



Kempsey Macleay RSL Club Health & Safety Guidelines

COVID Safe Plan

1 Employee & Members Health

The health and safety of our employees and members is our number one priority.

COVID Marshall

COVID Marshalls are dressed in a highly visible vest and will be tasked with ensuring compliance with the 1 person per 4 square metre rule, social distancing is being practiced and promoting good personal hygiene.

Social Distancing

Members will be advised to practice social distancing by standing at least 1.5 meters away from other groups of people not traveling with them while standing in lines, waiting for elevators or moving around the Club. Restaurant tables, poker machines and other physical layouts (including smoking areas) will be arranged to ensure appropriate distancing.

Employees will be reminded not to touch their faces and to practice social distancing by standing at least 1.5 meters away from members and other employees whenever possible. All areas of the club will comply with state regulated occupancy limits.

Capacity

The number of people should not exceed 50 people, or one person per 4 square metres in a seated table service area, whichever is the lesser. A venue may have multiple seated table service areas. There should be no more than 10 people sharing a table. This will change on the government advise as they lift the COVID-19 restrictions.

Hand Sanitiser

Hand Sanitiser dispensers, touchless whenever possible, will be placed at key member and employee entrances and contact areas such as reception areas, the gaming floor, restaurant entrances, meeting and function spaces.

Front of the House Signage

There will be health and hygiene reminders throughout the Club including social distancing rules as well as best practice in handwashing.

Back of the House Signage.

Signage will be posted throughout the Club reminding employees of the proper way to wash hands, sneeze and to avoid touching their faces.

Exclusion from Club

Staff or members who are unwell are to be excluded, even if symptoms are mild.

Case Notification.

If we are alerted to a presumptive case of COVID-19 at the Club, we will work with the State Government to follow its recommended Procedures.

2 Employee's Responsibilities

KMRSL employees are vital for an effective health and safety program.

Hand Washing.

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All KMRSL employees have been instructed to wash their hands, or use Sanitiser when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the gaming floor, going on break and before or after starting a shift.



COVID-19 Training.

Our employees have all completed the health online course in [Infection Control Training for COVID-19](#). No employee will be allowed to return to work without successful completion of the online course.

Personal Protective Equipment (PPE).

Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory.

Starting a Shift.

Hand Sanitiser will be available at each Bundy clock location and employees will be required to sanitise their hands after clocking in. Our management team will ensure constant communication and proper PPE, cleaning and disinfection procedures are followed and updated per the latest expert guidance. Staff are to declare that they are not feeling any symptoms of COVID 19 and if they have been tested and cleared.

Temperature checks for Staff and Personal Leave

Staff will upon sign on report to the Duty Manager to have their temperature checked, if their temperature is higher than 38oC the staff member will be sent home on personal leave and directed to get medical advice, staff on personal leave will not be able to return until they have a medical clearance. If you commence prior to the Duty Manager, you will be required to check your own temperature and advise leave on personal leave if it is over 38oC.

Stay home if unwell

Stay home if unwell and staff who have respiratory symptoms or fever to be immediately tested for COVID-19 and remain in isolation at home until they have received their result.

Dealing with Conflict

With so many new rules being implemented around social distancing it may produce conflict situations. Staff need to be prepared for these situations and be aware of the tone they use in a conflict situation. If you are unsure, please contact the duty manager immediately.

3 The Members Journey

Members Arrival

A reception staff member will greet each visitor to the Club. Visitors will be asked to use hand Sanitiser (which will be provided by the Club) when entering the club. Appropriate signage will also be prominently displayed outlining current social distancing practices in use throughout the Club. Members will enter the Club through doors that are automated.

- Employees will not open the doors of cars or taxis.
- The reception staff member will also keep a log of members/visitors entering and exiting the Club to ensure overall numbers are in line with the maximum capacity limits as set out by the State or Federal Government.
- Patrons will sign in to the club upon entry

Members Visit

Throughout the visit a member will observe all social distancing rules. There will be hand sanitiser provided throughout the Club.

4 Cleaning Products and Procedures

Our Club uses cleaning products and procedures which meet health guidelines for use against the virus that causes COVID-19 and are effective against viruses, bacteria and other airborne

diseases. Disinfectant sprayers containing hospital disinfectant will be used throughout the Club in high traffic areas and on high touch surfaces. We are working with our suppliers to ensure an uninterrupted supply of these cleaning supplies.

Public Spaces and Communal Areas.

The frequency of cleaning and disinfecting has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, reception desks, elevators and elevator buttons, door handles, toilets, ATMs, escalator and stair handrails, gaming room cashier, gaming machines, CRT's, dining surfaces and seating areas.

Back of House.

The frequency of cleaning and disinfecting will also increase in high traffic back of house areas with an emphasis on the staff room, employee entrances, staff offices, employee toilets, loading docks, and kitchens.

Shared Equipment.

Shared tools and equipment will be disinfected before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, cleaning equipment, keys, time clocks and all other direct contact items used throughout the Club. The use of shared food and beverage equipment in back of the house office pantries (including shared coffee stations) will be discontinued.



5 Social Distancing

Throughout the Club we will meet or exceed State and/or Federal guidelines on proper social distancing.

Queuing.

Any area where members or employees' queue will be clearly marked for appropriate Social distancing. There will be clear markers on the floor in all bistro/café areas of the clubs to allow for proper social distancing.

Restaurants and Bars.

Restaurants and bars will reduce seating capacities to allow for a minimum of 1.5 meters between each seated group of members.

Gaming Machines.

Gaming machines will be reconfigured with the chairs removed to allow for physical separation between members. Supervisors and Club managers will ensure that members do not congregate around the gaming machines.

Meeting Spaces.

