



## COVID-19 SAFETY PLAN

Premises / Business Name:	Knotts Crossing Resort	
Situated Address:	10 Cameron Street, Katherine, NT, 0850	
Postal Address:	PO Box 996, Katherine, NT, 0850	
Licensee:	Joanna Pace	
Registered Licensee Address:	17 Clarke Crescent, Katherine, NT, 0850	
For more information about this plan contact:	Joanna Pace	
Licensee's Signature:	Print Name: Joanna Pace	Date:

## REASONS FOR PLAN

<p>This document outlines how <b>Knotts Crossing Resort</b> will provide a safe and secure premise to the betterment of customers and staff in accordance with guidelines and information provided by the NT Government and Department of Health.</p>
<p>Safe Work Australia has developed a useful Factsheet that provides links to signs regarding COVID-19, e.g. handwashing, which industry may find useful.</p> <p><a href="https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/how_to_keep_workers_safe_covid-19.pdf">https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/how_to_keep_workers_safe_covid-19.pdf</a></p>
<p>This document is to be read in alignment with the venue's certificate of completion of the relevant COVID-19 Checklist(s) provided by the Northern Territory Government.</p>
<p>This document also sits alongside the relevant Guidelines as issued by the Northern Territory Government and the Chief Health Officer's COVID-19 Directions.</p>
<p>This venue supports and adheres to all requirements that will ensure we keep our customers and workers safe and this plan outlines the measures and protocols we have put in place to ensure they are implemented.</p>

**National COVID-19 Hotline: 1800 020 080**

## NT COVID-19 Food Business Checklist

Certificate Registration Number:	COVID19-CHK-1133	Date Completed	11/6/2020 by Gavin Tucker
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Location of Certificate:	Front Office
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## WORKPLACE PHYSICAL DISTANCING

ACTIVITY	DESCRIPTION
<b>Education and Training of Staff</b> <i>PROVIDERS OF TRAINING:</i> <i>Tyspy Online</i> <ul style="list-style-type: none"> <li><a href="http://www.tyspy.com/covid">www.tyspy.com/covid</a></li> </ul>	<ul style="list-style-type: none"> <li>Completed on 15/5/2020</li> <li>Incorporated into induction training package for new staff (ongoing)</li> <li>Next internal review of this to occur on 2021</li> </ul>
<b>Layout</b> Venue responsible for ensuring all tables and chairs are 1.5m away from each other (Physical Distancing)	<ul style="list-style-type: none"> <li>Furniture, tables and chairs separate by appropriate distancing (at least 1.5m)</li> <li>Standing markers / indicators to assist in physical distancing where queuing occurs or standing may occur, i.e. up at the bar.</li> <li>One party/person per elevator ride</li> </ul>
<b>Takeaway &amp; Delivery Procedures</b>	<ul style="list-style-type: none"> <li>Continue Takeaway Food Policy or measures that have been implemented over last couple of weeks for takeaway food.</li> <li>Set physical distancing measures to accept deliveries.</li> </ul>
<b>Restrictions</b>	<ul style="list-style-type: none"> <li>From <b>15<sup>th</sup> May to 5<sup>th</sup> June</b>, customers must only stay in a venue for a maximum of 2 hours.</li> <li>From <b>15<sup>th</sup> May to 5<sup>th</sup> June</b>, customers may only purchase alcohol if they will be consuming a "meal".</li> <li>From <b>15<sup>th</sup> May to 5<sup>th</sup> June</b>, customers are prohibited from gaming, e.g. EGMs, TAB, KENO.</li> </ul>
<b>Availability of COVID-19 Management Plan</b>	<ul style="list-style-type: none"> <li>Protocol for making COVID-19 Safety Plan available to Environmental Health Officers upon request. For instance it could be that it is kept in an easily accessible folder alongside the RSA Register and Duty Managers are advised to make it available upon request from Environmental Health Officers</li> </ul>

## HYGIENE MEASURES

ACTIVITY	DESCRIPTION
<b>Cleaning and Sanitisation</b>	<ul style="list-style-type: none"> <li>Sanitisation products (touchless if possible) at key areas, such as Entrance, Reception, Bar and Meeting spaces. Robust supply chain for cleaning with disinfectant,</li> </ul>

	<p>especially high touch surfaces that should occur throughout the trading period.</p> <ul style="list-style-type: none"> <li>• Handwashing (correctly) with soap signage displayed in toilets and all relevant staff areas.</li> <li>• Additional cleaning with disinfectant is undertaken at the end of trading each day.</li> <li>• Use a disinfectant which the manufacturer claims can kill viruses - chlorine-based (bleach) disinfectants are one product which is suitable</li> <li>• Cleaning and Sanitisation Schedule developed and be available for Environmental Health Officers upon request.</li> </ul>
<b>High Touch Surfaces</b>	<ul style="list-style-type: none"> <li>• Extra attention by all staff on high touch surfaces to ensure they are regularly cleaned, e.g. door handles, elevator buttons, bar area.</li> <li>• Standing markers / indicators to assist in physical distancing where queues occur</li> </ul>
<b>Waste management</b>	<ul style="list-style-type: none"> <li>• Protocols in place to regularly manage waste in customer and staff high use areas</li> <li>• Protocols for effective waste collection</li> </ul>

