be rinsed and washed in dishwasher for washing.

- Persons staying at the Lodge must only use the pantry shelves and fridge/freezer spaces allocated to their bedroom.

5.7.4 Dining/Lounge Areas

- Hand sanitiser is available within the dining area.
- The tables are configured and spaced to achieve social distancing.
- Tables, chairs, bench seats are to be wiped down with a disinfectant wipe immediately following any spillage and/or after dining has concluded.

5.7.5 TV Room

- Hand sanitiser is available within the TV room.
- Seats and tables will be configured and spaced to achieve social distancing.

6 CLEANING AND DISINFECTING

Cleaning and disinfecting is a critical control, and these protocols have been developed to minimise the risk of contamination of surfaces based on Government guidelines.

6.1 Definitions

- **Cleaning.** Uses detergents to physically remove germs, dirt and organic matter from surfaces. Cleaning does not kill germs, but reduces the amount that can be transmitted.
- **Disinfecting & sanitising.** Uses chemicals to kill germs on surfaces. It is important to clean before disinfecting, because organic matter and dirt can reduce the ability of disinfectants to kill germs.
- **Wipe Down.** Means using a disposable disinfectant wipe to wipe down a surface before discarding the wipe. This includes:
 - Bathrooms. Wipe down all hard surfaces, including tiles and splash backs, vanities, bench top & taps, mirrors, toilet cisterns, seats and covers, shower screens and shower taps.
 - Kitchens. Wipe down all hard surfaces including tiles and splash backs, bench top, sinks & taps, cupboards and handles, appliances including stoves, ovens, fridges etc.
- **2-in-1 Cleaning and Disinfecting.** A physical clean using a combined detergent and 1,000 ppm bleach solution (2-in-1 clean) made up daily from a concentrated solution.
- **Two Step Cleaning and Disinfecting.** A physical clean using detergent and water followed by a clean with 1,000 ppm bleach solution Bleach solutions should be made fresh daily.

6.2 Cleaning

6.2.1 Preparation

- Wash your hands using soap and water and dry with paper towel before and after undertaking any cleaning.
- Use a hand sanitiser before putting on and removing gloves.
- Use disposable gloves.
- Avoid touching your face, mouth, nose, or eyes.
- Follow the directions on the containers, including appropriate use of gloves and/or mask.
- Dispose of gloves and mask in a leak proof plastic bag.

6.2.2 Routine Cleaning

- All common or shared areas of the Lodge are to be cleaned by guests once a day as per the chore sheet.
- Routine cleaning is to follow the 2-in-1 process and include adding a disinfectant to all cleaning solutions.

6.2.3 High Touch Cleaning

- Common and frequently touched surfaces are to be cleaned with a disinfectant wipe down multiple times a day in accordance with requirements outlined in this Plan and chore requirements for persons staying at the Lodge.
- Special attention is to be given to surfaces such as handrails, windows, wall heaters, tabletops, door handles, light switches, desks, toilets, taps, TV remotes, kitchen surfaces and cupboard handles.

6.3 Lodge Cleaning Schedule

The Manager will prepare a cleaning roster to ensure all of the Lodge is cleaned in accordance with this CSOP and that persons staying at the Lodge undertake their cleaning responsibilities.

Cleaning duties will be the shared responsibility of persons staying at the Lodge and Lodge Managers(s). Persons staying at the Lodge will be responsible for cleaning duties in relation to their chores for cleaning bedrooms/toilets/bathrooms and common areas as required, in the list of chores assigned to each room.

6.3.1 Cleaning Checklists

Checklists have been prepared by the Lodge manager and can be obtained from the Lodge manager to assist persons staying at the Lodge with cleaning, including:

- Bedrooms
- Bathrooms & Toilets
- Kitchen
- Dining, Lounge and TV Room
- Ski storage and Drying Rooms

6.3.2 Cleaning Records

The Lodge has a register of all cleaning and disinfecting undertaken, including names of persons performing the cleaning and the time and date that it was completed. The Lodge manager will ensure that this is kept up to date.

6.3.3 COVID-19 Response Deep Clean

If the Lodge has a person(s) staying at the Lodge who tests positive while in residence, the Lodge Manager, in consultation with the Committee, will arrange for a COVID Safe deep clean, which will be undertaken in accordance with Government guidelines.

7 COVID-19 IN THE LODGE

7.1 Suspicion of a Person or Manager(s) having COVID-19

If a person or manager has **symptoms** of COVID-19 but the infection is not yet confirmed, the following process will be undertaken:

- a. The person who has symptoms will be required to have a Rapid Antigen COVID-19 test (RAT) without delay.
- b. In the case of guests, if they do not have a RAT, they (and their travelling party) must vacate the Lodge as soon as possible.
- c. If the test result is positive, the person and their travelling party will have to vacate the Lodge as soon as possible, cleaning chores do not need to be completed.
- d. If the test result is negative, they should monitor for symptoms and complete their stay.

- e. The Managers will have to be informed and they will alert the other guests of this development.
- f. If due to extreme weather or other event making it difficult to leave the Lodge, the person will be isolated in their bedroom until such time they can safely return home. If that person is a minor their parent or guardian will be responsible for the care of that minor and that parent/guardian will also be isolated.
- g. If the Lodge manager has symptoms they will be have a Rapid Antigen COVID-19 test (RAT) without delay.
- h. If the Lodge manager's test result is positive, they will advise guests of this development and the Committee which will then determine the next actions to be taken. Such actions could include Lodge closure.

7.2 Confirmed case of a Person or Manager(s) having COVID-19

If a person **contracts** COVID-19, as confirmed by a Rapid Antigen Test, **OR** the Lodge Managers are identified as Close Contacts of a COVID-19 case or contract COVID-19, the following process will be undertaken:

- a. The Covid Positive guest and their room guests must vacate the Lodge as soon as possible. They will need to check out of the Lodge and go home. Allocated cleaning chores do not need to be completed.
- b. If you cannot vacate the Lodge, you need to discuss this with the Lodge Manager(s). (They may refer you to a Committee member.) If, in extraordinary circumstances and as an interim measure, the Lodge Manager allows you to isolate in the Lodge, you must remain in your own room at all times until you can safely return home. Other people in your room should be moved to another room if possible. An adult should isolate with a child under 18 to care for them.
- c. The Lodge Manager(s) must be informed and they will alert the other guests and those persons with future bookings of this development.
- d. If the Managers have a positive test result, they will need to isolate in the Managers' room, and the Lodge will be closed until further notice. All guests will be required to vacate the Lodge. The Committee will determine the next actions to be taken.
- e. The Club will organise cleaning of the Lodge consistent with Government requirements. No subsequent occupation will be permitted until such cleaning is complete.

If persons staying at the Lodge either leave voluntarily or because they are required to do so, they will receive a refund of the unutilised portion of their booking. Any other costs you incur will be your responsibility.