

WaterMarc COVIDSafe Plan (22/04/2022)

About the Community Sport and Recreation COVIDSafe Plan

The Community Sport and Recreation (CSR) COVIDSafe Plan has been developed to support the community sport and recreation sector prepare to safely open and operate in accordance with the easing of restrictions, while also ensuring the public feels confident that their health and safety is being protected.

It is important to develop your CSR COVIDSafe Plan in accordance with the **Community Sport and Physical Recreation Industry Restart Guidelines** and the restriction level at the time (Closed, Heavily Restricted, Restricted, Open with a COVIDSafe Plan). The Guidelines can be found here: <https://www.coronavirus.vic.gov.au/coronavirus-sector-guidance-arts-and-recreation-services>.

Community sport and recreation workplaces, venues/facilities, associations and clubs have two options on how to reopen in line with current public health directions. They can:

- Complete a Community Sport and Recreation COVIDSafe Plan (mandatory)

OR

- Update their existing voluntary Return to Play Plan to align with the mandatory COVIDSafe Plan template.

The template has been customised to assist sport and recreation facility owners and operators, State Sporting Associations (SSAs), National Sporting Organisations (NSOs) and peak sport and recreation bodies to prepare a CSR COVIDSafe Plan that incorporates the mandated COVIDSafe principles. CSR COVIDSafe Plans can be adopted and implemented by leagues, associations and clubs.

Community sport and recreation workplaces, venues/facilities, associations and clubs will be responsible for completing the CSR COVIDSafe Plan and ensuring it is implemented at open workplaces, venues and facilities.

To support communication with local government authorities as community sport facility/venue owners and their members, SSAs will be asked to upload a copy of their CSR COVIDSafe Plan on their website and make it available upon request.

In order to be compliant with public health directions, plans must:

- Align with the directions issued by the Victorian Chief Health Officer
- Provide complete responses and the required supporting documentation
- Account for the current permitted level of sport or recreation activity in your plan and identify how your plan will respond to changes in permitted levels of activity.
- Ensure that activity resumption does not compromise the health of individuals or the community
- In addition to completing a CSR COVIDSafe Plan, you are still required to meet your obligations under the Occupational Health and Safety Act 2004.
- You must comply with a request to present or modify your CSR COVIDSafe Plan, if directed to do so, by an Authorised Officer or WorkSafe Inspector.
- In addition to the general restrictions for all businesses, some industries require additional obligations due to a higher transmission risk.

How to develop your CSR COVIDSafe Plan

1. Understand your responsibilities

Information on public health directions applying to organisations is available at coronavirus.vic.gov.au.

2. Prepare your plan

Below is the CSR COVIDSafe Plan template which you will need to complete. The CSR COVIDSafe Plan is grouped into six COVIDSafe principles:

1. Ensure physical distancing
2. Recommend wear a face mask where physical distancing not possible (UPDATED 25/02/2022)
3. Practise good hygiene
4. Keep records and act quickly if participants, volunteers or organisers become unwell
5. Avoid interactions in enclosed spaces
6. Create workforce/activity bubbles

When completing your plan, under the 'actions' column of each COVIDSafe principle, you must outline the actions you will take to meet the listed requirement. You will note that if you are in a restricted or heavily restricted industry, additional requirements may apply. If you do not believe a requirement applies to your activity, it should be marked N/A with an explanation about why it does not apply.

Mandatory requirements under public health direction feature this symbol:



- All other points are highly recommended for keeping your participants, volunteers, organisers and members safe and venues/facilities open, but are not mandatory.
- Some of the requirements in the CSR COVIDSafe Plan may not apply to your organisation or club. Where the requirement does not apply to your organisation or club it should be marked N/A (not applicable).

3. Keep your plan up-to-date

Your CSR COVIDSafe Plan must be reviewed and updated routinely and when restrictions or public health advice changes. Organisations with multiple venues/facilities must complete a CSR COVIDSafe Plan for each worksite.

You do not have to lodge your CSR COVIDSafe Plan with the Victorian Government, however, you may need to provide your CSR COVIDSafe Plan to an Authorised Officer or WorkSafe Inspector upon request, or in the event of a confirmed positive case at your workplace. There will be virtual and physical inspections as well as desktop audits to ensure the implementation of and compliance with your CSR COVIDSafe plan.

4. Share your plan

Your participants, volunteers, organisers and members need to be familiar with this plan. Once you have completed the plan, share it with your participants, volunteers, organisers and members and occupational health and safety representatives or COVIDSafe officer, if applicable.

For further guidance on how to prepare your CSR COVIDSafe Plan or any other questions, please visit coronavirus.vic.gov.au or call the Business Victoria Hotline on 13 22 15.

