



COVID-19 MANAGEMENT ACCOMMODATION PROVIDERS

Due to COVID-19, all businesses need to take extra precautions and set up strict processes and procedures to reduce the virus's spread. This can be done through adequate physical distancing, cleaning and hygiene measures.

As the Victorian Government eases restrictions, it is important businesses are operating within the set guidelines. From 1 June 2020 accommodation businesses can open to guests, where there are no shared facilities. Social gathering restrictions still apply. Further information can be found [here](#).

To further help businesses, the National COVID-19 Coordination Commission has developed an [online planning tool](#) to assist businesses re-open and be COVID-19 safe.

Business support

Businesses are facing unprecedented challenges as a result of COVID-19, but there is support available.

The City of Ballarat Economic Response Contact Centre has been established to support businesses through COVID-19. The team is available to speak to about your individual situation and help connect you to the right support and services on offer between 8.30am and 5pm, Monday to Friday on 5320 5500 or at economicdevelopment@ballarat.vic.gov.au

The City of Ballarat Environmental Health Unit is also available to help businesses to ensure they maintain safe, clean and hygienic business practices and manage the safety of staff and customers

during the same hours on 5320 5702 or at environmentalhealth@ballarat.vic.gov.au

You can also look at options available on the City of Ballarat website under the tab [support for businesses](#).

Social distancing

Social distancing markings should be provided on the floor at the reception desk, at the restaurant's waiting area or any other area people may congregate. They must be 1.5 metres apart to indicate where people are to stand. Signage should be used to reinforce this message and bring this to customers' attention.

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Density signage

Density signage should be provided at entrances to restaurants, elevators and any other area people may congregate, indicating how many people can be in these designated spaces at one time to comply with the current four metre square per patron requirement.

Customer Service Counters

- Encourage cashless payment where possible.
- Information posters can reinforce key messages among guests and staff, including the promotion of hand washing, respiratory hygiene and coughing etiquette. DHHS information posters can be found [here](#).
- Alcohol based sanitisers should be made available for customers and staff at the service counter.
- Physical barriers such as Perspex between customers and staff can help protect staff. This is particularly effective in narrow areas where 1.5 metre separation is not possible. Where physical barriers are not practical to install, you may want to use barrier tape, bollards or furniture to achieve the 1.5 metre buffer zone between customers and staff.
- Contact details for guests must be obtained and may be required by DHHS if contact tracing is required.
- Screening of customers is as per company policy.
- Reception desk staff should be familiar with the room occupancy policy for accompanying persons in the event of a suspected case of COVID-19.
- Reception desk should have immediately available the telephone numbers of the health authorities, pharmacies, medical centres, public and private hospitals, and assistance centres for use whenever there is the possibility a guest may be ill.

Concierge service

- Patrons should be encouraged to carry their own luggage or use a baggage trolley where possible.
- Provide alcohol-based wipes and a bin at the baggage trolley for patrons to clean trolley before use.

Cleaning

Businesses should continue additional cleaning throughout their premises, focusing on frequently touched areas such as service counters, EFTPOS machines, door handles, lift buttons, light switches, baggage trolleys etc.

Chlorine-based (sodium hypochlorite) sanitisers/ disinfectants (e.g. household bleach) should be used against viruses. The following table will assist in making up the required concentration needed for disinfection. It is recommended 1000ppm solution is used for all hard surfaces.

Table 1: Dilutions using household liquid bleach (with 4% available chlorine as written on the label).

Household Bleach 4%	Add the following amounts of bleach to water to give the required concentration
Volume of water to which chlorine is added	1000ppm
1lt	26ml
5lt	125ml
10lt	250ml

Housekeeping services

Even in the absence of COVID-19 cases in the establishment, it is recommended hygiene services be boosted.

Staff training should be provided on the correct procedure for putting PPE on and off to reduce infection risks.

Whenever possible, only disposable cleaning materials should be used

In addition to routine cleaning, the following frequently touched room surfaces should be disinfected:

- door handles and light switches
- tables and counters
- chair armrests (if not fabric)
- TV buttons and remote controls, telephones, air conditioner (A/C) buttons and remote controls, kettle handles, fridge door handles
- bathroom including door handle, door lock, toilet seat and buttons, taps, wash-basins, counters, shower and/or bath

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All linen should not be shaken but collected in a laundry bag which is emptied directly from the laundry bag into the washing machine without handling and laundered on a hot cycle and then air or tumble dried

Any visibly soiled fabric upholstery or carpets should be cleaned with a steam cleaner.

Disposable gloves should be worn when handling a guest's used trays, dishes and utensils and these should be washed in a dishwasher with detergent and hot water.

Waste handling

All waste handled from either a guest's room or communal areas should be considered potentially infectious. Any staff member handling waste should be wearing appropriate PPE and all waste must be secured in a leak-proof plastic bag that is tied shut and not reopened, then disposed of in the routine waste bin.

Staff health and hygiene

Make sure staff hand washing facilities and hand sanitisers containing +60% alcohol are available.

Make sure staff wash their hands with soap and warm water and use alcohol-based hand rub regularly.

Remind staff to stay 1.5 metres away from customers and other staff members.

Remind staff about healthy hygiene practices so they avoid touching their face and, if they do, they wash their hands straight away.

Ensure any staff members that has been:

- Overseas since 15 March 2020.
- Has any respiratory infection symptoms, such as a fever, sore throat, runny nose, cough, shortness of breath, or

- Has been in close contact with a confirmed COVID-19 case.

stays at home, self-isolates for 14 days and seeks medical advice from their GP or the **Coronavirus Health Information Line on 1800 020 080 (open 24hr a day, 7 days a week).**

If a staff member has been tested for COVID-19 and is waiting on results, they should also stay home and follow their GP's advice.

If a staff member tests positive for COVID-19 they will be given specific directions from their GP or DHHS, as will the business owner if they were infectious at the time of being at the work place(usually 24 hours prior to the onset of symptoms).

Do staff need to wear masks or gloves?

The current advice on masks are that they are not necessary. People should be practicing physical distancing, good hand hygiene and increased cleaning of all high touch point areas.

Gloves should only be used if it is a part of the business's normal procedures or, for instance in a house keeping example, when cleaning a person's room or if a customer is self-isolating at your facility and the room is being serviced by your staff.

Hosting people in COVID-19 isolation

If you are hosting people who are self-isolating, please contact the Environmental Health Unit for further advice.

Some guidance material can be found at health.nsw.gov.au/Infectious/covid-19/Pages/hotels-accommodation.aspx

Further information can be found at the following websites.

City of Ballarat  ballarat.vic.gov.au/novel-coronavirus-covid-19

Department of Health and Human Services  dhhs.vic.gov.au/coronavirus

World Health Organisation  who.int/health-topics/coronavirus

Premier of Victoria  premier.vic.gov.au

Safe Work Australia  safeworkaustralia.gov.au/covid-19-information-workplaces

Australian Hotels Association  aha.org.au

Accommodation Association of Australia  aaoa.com.au