

**Business and Customer Operations**

**Protective Behaviours** (Supplement- Pandemic)

The Log cabin Ranch is compliant with State Health Regulations and have protective behaviours in place for staff and guest to prevent the spread of COVID 19.

The Log cabin Ranch is a sole occupancy venue and as such only hosts one group at a time.

In our booking process, customers are advised of their health and hygiene expectations before coming to the venue.

The Log Cabin Ranch is well-aware of our obligation to act responsibly, not only complying with all current and future regulations but, additionally, following the best health advice.

We will continue to monitor health advice and government guidelines and are adjusting our programs and procedures in order to provide a safe and valuable Camps experience.

**GUEST REGISTER /EMERGENCY ROLL**

The current Emergency roll which lists all names of guests /staff will also have a current phone contact added to assist with contact tracing should any reported or probable cases of COVID-19 be connected to the LCR. (privacy clause included)

The Emergency roll is checked on arrival and then a copy is kept in the Emergency data box throughout the stay. The management must be made aware immediately if there are any changes to the guest roll/staff/suppliers list whilst staying on the premises. The management will have a list of current contact details of any supplier visiting the property.

**PRE- CAMP**

The Log Cabin Ranch has developed and implemented pre-screening policies and protocols to prevent potentially infected staff and customers from attending the premises

Staff/ leaders and students must answer NO to the following screening questions before proceeding to the bus or personal transport. (proforma ‘Log Cabin Ranch Screening Register’ attached for your use)

* Have you experienced any flu/cold symptoms (fever, runny nose, sore scratchy throat, cough, respiratory illness / shortness of breath) in the last 3 days?
* Have you or anyone in your household returned from overseas in the last 14 days?
* Have you been in contact with a confirmed COVID case in the last 14 days?

Key considerations:
Staff, and students **MUST NOT** attend the premises if they are experiencing **ANY** symptoms consistent with COVID-19

**BUS COMPANY**

It is advised that the school ensure it is confident with the cleaning procedure of the bus company chosen to transport the campers and that the intent is to adhere to the directives of how many students permitted per bus due to social distancing

For staff/ guests travelling by car to limit the number of passengers where possible, sanitise hands prior to travel and all passengers to wear facial masks if required by health regulations or school.

**WHILST ON CAMP**

Groups are reminded of the importance to

* Social distance wherever possible by staying apart the distance as set by the health Department whist on the premises. Most current social distancing regulations outlined prior to arrival
* Practise good hygiene
* All staff and students over the age of 16 to wear a facial mask if deemed required by the health department.
* report any feeling of illness to the site manager/leader immediately.
* **Social Distancing All persons on the premises** will be encouraged to practise social distancing wherever possible, avoid shaking hands, hugging or touching others, ensure social distancing is maintained as required between staff, guests, and groups of guests. Social distancing in seating, transport, event spaces, as well as lines and cues in activities and serveries and where possible in accommodation areas.

**Good Hygiene Practices.**
Staff and school groups have been informed when, where and how to wash their hands. Before and after eating, after coughing or sneezing, after going to the toilet, after changing tasks, after touching potentially contaminated surfaces.
Cover coughs and sneezes with an elbow or a tissue, avoid touching the face, eyes, nose and mouth, dispose of tissues hygienically, wash hands immediately after coughing or sneezing.

All staff and students to bring their own bedding and informed not to share personal belongings e.g. Pillows, towels, toiletries, personal hand sanitisers, pens etc.

All persons to be informed where the Sanitising stations are in place throughout the property - in the bathrooms, kitchen, servery, and meeting areas.

Signage is posted around the workplace to remind staff and campers how to wash hands and sanitise.

The LCR encourages all user groups to implement enhanced cleaning and hygiene practices to reduce the risk of infection and minimise the risk of transmission

**Cleaning Procedures**

The LCR follows ‘How to Clean’ principles. An enhanced cleaning schedule is adhered to. The LCR has undertaken a thorough deep clean prior to your arrival by professional cleaners Regular daily cleaning and sanitising will take place by staff on a regular basis during your stay including cleaning and disinfecting communal bathrooms and frequently touched surfaces

**EMERGENCY EVACUATION PROCEEDURES.**

Evacuation procedures for an emergency are explained at the beginning of each stay by the site manager /management.

Signage is posted throughout the premises outlining where the evacuation points are.

Campers and guests are briefed on maintaining social distancing when meeting at the assembly points.

A roll call is taken at the evacuation point. (see attachment for map)

**CLEANING MATERIALS on site**

The following cleaning materials and Personal Protective Equipment (PPE) are provided to undertake appropriate cleaning procedures

* Disposable gloves
* Disposable aprons
* Facial protection masks
* Paper towel

At a minimum, one of the following:

* Sufficient medical grade disinfectant wipes
* Medical grade disinfectant spray
* Correctly diluted bleach solution

Whilst on camp daily health checks of persons will be made by the site manager appointed by the user group /school. Temperature checks may be conducted. Schools to bring their own thermometer.

**PPE EMEERGENCY BOX**

The Log Cabin Ranch has a COVID designated PPE Emergency Box which contains

* Face masks and shields, disposable aprons and disposable gloves.
* Cleaning solutions
* Back up thermometer
* A copy of instructions outlining what to do if suspected Covid19 Case



**RESPONSE TO SUSPECTED OR CONFIRMED CASE OF COVID 19**

These details are to be shared with all staff.

If, as a result of this daily check or at any other time where an assessment is necessary (e.g. a camper approaches a leader not feeling well), the temperature is 37.5 C, or the answer to any screening question is yes then:

**ISOLATE**

•The camper will be quarantined immediately for further assessment. This will likely include another temperature check and further assessments of symptoms.

•Parents will be informed and consulted throughout this process.

**SEEK ADVICE** - follow the advice of public health Officers.

•The leader(s) carrying out the assessments are to wear PPE (i.e. gloves and face mask) and are encouraged to maintain good hygiene practice throughout.

•If it is deemed that the camper is showing symptoms that may be attributed to COVID-19 then a face mask will be provided for the camper, and arrangements will be made for the camper to leave camp at the earliest possible convenience. They will remain in quarantine until leaving camp and will be advised to get tested and self-isolate until they receive the outcome of the test.

•The camper will collect their belongings and move to a quarantine room until departure. During this time a leader will be responsible for assisting and supervising the camper whilst maintaining physical distancing, good hygiene practice, and wearing PPE.

**CLEAN**

Clean and disinfect areas where the person and close contacts have been

Do not use these areas until this process is complete

Use PPE when cleaning

**IDENTIFY AND INFORM**

Consider who the person has had close contact with.

 Refer to How to clean checklist –