WaterMarc COVIDSafe Plan

Organisation name: WaterMarc Banyule – Belgravia Leisure PTY LTD

Plan completed by: **Wes Hurrey – Centre Manager**

Date reviewed: 27/10/2021

Date reviewed: 11/11/2021

Date reviewed: 19/11/2021

Date reviewed: 16/12/2021

Date reviewed: 6/01/2022

Date reviewed: 25/02/2022

Date reviewed: 22/04/2022

ADDENDUMS – Additional WaterMarc specific documents and resources can be found from page 13 of the document.

ADDENDUM 1	CURRENT FACILITY RESTRICTIONS SUMMARY 30/10/2021
ADDENDUM 2	KEY FACILITY RESPONSES TO COMPLY WITH RESTRICTIONS
ADDENDUM 3	AREA/ROLE SPECIFIC COVID DUTIES
ADDENDUM 4	EXTERNAL USER GROUP AND CONTRACTOR REQUIREMENTS
ADDENDUM 5	RESOURCE AND DOCUMENT LIST

1. Ensure physical distancing

Requirements

You must ensure participants, volunteers and organisers are 1.5 metres apart as much as possible.

This can be done by:

- Modifying sporting activities to ensure participants remain 1.5 metres apart where possible except when engaging in physical activity permitted under the Chief Health Officer directions (e.g. contact sport where permitted).
- Displaying signs to show patron limits at the entrance of enclosed areas where limits apply (where use of indoor areas are permitted under the restrictions)
- Informing organisers and volunteers to work from home wherever possible
- Note that where physical recreation facilities are permitted to open for classes for members of the public, specific additional requirements apply such as staggering class times. For more information see <https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19>

You may also consider:

- Minimising the build-up of people waiting to enter and exit the venue/facility.
- Using floor markings to provide minimum physical distancing guides
- Reviewing delivery protocols to limit contact between delivery drivers and organisers and volunteers (where relevant)

You must apply the density quotient (where applicable) to configure shared activity areas and publicly accessible spaces to ensure that:

- You are complying with any density quotient, any group size limits and other restrictions applicable to the type of facility being used. Requirements can be found in the Industry Restart guidelines

You should provide training to organisers and volunteers on physical distancing expectations while working and socialising. This should include:

- Avoiding car-pooling unless not reasonably practical for participants to travel another way.

If your activity is restricted or heavily restricted, you must also:

- Reduce participant, volunteer and organiser levels in accordance with industry directions.
- Limit number of patrons in accordance with Chief Health Officer directions.
- Have no carpooling.
- Heavily Restricted Industries Only Organisers and volunteers must work from home, if they can.

2. Wearing a facemask

Requirements

Face Masks:

Face Masks are no longer mandated indoors for patrons or staff at Physical Recreation Facilities such as

WaterMarc. Masks are still recommended, especially in situations where you cannot socially distance. Staff may choose whether they wish to wear a mask. Staff may still carry a face mask to ensure they are able to wear it in the event they need to deal with a situation where they cannot socially distance such as a First Aid or similar.

In circumstances where a staff member walks into the public retail area to assist a patron eg: areas where bathers, towels, goggles are sold they are required to wear a mask

- Updated public health advice on masks is available at: <https://www.dhhs.vic.gov.au/face-masks-vic-covid-19>
- You should install screens or barriers in the venue/facility for additional protection where relevant.
- You should provide training, instruction and guidance on how to correctly fit, use and dispose of masks and PPE (where relevant).
- You should inform participants, volunteers and organisers that cloth masks should be washed each day after use. However, if during the day the mask is visibly dirty or wet, the mask needs to be changed immediately and the dirty mask stored in an airtight bag or container until it can be washed.

There are no additional requirements for restricted or heavily restricted activities.

3. Practise good hygiene

Requirements

- You must frequently and regularly clean and disinfect shared spaces, including high-touch communal items such as door knobs, shared equipment and telephones.
- You should:
 - Clean surfaces with appropriate cleaning products, including detergent and disinfectant
 - Replace high-touch communal items with hygienic alternatives, for example single-use or contactless options, where possible to do so
 - Sharing of equipment should be kept to a minimum and all equipment must be cleaned and disinfected between use
 - Clean between user groups or sessions
- You must display a cleaning log in shared spaces.
- You should make soap and hand sanitiser available for all participants, volunteers and organisers throughout the venue/facility and encourage regular handwashing.

If your activity is restricted or heavily restricted, you must also:

- Conduct an audit of cleaning schedules.

4. Keep records and act quickly if participants, volunteers or organisers become unwell

Requirements

- You must support participants, volunteers and organisers to get tested and stay home even if they only have mild symptoms.
- You must develop a plan to manage any outbreaks.

