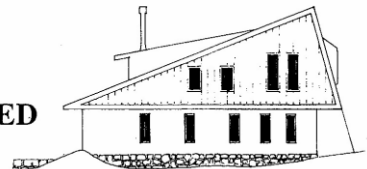




Thredbo Village

DULMISON SKI CLUB LIMITED



Perisher Valley

Dulmison COVID-19 Safe Operating Procedures

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Board approved for Issue

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Dulmison COVID-19 Operating Procedures

NOTE:

Unless specifically identified for a particular Lodge, these procedures are common to Thredbo and Perisher lodges.

These procedures should be read in conjunction with the suite of documents relating to Dulmison's pandemic planning.

These procedures have been validated with reference to Official Health and Safety organisations:

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

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

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

1 Health Declarations.

Guests are required to sign and return two forms to the Dulmison Booking Officer:

- A Guest Responsibilities and Acknowledgement Form at the time of invoicing; and
- A Health Declaration Form to the Dulmison Booking Officer 1-2 days before arrival at a Lodge.

Guests cannot stay at a lodge if they have not completed and signed the COVID-19 Guest Responsibilities and Acknowledgement, and Health Declarations.

Forms will be available on the Dulmison website or sent to guest when submitting accommodation requests. It must be signed by all guests individually, or by the guardian for children under the age of 18.

2 Obligation to follow directions from Lodge Managers.

- All guests and visitors must abide by the directions of Lodge Managers - they act under the authority of the Dulmison Board and Lodge Committee, enacting the Dulmison COVID-19 Safe Operating Plan and Procedures.
- All guests are required to obey any directions of the Lodge Managers regarding hygiene and physical distancing.
- All guests are required to obey any Club directions during any COVID-19 incidents. This may include compulsory short-term self-isolation at a lodge during a possible COVID-19 incident.
- You may not stay or visit the lodge if you have contracted COVID-19 until a medical clearance certificate is provided.
- If you are unwell with COVID-19 symptoms or have been in close contact with a confirmed COVID-19 case in the two (2) weeks prior to your booking, you may not stay or visit the lodge, the booking must be cancelled and will be fully credited.
- Guests may not use a lodge 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.
- Guests will be required to comply with Committee or Health Authority directions, especially a direction to stay within or leave the lodge.

3 Lodge Capacity, Physical distancing, including 4m² Rule.

Guests, Lodge Managers and visitors will be required to comply with all applicable social distance requirements (presently 1.5m separation and 4m² rule), and gathering number

restrictions. As best practice, the current 4m² guidance will be maintained in lodge common areas, with exceptions provided for segregated family groups.

Maximum numbers within the Lodge areas at any one-time with 1.5m separation		
	Thredbo	Perisher
Kitchen	Lodge Managers or 2 rostered members for LM night off. 1 Rostered guest on meal duty	Lodge Managers or 2 rostered members for LM night off. 1 Rostered guest on meal duty
Dining area	10	10
Lounge and Dining	18	19
Bedrooms	Allocated guests	Allocated guests
Laundry	1 Adult	1 Adult
Drying room	1 Adult	2 Adults
Equipment [Ski] room	3 people or Family/ household group.	3 people or Family/ household group.

- Signs depicting the number of persons permitted in each common area will be displayed.
- Parents and guardians are responsible for supervising the social distancing of their children and must take into account other guests.
- Lodge Managers have authority to enforce hygiene guidelines and distancing orders for NSW Health COVID compliance, failing to comply could result in you being asked to leave the lodge with no entitlement to refunds.

3.1 Check-In and Check-Out Arrangements.

- No early arrivals, no checkout and leaving gear in equipment [ski] room for last-minute skiing will be possible.
- Lunch will not be provided on arrival or departure.
- Check-in is after 3 pm at Thredbo and Perisher on arrival day, subject to Hans Oversnow.
 - On Check-out day, you must leave the lodge premises completely by 10 am.
 - At Thredbo, any bags are to be left in cars. Cars are to be moved to public space by 10am checkout time.
 - At Perisher, any bags are to be left outside the lodge, at your own risk.