## SIGNAGE

TYPE OF SIGN	DISPLAY LOCATION
<b>1.5 Metres Physical Distancing</b>	<p>300 x 225mm Poly 1.5m Distance Sign will be at the entrance of the Outside of the Restaurant/entrance to the Indoor section of the Restaurant/entrance to the street side Front Door and in the Outdoor eating area – 4 x Signs.</p> <p>400mm Anti Slip – Keep Your Distance Please Stand Here Signs – 10 x Signs will be available.</p>
<b>Handwash &amp; Sanitisation</b>	<p>3 x 300x300mm Stop Clean your Hands signs – 1 x based at the Entrance of the Restaurant/ 1 x based near the outside Bathrooms and 1 x based in the Outside area of the Restaurant</p>
<b>Other</b>	<p>Australian Government's COVID Safe App will be displayed to promote guests and staff to download this App.</p>

## EMPLOYEES

ACTIVITY	DESCRIPTION
<b>Training</b>	<ul style="list-style-type: none"> <li>• As per schedule below</li> </ul>
<b>Handwash &amp; Hygiene</b>	<ul style="list-style-type: none"> <li>• Employees have been instructed to wash their hands, or</li> </ul>

	<p>use sanitizer when a sink is not available, every 60 minutes (for 20-seconds)</p> <ul style="list-style-type: none"> <li>• Employees should wash or sanitize hands after any of the following activities: after using the toilet, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, disposing of waste, smoking, eating, drinking, going on break and before or after starting a shift</li> </ul>
<b>Protocols for unwell staff</b>	<ul style="list-style-type: none"> <li>• Staff must stay at home and not attend work if they are not feeling well</li> <li>• Any staff living onsite, must self-isolate if not feeling well</li> <li>• Managers are to monitor all staff to ensure strict compliance with this protocol.</li> </ul>
<b>PPE &amp; Physical Distancing</b>	<ul style="list-style-type: none"> <li>• The current advice from the NT Government and Department of Health for &lt;VENUE NAME&gt; is that staff that are not directly handling food do not have to wear any form of PPE (e.g. gloves or masks). Correct and regular handwashing or use of sanitiser by all staff offers protection against COVID-19. The requirements in the kitchen operation with regards food handling and when to wear gloves remain the same unless directly advised by Health.</li> <li>• All staff should ensure physical distancing as much as possible when performing tasks, e.g. markers on the ground to ensure 1.5m between customer and bar attendant</li> <li>• Any work-related task that requires close contact should be limited as much as possible with face to face close contact interactions being less than 15 minutes.</li> </ul>
<b>Waste Disposal</b>	<ul style="list-style-type: none"> <li>• Normal waste disposal good hygiene practices should continue</li> </ul>
<b>Employee Facilities</b>	<ul style="list-style-type: none"> <li>• Reduce the number of workers utilising staff common areas at a given time – e.g by staggering meal breaks and start times</li> </ul>
<b>Protocols Notification</b>	<ul style="list-style-type: none"> <li>• NT Department of Health local contacts</li> <li>• National COVID-19 Hotline 1800 020 080</li> </ul>

## STAFF TRAINING

### LIST STAFF TRAINING AND INSTRUCTION PROVIDED

\* Staff are provided with this document.

- Staff are required to do the following when dealing with self or mandatory quarantine guests:
- On Reception check-in's guests are required to stay in their car and the on-site Security is called.
- The on-site Security is required to pass all documents and handover details between the guest and staff.
- Kitchen staff are required to wear a Mask and Gloves when serving food to the quarantine guests.
- Housekeeping staff are required to wear a Mask and Gloves when approaching quarantine rooms.
- Knotts Crossing Resort has been provided support paperwork from Territory Families Emergency Response unit regarding the cleaning of rooms during the guest's stays and on checkout.

- When the Restaurant is operating semi-normally again guests will be required to observe the social distancing guidelines that will be displayed on arrival.
- Staff will be required to keep 1.5m from all guests at all times.

#### **LIST OF ATTACHMENTS (IF ANY)**

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| • Coronavirus Mandatory Quarantine Information Pack – NT Government                         |
| • Coronavirus Mandatory Quarantine Accommodation Providers Information Pack – NT Government |
| • Covid-19 Housekeeping Advice – Knotts Crossing Resort                                     |
| • Self-Isolation Procedures – Knotts Crossing Resort  |