

MAY 1, 2020

Updated as per Government Direction – August/October.

Gaming Room protocols added 29/10/2020

*Also note that numbers of patrons both in each room and outdoor areas can change on a week to week basis, so it is of the upmost importance that staff are familiar with the latest regulations (updates to be provided through roll call)

Race Day Protocols – added 26/11/2020



COVID-19 WORKPLACE POLICY

[SALE AND DISTRICT GREYHOUND RACING CLUB INC

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This workplace policy should be read in conjunction with the Hospitality Industry Guidelines for coronavirus (COVID – 19) which offers more intimate detail.

Introduction

The purpose of this policy is to set out the measures and objectives of Sale and District Greyhound Racing Club in restarting activities at Bistro, Alfresco, Gaming, Bar, Racing, Functions and Events.

This policy is based on the directive of the National and Victorian Government's and has the following objectives:

- Maintain the health and safety of all Sale Greyhound Club employees (including contractors, sub-contractors), their families, [and anyone else in close contact with the business, e.g. suppliers, clients, etc.]
- Maintaining Sale Greyhound Club's business activities, so far as is practicable, to continue serving our customers and participants, and be ready to respond quickly and appropriately at all times
- providing services that are 'best practice' in the current circumstances

Bringing employees back into the workplace safely is a primary objective and set out within this document is how Sale Greyhound Club believe this can be achieved.

Managing Risk at the Sale Greyhound Club Site.

The site will be provided with [hand sanitiser, anti-bacterial wipes, etc.] enabling all staff members easy access to help ensure good hygiene throughout our work areas.

- We will be opening both the Bistro and Alfresco to bookings of up to 20 (from June 1., 2020) at any one time in each space (up to 50 patrons from June22, 2020)
- 10 maximum per room – maximum 4 rooms 70 outside
- All patrons will be advised to book, we can take walk ins, but we can't guarantee space and we have to take name and contact information from each guest
- Bistro and Alfresco will be segregated during race days (temp checks of patrons will also be compulsory on race days) QR CODE used from mid October.
- We must have signage that displays how many customers we can have inside an area and we must also have clear hygiene posters and hand sanitisers around the venue.
- Alongside all the information we usually take with bookings (name and phone number) we also must take peoples addresses and the contact details of each individual diner to ensure quick contract tracing if needed
- When taking the contact details of each guest use the notes on open table under their booking. There will also be a sheet you can fill out if the host tablet is unavailable.
- Tables can have no more than 6 patrons – bigger bookings will have to be spread out as per the 1.5 metre direction. (10 patrons max per table – 1.5metres between tables)
- We will be required to temperature check patrons that dine with us and keep a live count (race days only) no patrons on race days
- We will set up the membership swipe entry machine outside so guests can swipe through to assist with speed of contact tracing. (non-members can utilise this option or complete a "visitor" form" QR code replaces this

- We will have a designated area for takeaway pickups which will not breach social distancing requirements in either Bistro or Alfresco areas.
- All our menus will be disposable paper copies
- Staff will be required to regularly clean surfaces that are commonly used such as doors, the pass, till screens and iPad screens
- Staff must also regularly sanitise their hands and wear gloves when cleaning tables
- We must stand 1.5 metres away when interacting with customers and all service must be conducted at the table including payment with the portable eftpos. Patrons cannot get up to get a drink. This means we must always be on top of what the patrons need and there is no reason for them to be waiting for an extended time.
- Patrons can sit without a mask, but MUST wear when standing/walking
- All cutlery must come off a table after use and be completely reset.
- Our food menu and drink menu will be limited, but we will run takeaway service as normal
- There will be a strict one-way system through the bistro, customers can enter through the usual door but must leave via the fire exit. There will be plenty of space within the restaurant itself to move freely
- If people from other space e.g. the Alfresco need to use the toilets, then they can enter through the normal entrance and leave via the fire exit and come back around
- There will be set seating times of 1 and a half hours for diners so let the customer know when they book. If they require longer exceptions can be made
- this to be eased but covid regulations maintained.
- Ideally the same server must stay with a table the entire night
- Patrons MUST dine, they cannot come in just for a beer. If they are eating a main meal, they can request a beverage from the bar. Not appropriate as of September
- Penalties for noncompliance are \$1,652 for individuals and \$9,913 for businesses and much more through the court system. We want to maintain our usually friendly service, but we must abide by the rules.
- There are extensive guidelines available for cleaning and disinfecting properly.
- A new daily cleaning checklist will need to be filled out. This can be found in the Front of House folder.
- Everyone has to be a member to dine with us – they can swipe in at the new kiosk that will be outside with a permanent host who will take temperatures and count patrons.
- Patrons will all be required to wear wristbands to prove they have been temp checked and are part of our number count (Race day only)
- We must keep accurate rosters with updates to illness or unavailability to assist with tracking. (staff must record their temperature prior to commencement of shift and record this on their timesheet)
- If a member of staff or customer is a confirmed case of Covid19 we must first consult with DHHS for further guidance.
- Close, Clean and disinfect all areas that were used by confirmed case.