3.2 Thredbo Lodge.

The Thredbo Lodge is licensed to accommodate no more than 18 persons at any one-time, including Lodge Managers.

The common dining and lounge area is estimated as 73 m²

Under the COVID limitation of 4 m² per person, the maximum number of people at any one time is 18. This will be signposted at entry. To meet distancing requirements, two-sittings may be required for meals.

Access to laundry facilities is through the kitchen, which will be controlled for guest access. Special arrangements will be made by the Lodge Manager for very limited guest access outside meal and cleaning times.

3.3 Perisher Lodge

The Perisher Lodge is licensed to accommodate no more than 24 persons at any one-time, including Lodge Managers.

The common dining and lounge area is estimated as 78 m²

Under the COVID limitation of 4 m² per person, the maximum number of people at any one time is 19. This will be signposted at entry. To meet distancing requirements, two-sittings may be required for meals.

4 Hygiene [Hand and Respiratory].

Guests, Lodge Managers and visitors are required to comply with all applicable hand and sneeze/cough hygiene requirements and cleaning and disinfecting requirements for COVID-19.

Posters displaying hygiene etiquette are prominently displayed throughout the lodge:

- Cover your nose and mouth when you sneeze or cough
- Wash your hands often and well with soap and running water for at least 20 seconds, or with an alcohol-based hand rub.

Hand sanitiser / wipes and facial tissues are available in each room and around the lodge. Guests are encouraged to wash their hands with soap and water, or to use the hand sanitiser and wipes, regularly especially:

- When entering and leaving the lodge and common areas;
- Before and after eating;
- After using the bathrooms / toilets, and;
- After blowing your nose, coughing or sneezing;

Closed bins are provided for hygienic disposal of used tissues.

A digital thermometer will be available under controlled hygiene, held by the Lodge Managers should guests request.

Guests are also required to:

- Wipe down benches, furniture and tables in the common areas and their rooms with the provided sanitising products.
- Wipe their room door handles, and light switches with sanitising products regularly during their stay and when departing the lodge.
- Assist Lodge Managers to clean high touch points in common areas to effect better control of sanitation. [This is in keeping with the lodge being a member facility, not "hotel accommodation"]

NOTE: All games and books may have been removed or otherwise made inaccessible from common room while COVID restrictions apply.

5 Visitors to Lodge.

No day visitors (including tradesmen) are allowed at a lodge without prior notification given to, and authorisation given by the Lodge Manager.

Guests should not assume that visitors will automatically be allowed access to the lodges due to social distancing requirements.

The Lodge Managers maintain a Visitor Register for all people other than those registered guests.

- No day visitors are allowed at a lodge if they:
 - Have contracted COVID-19 and do not have a medical clearance certificate.
 - Are unwell with COVID-19 symptoms, or
 - Have been in close contact with a confirmed COVID-19 case in the two (2) weeks prior to their visit.

When signing the Visitor Register, visitors will be declaring that they meet the three conditions of entry.

The Visitor Register may be needed to track people in the event of a confirmed positive COVID-19 case in the lodge.

6 Meals Preparation, Service and Clearing-up.

Dulmison proposes to maintain the adult guest meal duty roster for setting each meal with individual cutlery and serving to seated guests. This mandates strict adherence to COVID-19 hygiene and sanitation practices on entry to the lounge dining areas for everyone. Disposable gloves and hand sanitiser will be readily available.

Guests rostered on duty must clean down dining table and chair cushions after meal sitting, [this is existing protocol of spraying down tables and place mats]. Other guests should remain seated during meal service to minimise movement and maintain distancing during meals.

- Guest access to lodge kitchens will **NOT** be permitted at any time. With exception of:
 - One [1] of the two [2] rostered guests at any given time to access the kitchen to scrape, rinse and stack, and collect meals. There will be no access for guests beyond a physical barrier across the kitchen, beyond the sink or defined serving area.
 - On Lodge Managers night off, two [2] assigned members preparing and serving under strict COVID-19 hygiene compliance and instruction from the Lodge Manager.
 - Very limited and Lodge Manager controlled access to Thredbo laundry.
- The Lodge Managers may elect to provide prepacked lunches for guests to meet COVID-19 hygiene requirements.
- The dining areas are to be thoroughly cleaned immediately prior to and between dinner sittings, after use by guests.
- At dinner, an option may be to provide a caddy for each family group. Each caddy would have the required cutlery, napkins, salt and pepper. That caddy would belong to that particular group for their entire stay. Lodge Managers would clean and restock for each meal.
- All items crockery and cutlery placed for table setting, must be returned to the kitchen and washed using the lodge's dishwashing machines.

