

**> BE COVID SAFE.
HELP NSW STAY IN BUSINESS.**



Your COVID-19 Safety Plan

Accommodation

Business details

Business name	Horizon Holiday Apartments
Business location (town, suburb or postcode)	Narooma
Select your business type	Hotels accommodation backpackers hostels dormitories
Completed by	Narelle Jackson
Email address	info@horizonapartmentsnarooma.com.au
Effective date	18 October 2021
Date completed	19 October 2021

Wellbeing of staff and customers

Advise staff and visitors who are unwell with COVID-19 symptoms to immediately get tested and place themselves in isolation until they have received their results.

Consider how customers could be isolated while awaiting their results, if they are sharing accommodation with others.

Agree

Yes

Tell us how you will do this

If a guest inhouse notifies that they are unwell and need to get Covid testing they are told to stay isolated in their apartment. Face masks, gloves, cleaning products and food supplies are organised in consultation with the guests and are sent to the apartment. NSW Health is notified and testing arrange and guest notified of testing arrangements. Any staff that may have come into contact NSW Health is notified and testing arrange and guest notified of testing arrangements. Any staff that may have come into contact. Any staff that may have come into contact NSW Health is notified and testing arrange and guest notified of testing arrangements. Any staff that may have come into contact. Any staff that is unwell will be sent immediately for a Covid test and asked to go home and isolate until they receive a negative result or advised to self quarantine.

Provide staff with information and training on COVID-19, including COVID-19 vaccination, when to get tested, physical distancing, wearing masks and cleaning.

Agree

Yes

Tell us how you will do this

All staff have been provided with

1. New Covid-19 Cleaning procedure that incorporates an initial disinfect clean, then full clean and then a final disinfect for the prevention of COVID-19 contamination.
2. Staff are fully aware of the new requirements and signage for 1.5 mtr social distancing and been provided with personal hand sanitiser for personal use and protection.
3. Each staff member have been advised and are aware that they must check-in and check-out using the QR scan for Covid Tracing.
4. All staff are aware that it is mandatory to wear face masks provided to them from the beginning to the end of each shift.
5. All staff are aware that if they have any signs of a cough or flu like symptoms, they must immediately get tested for Covid-19 and isolate until they receive a negative result.
6. All staff have been advised on how to obtain a COVID-19 vaccination and what surgeries are available as well as the times available for walk in vaccinations.

Encourage staff to access COVID-19 vaccination.

Agree

Yes

Tell us how you will do this

Management to schedule a formal meeting with all staff in relation to Covid-19 vaccinations. Management have expressed the need to maintain a high standard in relation to the health and safety of all staff and guests. Staff are informed that due to interaction with guests that we will require them to be fully vaccinated (double dosed). Staff were informed that if they have any concerns regarding the vaccination to inform management for a one on one consultation to discuss all concerns. All Horizon staff have agreed to have a double vaccination. All except 2 staff are double vaccinated and these 2 staff members have appointments in the first week of November for their 2nd vaccination. A condition of employment for any new staff will be that they must be double vaccinated for COVID-19.

Physical distancing

Ensure 1.5m physical distancing where possible, including:

- **at points of mixing or queuing**
- **between seated groups**
- **between staff.**

Agree

Yes

Tell us how you will do this

Full signage for social distancing and use of hand sanitiser has been implemented at reception and throughout the property external areas and Laundry. Our reception and laundry area has signage displayed asking all guests to please maintain the 1.5m social distancing. Additional signage is displayed in reception and the laundry requesting that only 2 people are allowed in reception and the laundry at any one time. Any additional people must please wait outdoors while maintaining the social distancing of 1.5m until they are able to enter under the 2 people only ruling.

Avoid congestion of people in specific areas where possible.

Agree

Yes

Tell us how you will do this

Notices in car park - no gathering in car park or at the street access to reception. All guests waiting for entry to reception must maintain 1.5mtr social distancing. No group gathering is permitted.

Have strategies in place to manage gatherings that may occur immediately outside the premises, such as pick-up and drop-off zones.

Agree

Yes

Tell us how you will do this

Notices in car park - no gathering in car park or at the street access to reception. All guests waiting for entry to reception must maintain 1.5mtr social distancing. No group gathering is permitted.

Ventilation

Review the 'COVID-19 guidance on ventilation' available at <https://www.nsw.gov.au/covid-19/getting-back-to-work-a-covid-safe-way/ventilation-guidance> and consider which measures are relevant to your premises before completing this COVID-19 Safety Plan.

Agree

Yes

Tell us how you will do this

All our apartments have an air conditioning system and are regularly inspected and filters cleaned.

All exterior doors (balconies and entry doors) are opened to allow air flow through the apartments while cleaners are cleaning the apartments after the departure of any guest/s.

Use outdoor settings wherever possible.

Agree

Yes

Tell us how you will do this

The nature of apartment reservations does not call for many outdoor settings. In an instance where we have trade workers, management will meet outdoors in a quiet location so as not to overcrowd any guest areas at any time.

In indoor areas, increase natural ventilation by opening windows and doors where possible.

Agree

Yes

Tell us how you will do this

Horizon staff have a working policy to have all windows and doors of apartment open while housekeeping activities are in progress. This ventilates the apartment for staff and for the incoming guests. No restrictions are put on guests once they check-in for ventilation while they are staying in the apartments.

In indoor areas, increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).

Agree

Yes

Tell us how you will do this

Reception door is to be open at all times for ventilation. No other indoor areas of concern for staff. There is no restrictions put on guests while staying in apartments in relation to ventilation.

Ensure mechanical ventilation systems are regularly maintained to optimise performance (for example through regular filter cleaning or filter changes).