To reduce the risk of virus transmission between individuals and groups, the following steps will be undertaken:

- Walkways will be identified and marked as one-way traffic, where practical,
- The number of people in enclosed spaces such as meeting rooms, training rooms, breakout rooms, etc. will be decreased by a) reducing the number of tables and chairs

available for use, b) limiting the number of employees using a meeting room at one time to that as directed.

- Markers/lines will be placed on the floor to demonstrate 1.5m physical distancing,
- Where practical, workstations will be located so that users at 1.5m from each other,
- Hand sanitizer, Signage, audio recordings and designated staff will be placed at the entry points of the site for use by employees, customers, clients, etc.
- Where delivery occurs, physical distancing or contactless measures will apply when possible,
- Contactless payment will be the preferred method of payment by customers,
- Staff will be provided hand sanitiser at POS to use between transactions.

Cleaning Practices of Sites During Occupation

The Sale Greyhound Club site will be thoroughly cleaned at least once a day. This will include all hard surface floors, toilets, showers, breakout room(s), as well as taps, door handles, handrails, EFTPOS machines, keyboards, and any other frequently touched and shared surfaces.

Additional protocols will include:

- Ongoing education and training of employees of hygiene and cleaning rules including the distribution of regular reminders
- Increased cleaning of shared areas such as lunchrooms, POS locations, toilets, etc.

Communication with Employees

Communication during the employee return to work phase is important as it will help understand what is happening and why, will positively affect their mental health about returning to work and inform them of the hygiene requirements when entering the workplace.

Communication to employees by their immediate manager should be undertaken daily whilst employees are working from home. They should be informed of the return process, who (if anyone) will be returning first and why. They should also be informed of the hygiene practices being undertaken and those which must be followed by them when they return to the workplace.

Sale Greyhound Club - Employee Restart Process

Employees will be bought back into the workplace as required after suitable training and in line with government instruction and club needs.

Staff meetings x 2 and regular roll call updates provided by club

Customer/Client Services

To avoid cross contamination by, or of, our customers/clients, the following protocols will be adhered to:

- Hand sanitiser provided upon entry to the site
- Where meetings can be held online, this must be encouraged
- If you need to enter a client's premise or site, do the following:

- Wash your hands with soap or hand sanitiser,
 - Ensuring physical distancing,
 - Avoid touching eyes, nose and mouth,
 - Wash hands after meeting finishes
- Meeting rooms be cleaned thoroughly at the conclusion of every meeting
 - [Door handles/EFTPOS machines, etc.] been cleaned thoroughly throughout the day

Hygiene Measures

On return to the Sale Greyhound Club workplace, hygiene practices will be of the utmost importance. Where practical, this may include a temperature check of all people entering the building, most notable on racing days. Once entering the building, employees are required to temperature check themselves, record this reading on their daily timesheet, sanitise their hands and clean their work surfaces with the anti-bacterial wipes provided, ensuring used wipes are then put in the bins provided.

All employees should maintain a reasonable social distance whilst at work and not crowd work areas or meeting rooms, including leaving a reasonable amount of space for others to pass you in [hallways, isles, etc.]

When using the toilet facilities employees must wash their hands for 20 seconds prior to leaving the facilities. When re-entering the workplace, hands must be washed or sanitised before starting work.

It is also expected that managers at all levels will lead by example and follow these hygiene protocols, including managing any issues where staff members are seen to not be following these protocols:

1. Employees should use hand sanitisers that include around 70%-97% alcohol,
2. Employees must follow the ongoing promotion and information on how to wash hands effectively,
3. Ongoing education and training of cleaning staff to clean and disinfect the surfaces of desktops, low cabinets, chairs, phones and office machines; and will
4. Educate employees to avoid touching their face, mouth, eyes and how to cough and sneeze using tissues to properly dispose of them
5. Physical distancing of 1.5m where appropriate and practical

Employees using public transport or travelling to and from work with co-workers must take appropriate hygiene precautions.

Employees of the Sale Greyhound Club using delivery vehicles cars must take with them disinfectant wipes to use on door handles, the steering wheel, dashboard, controls and seats before and after use.

The Sale Greyhound Club has no tolerance for employees attending the workplace if they have any cold or flu like symptoms. Those employees showing symptoms should be allowed to work from home or take leave and ensure they speak to a health professional.