Meetings booked into the Club will allow for Social distancing between Members. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

Back of the House.

Social distancing Procedures will be used in the staff room, shared office spaces and other high-density areas in order to ensure appropriate distancing between employees.



POLICIES PER DEPARTMENT

GAMING ROOM OPERATIONS

6 Gaming Room

Cleaning & Disinfecting Procedures

- Hand sanitising stations on the Gaming floor are located at the main entrance to the gaming room.
- Change bar desks located on the gaming floor to be disinfected at least once every four hours
- Gaming attendants to clean each machine after a member has finished using it
- Gaming machines to be disinfected at least once every four hours
- Gaming attendants to walk around offering hand wipes/sanitiser during the quitter times.
- Gaming attendants to ensure all digital signage and physical signage in the gaming

room is in correct working order.

Members Considerations

- Must press service button after finishing playing a gaming machine so that a gaming attendant can clean the machine ready for the next player.

Social Distancing Procedures

- Poker machines will be reconfigured with the chairs removed to allow for separation between Members
- Members to maintain 1.5 meters of separation while waiting in line at CTRs or kiosks

Members Considerations

- Hand Sanitiser dispensers to be placed at the entrance
- Signage will be placed throughout the gaming floor to remind Members to practice social distancing.

7 Cashier

Cleaning & Disinfecting Procedures

- Member facing counters to be disinfected at least once per hour

Social Distancing Procedures

- Members to maintain 1.5 meters of separation while waiting in line with the spacing to be clearly marked on the floor

Members Considerations

- Hand Sanitiser bottles are located at closest bar

8 Public Area's

Cleaning & Disinfecting Procedures

- Employees to disinfect high touch public area surfaces at least once per hour, including but not limited to:
 - Elevator button panels
 - Entry doors
 - Escalator handrails
 - Handrails
 - Employee dining tables and counters
 - Front of the house toilets
- Employees to disinfect other public area contact surfaces at least once every four hours, including but not limited to:
 - Employee smoking areas
 - Exterior benches/seats/Porte Cochere areas
- Employees to disinfect infrequent contact surfaces at least once every 24 hours, including but not limited to:
 - Individual offices



FOOD & BEVERAGE

9 Restaurants, Bars & Lounges

Employee PPE & Hygiene

- Employees are to practice proper hand hygiene before serving food or beverage items and again after handling the removal of food or beverage items from a table or bar

Cleaning & Disinfecting Procedures

- POS terminals to be assigned to a single server where possible and disinfected between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will disinfect their hands after each use
- Dining tables, bar tops, stools and chairs to be disinfected after each use
- Condiments to be served in single use containers (either disposable or washed after each use)
- Menus to be single use, disposable or in large board form
- Disinfect trays after each use
- Storage containers to be disinfected before and after each use
- Food preparation stations to be disinfected at least once per hour
- Kitchens to be deep cleaned and disinfected at least once per day
- Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables or benches etc.)

Social Distancing Procedures

- Managers, Supervisor or dedicated staff member to manage social distancing at entries, waiting areas and queues (in addition to signage)
- Peak period queuing procedures to be implemented when members are not able to be immediately sat
- Tables and booths to be utilized with appropriate social distancing between each family or traveling party (1.5 meters or as otherwise advised by Government)
- Reduce bar stool count to provide appropriate social distancing

Members Considerations

- All self-serve condiments, utensils, water to be removed and available from staff
- All straws to be wrapped/disposable
- All food and beverage items to be placed on the table, counter or other surfaces instead of being handed directly to a Members

Additional Employee Dining Room (EDR) Procedures

- Single use cups for beverage (no refills)
- Contactless payment where possible

FUNCTIONS & EVENTS

10 Functions & Events

Cleaning & Disinfecting Procedures

- All shared equipment and meeting amenities to be disinfected before and after each use, or be single use if not able to be disinfected
- All linen, including underlays, to be replaced after each use
- Clean and soiled linens to be transported in sealed single use plastic bags out of the meeting rooms

Social Distancing Procedures

- All self-serve buffet style events to be suspended until further notice
- All food and beverage items to be individually plated and served
- Coffee and other break items to be attended and served by a staff member
- Cutlery to be provided
- Condiments to be served in individual PCs or disinfected individual containers
- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate Social distancing.

Members Considerations

- Develop examples of physically distanced floor plans
- Create modified menus to showcase styles of service and items currently available

OUTDOOR SPORTS

11 Bowls Operations

Cleaning & Disinfecting Procedures

- Hire bowls to be disinfected before and after each round
- Locker rooms and foyer area disinfected at least once every four hours; Members contact areas in each disinfected after each use
- Must play in pairs. Playing in 4's will not be allowed until State Government lifts these restrictions
- Wash hands on arrival

- Use their own bowls and bowls equipment
- Sign the declaration prior to commencing social bowls

Social Distancing Procedures

- Every other rink to be utilised for games

Members Considerations

- Must play in groups of 2 only



For more signage please visit:

<https://www.health.gov.au/resources/collections/coronavirus-COVID-19-campaign-resources>

Coronavirus (COVID-19)

SIMPLE STEPS TO HELP STOP THE SPREAD.

Cough or sneeze into your arm



Use a tissue



Bin the tissue



Wash your hands



HELP STOP THE SPREAD AND STAY HEALTHY

TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.
 For more information about **Coronavirus (COVID-19)** visit **health.gov.au**

Australian Government

Authorised by the Australian Government, Canberra

Australian Government

Coronavirus (COVID-19)

HEALTHDIRECT SYMPTOM CHECKER



FEVER COUGH SORE THROAT SHORTNESS OF BREATH

healthdirect.gov.au

<https://www.healthdirect.gov.au/symptom-checker>

