



Maroochy Waterfront Camp & Conference Centre

COVID19-Safe & Health Management Plan – ADULT GROUP.

BE PROACTIVE

updated 1st July 2020

The purpose of this Plan is to protect the safety of our staff and all of our guests.

The most critical things to remember are :

- 1. Maintain good hygiene, wash your hands, cover your cough &/or sneeze.**
- 2. Practise social distancing, at least 1.5 metres from another person.**
- 3. Do not come to work or camp if you are feeling unwell.**
- 4. Follow advice.**

OUR COMMITMENT TO YOU

- All MWCCC staff have completed and passed the Australian Government Department of Health COVID19 Infection Control Training.
- All MWCCC staff, employees, contractors and owners have been provided with Covid Safe workplace training (ongoing) and instructed in COVID-relevant information required for this venue. All staff have been provided with printed documentation relating to Covid Safe practice and signed their understanding and commitment of compliance.
- MWCCC will provide hand sanitisation materials at all entry / exit points to our function and dining spaces and high traffic areas.
- All frequently touched areas including tables, benchtops and communal space door handles will be cleaned regularly (at least twice daily).
- **Accommodation -**
 - Single rooms are available (for 1 person), at an additional cost, with their own private bedroom and private use ensuite.
 - Standard guest accommodation rooms will only consist of no more than 2 adults per room (No dorms). Guests are encouraged to sleep in a 'top to toe' approach to maximise distance between guests heads. Each bedroom will have a private ensuite, consisting of toilet and shower.
 - All linen and towels provided in the rooms are commercially laundered. Pillows will be taken out of commission; all guests will be required to provide their own pillow.
 - All guests will be provided with individual wrapped & sealed bars of soap, to be used in accommodation rooms, upon arrival.
 - Correct hand washing technique signage will be placed in every bathroom & ensuite.
 - All rooms and communal areas are thoroughly cleaned and sanitised between groups.
- **Food Service –**
 - All kitchen staff have completed and passed the Tafe Queensland COVID SAFE Work Training for Dining In certificate.
 - Our on site food safety supervisor has undertaken additional COVID19 Safe Training for dining services, through Restaurant & Catering Australia, as well as staff induction.
 - Guests will be encouraged to wash their hands with soap and water and /or use hand sanitiser prior to all meal-times and throughout their stay.
 - All plates, cutlery and utensils are washed in a hot water commercial dishwasher.
 - Food will be plated by a minimum number of staff who are wearing aprons, hair nets/hats and disposable gloves. No self service will be allowed.
 - All condiments will be available in individual sealed portion packs i.e. salt, pepper, spreads, butter etc unless served by a dedicated server

- Our head Chef will ensure that our HACCAP Certified Food Safety Program is implemented to prevent contamination and spread of illness.
- Physical distancing procedures will be consistent with the requirements of the QLD Government COVID-19 regulations to ensure 1.5m separation and 4m² per diner where required for adults.
- Group supervisors are responsible to sequence service groups by table. Service queuing areas will be marked with a 1.5m distance to ensure separation
- MWCCC will provide disinfectant and cloths for your guests to sanitise tables and chairs after each use.
- The cleaning of all communal areas will be supervised by our staff and will be cleaned in accordance with our registered cleaning schedule and documented.
- All products supplied are from reputable suppliers with whom MWCCC have supplier agreements.
- Cleaning chemicals used are suitable for use in food areas and are sufficient to stop viral spread.
- Where possible single use items will be used in accordance with council request.

WHAT WE ASK OF YOU - All Guests

- Provide us with a true and correct list of all guest names and mobile phone number that attend the camp/retreat for any period of time.
- Pre-camp screening must be documented and provided to MWCCC upon arrival – if any person has COVID19 like symptoms (see below), that person cannot attend camp and they must get tested.
- No person is to attend camp if feeling unwell, even if they have non COVID19 like symptoms (see below).
- If any guest shows any COVID-19 like symptoms they must leave the camp/retreat immediately and self-isolate.
- Any guest who identifies as an at-risk or vulnerable person are recommended not to attend the premises until QLD Health advised it is safe to do so. Vulnerable clients who are comfortable attending the premises are advised to take their own additional safety precautions and are notified that the business cannot guarantee their safety.
- All guests must provide their own tissues and hand sanitising materials, including hand sanitiser (must be at least 60% alcohol) and soap.
- All guests should provide their own pillow and named water bottle for personal use.
- Please ensure that all guests are washing hands and regularly using hand sanitiser. Please reiterate that all guests must cover coughs and sneezes and use respiratory etiquette at all times.
- Adult guests must adhere to social distancing requirements of 1.5m distance between everyone at all times.
- Groups must provide their own hand held digital thermometer and first aid kit.
- If using a bus, groups should ensure transport provider has appropriate COVID19 safe plan.

Maroochy Waterfront Camp Staff

- All staff are required to complete and sign a COVID19 Workplace Screening document at the start of every shift.
- Staff are required to stay at home if they are feeling unwell, have a temperature, or if they have been in contact with anyone diagnosed with COVID19 or have returned from overseas in the past 14 days.
- If staff have COVID-19 like symptoms (see below) they must get tested and cannot attend the camp until they have medical clearance.
- All MWCCC staff are required to complete Australian Government Department of Health COVID-19 Infection Control Training.
- All staff must adhere to non-contact greetings and social distancing requirements.
- All kitchen staff must wear aprons, hair nets / hats and disposable gloves at all times.
- All staff must follow good hygiene practises, including washing hands frequently with soap and water for at least 20 seconds, covering coughs and sneezes, or coughing into their elbow or shoulder and avoid touching eyes, nose or mouth.

Post Camp/Retreat

- If any guest member exhibits any symptoms up to two weeks after returning from camp, the Camp Organiser and Camp Manager must be advised so that contact tracing can be initiated if deemed necessary by health authorities.
- Complete sanitising of all camp equipment on completion of camp, ready for next use.

Most common COVID19 symptoms:

(Source : Australian Government Department of Health)

- Fever
- Respiratory Symptoms
 - Coughing
 - Sore throat
 - Shortness of breath

Less common COVID19 symptoms:

- Runny nose
- headache
- muscle or joint pains
- nausea
- diarrhoea
- vomiting
- loss of sense of smell
- altered sense of taste
- loss of appetite
- fatigue

To stop the spread of COVID19 people with even mild symptoms of respiratory infection are encouraged to get tested.

Always call before visiting your doctor or health facility.

People with mild symptoms who are otherwise healthy should manage their symptoms at home.

On average it takes 5-6 days from when someone is infected with the virus for symptoms to show, however it can take up to 14 days.