

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

Your COVID-19 Safety Plan

Pubs and clubs (including small bars, cellar doors, breweries, distilleries, casinos and karaoke bars)

Business details

Business name	Ettalong Memorial Bowling Club
Business location (town, suburb or postcode)	Ettalong
Plan completed by	Ettalong Memorial Bowling Club management
Email address	tim@ettalongbowlingclub.net
Date	29 September 2020

Wellbeing of staff and customers

Exclude staff and customers who are unwell from the premises.

All staff, contractors, club members and guests are required to undertake temperature checks before entering the venue which must not exceed 37.2 degrees. Members and guest exceeding 37.2 degree temperature will be refused entry and advised to seek COVID-19 testing. Staff who are unwell and displaying symptoms are required to get clearance from a medical consultation by mean of a COVID test before recommencement of work.

Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning. Train staff in the process of how to collect and store contact details of patrons.

'COVID-19 awareness for food service' is a free, voluntary online course which covers all measures required to become a COVID Safe retail and food service business in NSW. It is available through the NSW Food Authority website foodauthority.nsw.gov.au/covid-training

COVID -19 updates are relayed to staff via staff meetings and internal email, training has been carried out by staff which includes "When to get tested, physical distancing and cleaning. (<https://covid-19training.gov.au>). Staff are also required to carry out face to face training, "Comply with infection prevention and control policies and procedures HLTINFCOV001. Staff have been trained how to collect and secure date requirements upon entry to the venue in electronic format.

Make staff aware of their leave entitlements if they are sick or required to self-isolate.

Payroll will advise staff of their leave entitlements if they are sick and / or require self isolation.

Display conditions of entry (website, social media, venue entry).

Conditions of entry are displayed on the club's Facebook page and website. Members are advised of updates via email. In addition, entry requirements are located in the main foyer and entry to gaming / sports area.

Premises cannot operate as a nightclub (open late into the evening primarily for the purpose of providing a venue for patrons to dance), but may open to provide other services as long as the appropriate COVID-19 Safety Plan is in place where relevant.

Dancing is currently not allowed and patrons must be seated at all times unless it is essential to walk, for example, entering the venue, exiting the venue, purchasing drinks or food, utilising toilet facilities.

Venues must assign one staff member as a COVID-19 Safe Hygiene Marshal who will be in distinctive clothing (such as a shirt or badge) and responsible for ensuring all aspects of the COVID-19 Safety Plan are being adhered to including overseeing social distancing, cleaning and ensuring the accuracy of record keeping. If a venue has more than one

separate area, there must be a COVID-19 Safety Hygiene Marshal in each separate area.

If the venue has a capacity of 250 patrons or more, the identified Safe Hygiene Marshal/s must always be present while the venue is operational; for venues with a capacity of less than 250 patrons, the identified Safe Hygiene Marshal/s must be present during peak operational hours (during lunch 12pm to 3pm and dinner 5pm to 9pm, or other peak periods).

COVID Safety Marshalls are rostered from opening to closing times, additional COVID Marshalls are rostered in busier periods and assigned to areas within the venue. Their primary role is to ensure compliance to the COVID-19 Safety Plan. COVID Marshalls can be identified wearing fluro-green Hi-Viz vests. Floor staff responsible for cleaning and sanitation are also instructed to remind patrons of social distancing. Floor staff can be identified wearing fluro-orange Hi-Viz vests.

Premises with an indoor gym, such as some clubs, must complete the COVID-19 Safety Plan for gyms and also register this through nsw.gov.au.

Not applicable

Physical distancing

Capacity must not exceed 300 patrons, or the number allowable by one customer per 4 square metres of space, whichever is the lesser. Children count towards the capacity limit.

Capacity numbers within the venue are monitored via sign in and sign out electronic systems. COVID Marshalls and management also undertake head counts in areas to ensure limits are not exceeded within areas. Capacity numbers are on display at the entrance to each designated area.