- Cutlery and single use items. As per normal, but before collecting, hands must be sanitised. After use, must be immediately placed in soapy water dish inside kitchen door. Used items must not be left for others to collect.
- No joint cutlery baskets will be provided on tables.
- Disposable place mats will be used for meals. [Cork backed place mats are not suitable to be put through sanitizing dishwasher.]
- Tea towels will not be available to guests, disposable paper towels will be provided and must be disposed after use.
- No communal snacks, food bowls or self-serve buffets will be offered to guests.
- Communal snacks are not permitted.
- Pre-packaged condiments, butters, sauces, jams and cereal may be served from kitchen on request if Lodge Managers elect not to provide within the lodge common area.
- Meal groups limited to 10 people, meeting 1.5m and 4m² rules, with exceptions to family groups [under current NSW Health Orders].
- First sitting for families with children [parents to eat with family children].
- Second is for remaining group and single adults when required.

7 Laundry Hygiene.

- Normal laundry detergent at 60°C cycle, or highest fabric temperature, is accepted practice. Oxidising colour safe detergent is preferred, if available.
- Dry clothes thoroughly, either in your own room or using the dryer.
- The guest washing machine filter is cleaned routinely on a weekly basis. Whilst the COVID-19 regulations apply, guests should assist by cleaning filters, lid, door and control panels after using the washing machine and dryer.

8 Regular Lodge Cleaning for COVID-19.

- Guests will be responsible for wiping down their own rooms on entry, during, and on checking out at the end of their stay.
- For 1 hour each morning at the Lodge Managers convenience, common areas will be closed to guests for thorough cleaning.
- Lodge Managers will routinely wipe down all general surfaces with disinfectant after guests have left. This includes: benches, hand railings, door handles, fridge door, microwave ovens, taps and other high touch areas.
- Areas of the lodge requiring cleaning consideration is provided at **Appendix 2: General Cleaning List by Lodge Area.**

8.1 Disinfection of Special Areas

- In addition to routine cleaning, the following high touch surfaces in the workplace should be disinfected:
 - Counters, benches and tables.
 - Door handles and light switches, kettle handles, fridge door handles.
 - Bathroom including door handle, door lock, toilet seat and buttons, taps, wash-basins, counters, and showers.

General cleaning intervals are to be determined by the Lodge Managers. This may be daily or weekly, guided by best practices advised by Safe Work Australia:

- Areas frequented by guests must be cleaned at least daily with household grade alcohol-based disinfectant. [70% Ethanol and water solution].
- All hard surfaces such as tables, bench tops, stair banisters, door handles, bathroom vanities, light switches etc must be sprayed and wiped with a household grade alcohol-based disinfectant. [70% Ethanol and water solution].
- All soft surfaces such as carpets, curtains, lounge chairs, etc must be sprayed with a household grade alcohol-based disinfectant, if considered necessary.
- All walls must be sprayed with a household grade alcohol-based disinfectant, if considered necessary.
- Common area fridges and tea/ coffee facilities should be used by adults only. Hand sanitising should be done before touching any common facility including fridges, coffee machine etc. Used cups, glasses and spoons must be immediately placed in soapy water dish inside kitchen door.

Cleaning and disinfection approaches, based on Federal/State Guidelines, that help prevent the spread of COVID-19 are provided in **Appendix 1: Cleaning Guidelines**.

8.2 Drying Room Procedure on Return to Lodge

- Plastic bags will be provided at the lodge entry for guests use.
- Everything in contact with eyes, nose and mouth goes straight into the bag (specifically helmet, goggles, beanie, facemask, balaclava) – preferably outside the lodge.
- **Any direct face coverings are not to go in the drying room.** Take these to your room in the plastic bag, hand-wash and or spray with disinfectant if necessary, and dry them in your room. This generally will include googles, helmets, beanies, balaclavas and glasses.