Agree

Yes

Tell us how you will do this

All our apartments have an air conditioning system and are regularly inspected and filters cleaned.

All exterior doors (balconies and entry doors) are opened to allow air flow through the apartments while cleaners are cleaning the apartments after the departure of any guest/s.

Consider consulting relevant experts such as building owners or facility managers, ventilation engineers and industrial or occupational hygienists to optimise indoor ventilation.

Agree

Yes

Tell us how you will do this

Horizon Holiday apartments offer fully furnished accommodation apartments. The only other area in the building is storage and reception. There is no requirement for consultation of experts given the nature of our business and structure of our building.

Hygiene and cleaning

Face masks must be worn by staff and customers in indoor areas, unless exempt.

Agree

Yes

Tell us how you will do this

Signs have been installed for guests and staff stating "Please wear masks at all times indoors". Management have met with staff and staff are aware that it is a requirement of their job to ensure that masks are worn at all times while at work. Guests are reminded about wearing masks and asks to kindly comply.

Adopt good hand hygiene practices. Have hand sanitiser at key points around the venue.

Agree

Yes

Tell us how you will do this

Our reception, outside reception and laundry has hand sanitiser provided for guests and tenants to use at all times. Our staff carry their own personal sanitiser provided by Horizon Holiday Apartments. A sanitising station has been installed in the pool area for all guest use. Staff have also been provided with a sanitiser mist. Staff must use the sanitiser before entry and upon departure of every apartment clean. Reception staff must sanitise hands before greeting each guest and again when this guest departs.

Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.

Agree

Yes

Tell us how you will do this

As part of our housekeeping procedures, sealed soap is placed in the bathroom and extra placed in the vanity cupboard for guest use. Industrial cleaned and sanitised towels and hand towels are provided in each guest apartment prior to arrival.

Clean frequently used indoor hard surface areas (including children's play areas) at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces

several times per day.

Agree

Yes

Tell us how you will do this

Reception counter is sanitised after each guest departure. All office desks are sanitised daily. The pool furniture is sanitised daily and a station with sanitised wipes is provided in the pool area with signage to use the wipes to sanitise furniture before use. All hand rails are cleaned down daily with disinfectant.

Record keeping

Use the NSW Government QR code system to collect an electronic record of the name, contact number and entry time for all staff, customers and contractors.

Note: QR code check-in is not required for people staying overnight who have checked in with reception, or for residents.

Agree

Yes

Tell us how you will do this

The covid safe QR Codes specific for Horizon Holiday Apartments have been printed, laminated and strategically placed in reception and outside of reception for staff to comply when on the premises of Horizon Holiday Apartments, 147 Princes Highway, Narooma. NSW 2546. All guests and staff are requested to sign in upon arrival.

Processes must be in place to ensure that people provide the required contact information, such as by checking phones for the green tick to confirm they have checked in (keeping 1.5m physical distance between staff and patrons). QR codes should be clearly visible and accessible including at entrances to the premises.

Agree

Yes

Tell us how you will do this

Horizon holiday apartments hold all personal information in a secure database (our RMS booking system) and cannot be accessed by anyone other than management staff. Information will only be disclosed to government bodies as required as per Covid health requirements during the current Covid pandemic. Full details of each guest residential address is recorded to ensure they are not travelling from an area under government covid restrictions. A covid declaration is sent to each guest via SMS for completion recording all details that relate to

1. I/We do not reside or work in The greater region Sydney including the Blue Mountains, Central

Wollongong and Shellharbour local government areas.

2. I/We have not returned from overseas or interstate in the past 30 days

3. I/We am not required to be in self-isolation or self-quarantine

4. I/We have not previously been diagnosed with COVID-19

5. I/We have not been in a COVID-19 hotspot (as defined by the Chief Health Officer) in the past 30

days

6. To the best of my knowledge, I/We have not been in close contact with a person who has a

reported or suspected case of COVID19 in the past 14 days.

7. I/We have not had a fever, cough, sore throat, shortness of breath or other cold/flu-like

symptoms in the last 72 hours and are otherwise well.

8. I/We have received a double vaccination for Covid-19

We kindly ask all guests and staff to

1. sign in using the QR Scanning system (staff to check each check-in is completed with a green tick.

2. provide proof of double vaccination.

3. comply with signage regarding the State's current social distancing by remaining at least 1.5

meters away from other persons

4. comply with signage regarding the maximum number of people allowed in indoor locations.

This signage is based on the State's current guidance.

If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf. If it is not possible for check-in to occur, keep a record of the name, contact number and entry time for all staff, customers and contractors for a period of at least 28 days. These records must be provided in an electronic format such as a spreadsheet as soon as possible, but within 4 hours, upon request from an authorised officer.

Agree

Yes

Tell us how you will do this

A manual check in process is in place for emergency purposes or for guests without the correct technology to complete the covid requirement details. This form is held in a manual register to record any details about a guest and any non-compliance. The register also has a manual form to be completed by staff for the guest and held for 30 days in the manual register. Any form completed in this register is scanned and recorded electronically for immediate access if required.

Other types of venues or facilities within the premises must complete COVID-19 Safety Plans where applicable. If contact details are captured electronically upon entry to the main premises on the relevant day, additional collection of contact details via electronic methods may not be required if there is no other public access to the sub-premises. However, additional contact details and time of entry must be captured where these sub-premises are gyms, entertainment facilities, hospitality venues, nightclubs and retail premises.

Agree

Yes

Tell us how you will do this

Horizon Holiday Apartments do not have other sub-premises relevant to this question.

I agree to keep a copy of this COVID-19 Safety Plan at the business premises

Yes