If the premises has more than one separate area, each separate area can have up to 300 persons, or the number of persons that is equivalent to one person per 4 square

metres of space (whichever is the lesser), provided that each separate area is:

- separated from other areas on the premises
- designated a separate area by the occupier of the premises
- has staff that are providing food and drink only in that area
- does not allow people in different areas to mingle
- monitored by a designated COVID-19 Safe Hygiene Marshal at required times.

Area One: Gaming Area, includes outdoor gaming and TAB 630m² = 150.

Area Two: Main lounge, Alfresco restaurant, Harry's Chinese Restaurant, Sports lounge and Auditorium 1660m² = 300.

Area One has been modified to only permit one entry and exit point. The entry point is monitored by the COVID Marshall and patrons wanting to access Area One must record contact details before entry and sign out when exiting.

Dancefloors are generally not permitted. However, there may be events where a dancefloor is permitted with a COVID-19 Safety Plan in place.

Dancing is currently not allowed and patrons must be seated at all times unless it is essential to walk, for example, entering the venue, exiting the venue, purchasing drinks or food, utilising toilet facilities.

Bookings must not exceed 10 customers (except for weddings, funerals, corporate events at function centres). There should be no more than 10 customers at a table. Children count towards the capacity limit.

The club permits no more than 10 per table, tables and chairs are spaced out allowing for social distancing. The club's two restaurants limit bookings to 10 people, tables and chairs are spaced out allowing for social distancing.

Venues taking bookings for weddings, funerals and school events should ensure there is a COVID-19 Safety Plan in place for this event. Bookings can be taken for future dates for a higher number of guests than permitted by the current Public Health Order, but patrons should be advised that their event will need to comply with restrictions in place at the time.

Once confirmation for an event is confirmed the event holder is advised of the club's COVID Safe Plan and guidelines and the event holder will be advised of any changes to restrictions, including cancellations 14 days prior to the event.

Reduce contact or mingling between customer groups and tables wherever possible.

COVID Marshalls are responsible for advising patrons that they must be seated at all times to reduce contact and mingling (unless it is essential to walk, for example, entering the venue, exiting the venue, purchasing drinks or food, utilising toilet facilities.) Signs and floor stickers also advise patrons that they must be seated at all times where practicable. Tables and other furniture is spaced out to ensure social distancing and must not be moved under any circumstances.

Move or remove tables and seating to support 1.5 metres of physical distance where possible. Household or other close contacts are not required to physically distance. Groups of friends may not necessarily all be household-like contacts and so may require additional space at a table so that they can physically distance.

Additional furniture has been removed, only allowing for tables and chairs that reflect maximum COVID capacity and no additional.

Reduce crowding and promote physical distancing with markers on the floor where people are asked to queue, such as at the bar.

COVID floor stickers extend from the front entrance and foyer through to food outlets, bars, and gaming areas. These stickers are distanced 1.5 meters apart, bollards are also in use to assist patron movement.

Where possible, ensure staff maintain 1.5 metres physical distancing (including at meal breaks and in office or meeting rooms) and assign workers to specific workstations. If staff are not able to physically distance, or work in a role with significant public interaction, strongly recommend they wear a face mask, if practical.

Office workstations in Administration at least 1.5 meters apart, staff are assigned designated areas and staff breaks are staggered. Staff are encouraged to wear face masks provided by the club.

Ensure gaming machines and gaming tables are spaced out to support 1.5 metres physical distance between players, where practical. This can be achieved by moving machines or turning off or blocking access to every second machine or every second table.

The club has several measures in place to support 1.5 meter social distancing in its gaming area. IGT "Isolate" function is enabled, those machines with the Isolate function are clearly identified and labelled. Other measures include moving machines to support the 1.5 meter distancing and machines switched off to support the 1.5 meter distancing.

Alcohol can only be consumed by seated customers.

Patrons must be seated at all times unless for essential movement, for example, entering the venue, exiting the venue, purchasing drinks or food, utilising toilet facilities.

Where reasonably practical, stagger start times and breaks for staff members.

We are utilising the club's roster program to support staggering shifts and breaks.

Consider physical barriers such as plexiglass around counters with high volume interactions with customers.

