

# > HELPING BUSINESS GET BACK TO WORK



13 June 2020

## COVID-19 Safety Plan

### General

**We've developed this COVID-19 Safety Plan to help you create and maintain a safe environment for you, your workers and your customers.**

Complete this plan in consultation with your workers, then share it with them. This will help slow the spread of COVID-19 and reassure your customers that they can safely visit your business. You may need to update the plan in the future, as restrictions and advice changes – you can make changes to the plan if you've printed or saved it, or you can choose to download and create a new version of the plan.

Businesses must follow the current COVID-19 Public Health Orders, and also manage risks to staff and other people in accordance with Work Health and Safety laws. For more information and specific advice for your industry go to [nsw.gov.au](https://nsw.gov.au)

BUSINESS DETAILS	
Business name:	ESCAPE ROOMS CENTRAL COAST
Plan completed by:	WENDY FRANCIS
Approved by:	WENDY FRANCIS

### > GUIDANCE FOR BUSINESS

Guidance for your workplace and the actions you will put in place to keep your customers and workers safe

GUIDANCE	ACTIONS
<b>Wellbeing of staff and customers</b>	
Exclude staff, visitors and customers who are unwell.	Email to Staff advising they are to stay home if they are unwell or showing any symptoms and are encouraged to get tested. Customers are advised during the online booking process T+C's not to attend if they are unwell or showing symptoms, bookings will be re-scheduled. All: Post signage upon entry
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	Include in email to all staff and provide training on how to implement the plan during pre-opening staff training and again on their first shift. Gloves and hand sanitiser available for use
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	Include in Staff email and reinforce on first shift after re-opening.
Display conditions of entry for any customers or visitors (website, social media, entry points).	COVID-19 Safety Plan will be available on our website and a printed copy will be displayed in store. Online booking T+C's will include the COVID Safety Plan. Social Media posts advertising re-opening will include COVID Safety information.

REQUIREMENTS	ACTIONS
<b>Physical distancing</b>	
<p>There are a number of businesses where there are restrictions on patron numbers and the space required to have that number of people; check if there are any restrictions on your business by visiting the NSW Government website. If your business does not have any restrictions, consider what measures could be put in place to avoid crowding and close proximity where practicable.</p>	<p>We are currently only offering Outdoor Games. Maximum group size is 5 players per game. Staggered game start times to ensure only one group is in reception at a time. Gamemaster to keep 1.5m away from customers while they are in reception.</p>
<p>Assign workers to specific work stations and minimise worker movement between these stations, where reasonably practical. If not practical, clean with detergent/disinfectant between use.</p>	<p><b>Front reception desk will be cleaned and sanitised at the beginning of the day, throughout the day and between shifts. Full cleaning at the end of each day.</b></p>
<p>Put plans and systems in place to monitor and control the numbers of workers and customers on site at any given time to allow for physical distancing.</p>	<p>Only Outdoor Games are currently on offer. Maximum 6 people including Staff in reception area; Maximum group size 5; bookings are made online and start times are staggered to ensure numbers are adhered to. Other customers will be asked to wait outside, keeping the 1.5m rule, while they wait to enter the premises.</p>
<p>Use flexible working arrangements where possible, such as working from home, early and late shifts to reduce peak periods.</p>	<p><b>Administration is completed from home; bookings are predominately online; Most shifts will only require one staff member on site.</b></p>
<p>Consider barriers or other controls to ensure staff and visitors at interaction points stay at a safe distance or are separated by a barrier such as a sneeze guard at a service counter. If not practical, clean regularly with detergent/disinfectant.</p>	<p>Bookings and payments are predominately completed online; EFTPOS terminal is available for additional payments in reception. All equipment and surfaces are wiped down between each group.</p>
<p>Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times (including at meal breaks).</p>	<p>Where reasonably practical, staff will maintain 1.5 metres physical distancing at all times. Meal breaks are staggered. Staff will be encouraged to wear masks at times that physical distancing is not possible. Disposable masks will be made available to staff.</p>
<p>Use telephone or video for essential meetings where practical.</p>	<p>N/A</p>
<p>Review regular deliveries and request contactless delivery and invoicing where practical.</p>	<p><b>Contactless deliveries are made to Admin at home.</b></p>
<p>Consider signage near lifts and passenger travelators directing customers and workers to maintain physical distancing wherever practical.</p>	<p>N/A</p>
<p>If staff or workers need to travel together in the same vehicle:</p> <ul style="list-style-type: none"> <li>• encourage passengers and drivers to spread out, using front and back seats</li> <li>• workers should only handle their own tools and bags where possible</li> <li>• have processes to clean the vehicle hand touch areas at the end of each shift with a detergent/disinfectant</li> <li>• encourage workers to set the air-conditioning to external airflow rather than recirculation.</li> </ul>	<p>N/A</p>
<p>Have strategies in place to manage gatherings that may occur immediately outside the premises.</p>	<p>Staggered start times to ensure only one group is in reception at a time. Staff will monitor numbers inside the venue at any one time. Customers arriving early for their booking will be directed to wait outside and remain 1.5mtrs apart while waiting to enter the premises.</p>

REQUIREMENTS	ACTIONS
<b>Hygiene and cleaning</b>	
Provide hand sanitiser at multiple locations throughout the workplace.	Hand Sanitiser will be provided on the Front counter.
Provide detergent/disinfectant surface wipes to clean workstations and equipment such as monitor, phone, keyboard and mouse.	Detergent/disinfectant surface wipes will be provided to clean workstations and equipment such as monitor, phone, keyboard and mouse. Gaming Tablets and Action Packs will be disinfected after each group.
Ensure bathrooms are well stocked with hand soap and paper towels, and have posters with instructions on how to wash hands.	Bathroom facilities are not available to the public.
Clean frequently used areas at least daily with detergent or disinfectant. Clean frequently touched areas and surfaces.	Frequently used areas and frequently touched surfaces will be cleaned with detergent or disinfectant on a regular basis throughout the day and at the end of each day.
Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturer's instructions.	Disinfectant solutions are maintained at an appropriate strength and used in accordance with the manufacturer's instructions.
Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.	Staff will be updated of requirement in email and upon arrival for first shift on reopening. Glove are provided for cleaning.

REQUIREMENTS	ACTIONS
<b>Record keeping</b>	
Keep name and mobile number or email address for all staff, visitors and contractors for a period of at least 28 days. Records are only to be used for tracing COVID-19 infections and must be stored confidentially and securely.	Online Booking system collects contact details for the booking person. Sign in sheet will be available on the front counter for all staff and customers.
Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.	Included in staff email
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.	As required