Those employees that have been instructed to isolate/quarantine will not be allowed entry to venue until such time that the isolation quarantine period has been served and that the club is satisfied that the employee poses no risk to fellow employees or patrons.

Vulnerable Employees

The Sale Greyhound Club will endeavor to take appropriate measures to protect people who are affected by factors that may increase their vulnerability to COVID-10. Where practical, their presence at work will be organized so that their contact with others is limited to ensure physical distancing. In some cases, working from home may be an appropriate solution.

At all times, managers must be particularly careful to ensure that vulnerable people working in their area of control comply with agreed measures to protect their health.

Suspected of Confirmed Employee Case(s) of COVID-19

Should an employee who has entered the Sale Greyhound Club workplace be suspected of, or confirmed to be infected with COVID-19, the following series of actions must be taken to ensure the health and safety of other personnel in the workplace:

- Have people who work in the same wash their hands and leave the work area while the employee work stations, associated equipment and surfaces are cleaned,
- Clean and disinfect anywhere the employee may have touched,
- List the names of those employees who were in the work area or who may have had close contact with the infected person during the previous 48 hours and then monitor them for potential symptoms,
- Also consider whether they:
 - o Used a delivery car,
 - o Met with a client/customer/fellow employee in recent days, and if so notify them,
 - o Was recently in an enclosed space such as a meeting room with other people,
- If so, identify, clean and disinfect all the areas that the person entered and the surfaces that they may have touched in the 48 hours leading up to the confirmation of infection.
- Employees who have been in contact with someone who has contracted COVID-19 either at work or outside of work, and is believed to be at risk of infection, will be required to take leave or work from home if possible for 2 weeks

Psychological Support

In first instance, employees should discuss any concerns they have with their manager. Where employees feel uncomfortable to speak about concerns with their manager, they should speak to someone else they trust within the organisation.

In addition, managers must:

- Take action to minimise additional sources of stress,
- Provide employees with resources where they can find help
- Encourage communication and transparency of feelings, and

- Provide all the appropriate health promotion information about the risks of COVID-19 and their management

Change Management and Training

To encourage a change of behaviors and help employees protect themselves against risk of contamination of COVID-19, the following will be provided by [Business Name] in all workplaces:

- Education and training of all employees in physical distancing rules
- Raising awareness and providing reminders and motivation to adapt to the new rules
- Run regular refresher sessions to ensure the training delivered and subsequent behaviors are effective and relevant,
- Provide documentation such as fact sheets
- Clearly display government and health authority recommendations in suitable places and in all meeting rooms; and
- Ensure all information and health promotion is regularly updated.

Covid Plan – GAMING

Added to existing Sale Greyhound Club Covid Plan 29/10/2020.

The existing Covid Plan is to be enforced in gaming venue paying

VERY CAREFUL ATTENTION TO THE SIX PRINCIPLES:

- 1)Ensure Physical distancing of minimum 1.5 metres.
- 2)Wear a face mask and ensure patrons also do so as required.
- 3)Practise Good Hygiene (staff and the encouragement of patrons to do the same)
- 4)Keep Records (preferably using our QR code)and ACT QUICKLY if staff are unwell.
- 5)Avoid interactions in enclosed spaces (and where possible enhance airflow)
- 6)Create workspace bubbles (where possible have same staff working together)

PLUS

Each staff member to temp check before EVERY shift.

A dedicated Covid Officer on the Gaming floor at all times to ensure the six principles PLUS paying careful attention to the cleaning and disinfecting of gaming machines or any high touch areas after EVERY patrons use.

The Venue Covid Officer to also utilise the Covid Control room to regularly monitor ALL areas of venue so as to ensure these six principles are practised.

Ensure all sanitising stations are stocked, wipes are provided, information for patrons is easily accessible, no sharing of equipment, regular public announcements giving guidance are made.

If unsure of ANY part of Covid Plan, please refer to supervisor or management.

Covid Plan – Racing (and in anticipation of crowds) - added to existing Covid Plan 26/11/2020

QR code mandatory – collection of personal details and temperature checks.
Codes used to log race event attendee details and patrons when permitted to access course.

All Staff are familiar with and have signed off on, their understanding of the clubs Covid Safe Plan, which sits at the front of their daily “sign-in” book.

Face masks mandatory indoors and outdoors where social distancing of 1.5m minimum cannot be maintained;

Indoor density quotients apply and will be enforced by race day staff and security.
This means both Physical Distancing AND Limiting Workplace attendance.

Stringent sanitisation protocols in place complimented by posters and physical markers in place and in easy view of all entry and exit points.

GRIU officials will remain on track to ensure people are adhering to the rules generally.

There will be zero tolerance to any breach of the clubs directives.