[NOTE: check compatibility as disinfectant spray may not be good for optical surfaces and it is generally recommended that googles are not left in the drying room as the foam and elastic degrades quickly in heat.]

- Then promptly sanitise hands.
[NOTE: auto dispensing sanitiser units are provided at both sides of the equipment / ski room. This deals with the cross contamination at the door].
- Lightly spray ski pole grips and other directly handled ski equipment for the equipment room using disinfectant spray provided [70% Ethanol and water solution].
- Then remove and lightly spray boots, jacket sleeves and gloves (and any other item for the drying room) with disinfectant spray provided [70% Ethanol and water solution]. Place in drying room.
- No items other than skis, boards, poles and related snow equipment is to be left in the equipment room.
- Guests to clean and disinfect any dirty common use surfaces in the equipment room following use.

8.3 Common Area Bathrooms.

Whilst not encouraged, common area bathrooms may be used if needed but guests are to wash or sanitise hands before and after use and disinfect common surfaces after use. Guests are encouraged to use their own rooms. Signage to be displayed on door.

8.4 Infection Control for Pillows, Linen, Doonas and Blankets.

- No special requirements for bedding other than direct contact bedding [sheets, pillow covers and doona covers] which are changed as normal between guests and sent to a commercial laundry. [Source: [COVID-19 Accommodation Providers](#)]
- This will change if someone develops COVID-19 or relevant symptoms in the lodge.
- COVID safe signs displayed in rooms.

9 Notification and Management of COVID-19 Related Issues [feeling unwell].

The *Dulmison COVID-19 Safe Operating Plan*, includes a guidance checklist in the case of identified contagious presentations at a lodge.

It is important in dealing with any COVID-19 identification, that all guests and Lodge Managers will be open and communicate their physical condition to their fellow guests. This needs to be a relationship of trust for the lodge community.

- Make available disposable surgical masks for individuals who become unwell with respiratory symptoms whilst on premises.

10 COVID-19 Emergency Response.

Deep Cleaning will be required following identification of a declared COVID-19 infection in the lodge. This may be outsourced to an approved contractor and will be managed remotely by the Lodge Committee as Lodge Managers would be required to self-isolate away from the lodge. This would be invoked following notification, to the Chair of the Lodge Committee by a Lodge Manager, of a COVID-19 event. This event is managed through the Dulmison COVID-19 Safe Operating Plan.

10.1 Guest staying at a lodge develops and reports COVID-19 symptoms.

The following procedures will be applied:

1. The affected guest/s will need to immediately self-isolate in their room. Inform the Lodge Managers – but not by direct physical contact. The Lodge Managers will advise the relevant Dulmison authorised person [as defined in the Safe Operating Plan].
2. Affected guest to use the Australian government www.healthdirect.gov.au/symptom-checker and follow the advised course of action.
 - If an ambulance is advised (with advice to inform ambulance staff that this is possible COVID-19), do so. Wear a mask while in transit if safe to do so.
 - If medical consultation and self-isolation and testing for COVID-19 is advised, do so, and the guest is to remain isolated or off premises until the process is complete, and wear a mask while in transit.
 - If any other outcome, follow the advice which may include medical consultation and/or a COVID-19 test, but if this is encouraged (optional) along with the wording “unlikely to be coronavirus” it does not trigger a lodge lockdown. Nonetheless please update the lodge manager of any matters relevant to the lodge while respecting medical confidentiality.

The Lodge Manager will report the infection and obtain guidance, as necessary from:

- NSW Health health-direct hotline on 1800 022 222,

- NPWS [Peter McCarthy Environmental and Health officer on 6450 5546] and if warranted,
- local medical centre Perisher 6457 5622 or Thredbo 6457 6254

[NOTE: The Guest Register and Visitor Register details will need to be made available on request.]