We do not have the ability to install barriers in all service areas, where we don't have clear barriers we strongly encourage staff to use the face masks provided by the club.

Review regular deliveries and request contactless delivery / invoicing where practical.

Stagger delivery times, contactless deliveries are also encouraged. Invoices are emailed to administration.

Ensure no more than 10 customers per tour group for wineries, breweries and distilleries.

Not applicable. We are a registered club, the clubs two restaurants will not take booking exceeding 10 customers.

Introduce strategies to manage gatherings that may occur outside the premises and in any designated smoking areas.

Additional security services have been enacted to assist COVID Marshalls in peak times to ensure compliance to outdoor gatherings, including smoking areas, assisted by CCTV.

Take measures to ensure drivers of courtesy vehicles minimise close contact with passengers as much as possible and encourage passengers to wear masks whilst in the vehicle.

The club's courtesy bus has not been in service since reopening 1st June 2020.

Hygiene and cleaning

Adopt good hand hygiene practices.

We have self serve sanitisers in each area of the club available for customer use. Our staff also have hand sanitiser available at all service areas. There are also hand wash stations in each bar and food service area.

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

Our professional cleaning company sends an additional cleaner every afternoon just after peak trading to ensure a high quality standard of cleanliness. Our staff also complete a cleanliness checklist every hour in regards to the bathroom facilities.

Reduce the number of surfaces touched by customers wherever possible.

We have removed all condiments, ie: salt and pepper, cutlery, menus, coasters and keno stationery. These items are "on demand" only and once returned are either single use only or are sanitised thoroughly.

No self-serve buffet style food service areas, communal bar snacks, or communal condiments. If condiments are on individual tables, such as salt and pepper shakers, these should be cleaned between each customer.

We have ceased using our buffet style menu, and now only have individual serves of food for a single person. We do not have any communal bar snacks available.

Clean cutlery and tableware with detergent and hot water, or with a commercial grade dishwasher if available.

Cutlery and dishes are thoroughly cleaned and sanitised in a industrial grade dishwasher.

Menus should be laminated (clean between use), displayed or be single use. Place takeaway menus outside the venue where possible.

We have utilised laminated menus, we also use a wall mounted menu that isn't within access to customers. Our menu is also available on our website and on our app.

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. Clean tables, chairs and any table settings between each

customer. If using a paper sign in system, ensure the pen is wiped down with a disinfectant solution or wipe between use.

We have employed "Venue Sanitisers" who work along side our regular contacted cleaners. Our staff have been trained on how to sanitise surfaces.

Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.

We have a cellarman who is trained in Workplace Health and Safety. He also has been trained in the use of MSDS (Material Data Safety Sheets) and recording and logging the uses and hazards involved with using and mixing chemicals. He has received from the manufacturer the correct measurement required for use of this product.

Staff are to wash hands thoroughly with soap and water before and after cleaning.

Staff have an easily accessible stockpile of single use gloves that they use and dispose of between tasks.

Encourage contactless payment options.

We utilise cashless transactions at all point of sale. This is encouraged by all our staff to patrons as it limits exposure and contamination.

Record keeping

Keep name and a contact number for all staff, customers and contractors for a period of at least 28 days. Each person that attends a venue MUST provide their name and contact details. Where possible, personal details should be collected in a way that protects it from disclosure to other customers. Records are only to be used for tracing COVID-19 infections and must be stored confidentially and securely. QR Code sign-in is encouraged.

It is the role of the COVID-19 Safe Hygiene Marshal to ensure the accuracy and legibility of records.

Paper sign-in is permitted, but premises must digitise these within 24 hours and provide immediately on request.

We have a sign in system at the entry to the club and the information is stored on secure servers. All members, guests, contractors and staff must sign in every time they enter the venue.

Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.

Our staff are encouraging patrons to use the app whilst they are signing into the club. We have educated our staff through staff meetings that the contact tracing plays a most vital role in controlling further exposure.

All venues must register their business through nsw.gov.au.

This plan has been registered.

Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.

Yes we will cooperate.

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

Yes