3. The Lodge Manager is to inform the Lodge Committee authorised person, indicating immediate actions taken and use of the incident Checklist provided under the *Dulmison COVID-19 Safe Operating Plan*.
4. If testing for COVID-19 is advised [refer to point 2 above], then no new guests will be permitted to arrive or enter the lodge. Guests already resident may continue to leave and return. If close contacts of the affected guest are advised to take any precautions following medical advice to the affected guest, please advise the lodge manager who will advise the Dulmison authorised person.
5. If a guest vacates under these circumstances, the vacated guest room will need to be thoroughly cleaned and disinfected. The disinfecting procedures are detailed by Safe Work Australia Guideline "[How to clean and disinfect your workplace - COVID-19](#)"
6. If a COVID-19 case or positive test occurs in a person resident at the lodge, follow all courses of action recommended by the authorities.
7. Any re-opening of the lodge at a later date is not the subject of this document.
8. All affected guests [during the COVID-19 incident] will be eligible for a full credit for accommodation or refund for the remaining length of their booking.

10.2 Guest who has stayed at a lodge during the previous two weeks and reports being positive COVID-19

The following procedures will be applied:

1. The guest is requested to inform the Club Administration Officer and confirm details of their stay while thought to be contagious, along with co-operation with relevant authorities.
2. The Club Administration Officer must inform the Board Chair and/or Lodge Committee Chair without delay. Dulmison authorities will co-operate with relevant health, NPWS and other authorities.

11 Appendices

11.1 Appendix 1: Cleaning Guidelines

Method/Approach	Actions
Ventilate rooms before you clean.	Allow fresh air to circulate for at least 20 minutes. If possible, leave all windows open during the entire cleaning process.
Wash your hands thoroughly before and after each cleaning.	Use soap and water, and scrub for at least 20 seconds. If that's not possible, use a hand sanitizer with at least 70% alcohol.
Wear disposable gloves while you clean.	Gloves should be thrown out after each cleaning. Make sure to wash your hands immediately after gloves are removed
Clean, then disinfect.	<p>Cleaning is when you use soap or detergent and water to remove dirt, germs and impurities.</p> <p>Disinfecting refers to the use of chemicals like bleach or alcohol to kill germs. Doing both is the best way to reduce the spread of infection.</p>
Use the right disinfectant.	Diluted household bleach solutions, cleaning products with at least 70% alcohol, and most common disinfectants are believed to be effective against the coronavirus. Bleach is a strong chemical and care should be taken when using it.
Focus on frequently touched surfaces.	Light switches, doorknobs, and tap handles are just a few of the areas you'll need to disinfect.
Lounges and other soft, porous surfaces.	Carefully remove any visible dirt or grime, then use the appropriate cleaner for the material. If possible, machine-wash items according to the manufacturer's instructions.
Wash all linen at the highest heat setting recommended by the manufacturer	That includes mattress covers, kitchen towels, and blankets. Wear gloves when handling dirty laundry.
Consider vacuum risks	Change vacuum filters every vacuum cycle.

11.2 Appendix 2: General Cleaning List by Lodge Area

Area	Items to Clean/disinfect	
General	Doorknobs/surfaces Cleaning appliances Fans and lamp chains Garbage and recycling bins Hairdryers Hanging space Ironing boards and irons Keys/keypads	Laundry – sinks, washers, storage Washer/dryer units Light switches/pulls Railings Tabletops Thermostats/heaters Window sills and window handles Vacuum cleaners
Kitchen and Amenity areas	All utensils, appliances, pots/pans, etc Cabinet handles and pulls Doorknobs Dishwashers Condiments: oil, salt and pepper shakers, commonly used spices and containers, etc.	Kitchenware that isn't dishwasher safe Sinks, benchtops Ovens/microwaves Fridges – handles, internal areas Window sills and window handles
Bathrooms	Shower curtains/doors Showers and tubs Sinks Towel rails	Tap handles and spouts Toilets Window sills and window handles
Dining	Doorknobs Railings Lamp chains/switches Light switches/pulls	Railings Tabletops/seats Window sills and window handles
Lounge	Doorknobs Railings Light switches Games and entertainment equipment	Lounges especially arm rests Railings Tabletops Window sills and window handles
Bedrooms	Hangers and luggage racks Light switches Nightstands/side tables	Cupboards/dressers Bedding – doonas, pillows, linen Window sills and window handles