This includes:

 - Having a plan to respond to a participant, volunteer or organiser being notified by health authorities that they are a positive case and attended the facility whilst infectious. People who show symptoms or have been in close contact should NOT attend the venue/facility or activity until they receive their test results or have completed their quarantine period and are cleared by DHHS.
 - Having a plan to identify and notify close contacts in the event of a positive case attending the venue/facility during their infectious period. You are also required to notify DHHS of the positive case.

- Having a plan in place to clean the venue/facility (or part) in the event of a positive case.
- Having a plan to contact DHHS and notify the actions taken, provide a copy of the risk assessment conducted and contact details of any close contacts.
- Having a plan to immediately notify WorkSafe Victoria on 13 23 60 if you have identified a person with coronavirus (COVID-19) at your venue/facility.
- Having a plan in the event that you have been instructed to close by DHHS.
- Having a plan to re-open your venue/facility once agreed by DHHS and notify participants, volunteers and organisers they can return to the venue/facility.

More information can be found at <https://www.dhhs.vic.gov.au/workplace-obligations-covid-19>.

- You must keep records of all people who enter the venue/facility for more than 15 minutes for contact tracing. This does not include passive users of open parkland and recreational spaces.

If your activity is restricted or heavily restricted, you must also:

- Restricted Industries

Ask participants, volunteers and organisers to declare verbally before each session that they are free of symptoms, have not been in contact with a confirmed case and have not been directed to isolate.

- Heavily Restricted Industries

Ask participants, volunteers and organisers to declare in writing or electronically before each session that they are free of symptoms, have not been in contact with a confirmed case and have not been directed to isolate.

5. Avoid interactions in enclosed spaces

Requirements

- You should reduce the amount of time participants, volunteers, organisers, parents, carers and anyone in attendance are spending in enclosed spaces (e.g. entrances, foyers, bathrooms, changerooms and clubhouses).

This could include:

- Enabling activities in outdoor environments
- Moving as much activity outside as possible, including serving patrons, meetings, tearooms, lunchbreaks and locker rooms
- Enhancing airflow by opening windows and doors
- Optimising fresh air flow in air conditioning systems.

There are no additional requirements for restricted or heavily restricted activities.

6. Create workforce/activity bubbles

Requirements

- You should limit the number of participants, volunteers and organisers engaging in activities across multiple teams/venues/facilities where practical. This includes avoiding as much as possible, having participants playing across multiple teams.

If your activity is **restricted** or **heavily restricted**, you must also:

- Limit or cease the number of participants, volunteers and organisers engaging in activities across multiple teams/venues/facilities.
- Maintain records of all participants, volunteers and organisers who have disclosed they are engaging in activities across multiple teams/venues/facilities.

Community Sport and Recreation COVIDSafe Plan Guide

This guide has been designed to accompany your CSR COVIDSafe Plan and provides a number of suggestions / example actions for how to implement requirements.

Please use this guide to help you complete your CSR COVIDSafe Plan. For further information go to coronavirus.vic.gov.au.

1. Ensure physical distancing

Requirements	Action
<p>You must encourage participants, volunteers and organisers are 1.5 metres apart as much as possible.</p> <p>This can be done by:</p> <ul style="list-style-type: none">Modifying sporting activities to ensure participants remain 1.5 metres apart where possible except when engaging in physical activity permitted by the Chief Health Officer directionsDisplaying signs to show patron limits at the entrance of enclosed areas where limits applyInforming organisers and volunteers to work from home wherever possible <p>You may also consider:</p> <ul style="list-style-type: none">Minimising the build-up of people waiting to enter and exit the venue/facilityUsing floor markings to provide minimum physical distancing guidesReviewing delivery protocols to limit contact between delivery drivers and organisers and volunteers	<ul style="list-style-type: none">Identify areas that require floor marking, such as entrances, change rooms, foyers, bathrooms, clubhouses, lifts and kitchen areasWaterMarc -Signage posted and stickers placed to identify areas where physical distancing is recommended to restricted space, including entry points, foyer, change spaces, café area, seating areas, spa, sauna and steam, Health Club equipment separation, group fitness roomsModify activities to optimise ability to maintain 1.5 metres physical distancing, including by separating groups as much as possibleWaterMarc -Equipment has been spaced in Health Club and Grp fit areas. Swim school lessons lanes are spaced to 1.5+.Use an entry and exit system to the venue/facility that is as contactless as possible and quick to enter and exitWaterMarc -Access is contactless where possible with member swipe cards and contact less payment preferredEstablish contactless delivery and display signage for delivery drivers. This may be relevant if your club has canteen or café deliveries. - NA
<p>You must apply the density quotient to configure shared activity areas and publicly accessible spaces to ensure that:</p> <ul style="list-style-type: none">You are complying with any density quotient, any group size limits and other restrictions applicable to the type of facility being used.	<ul style="list-style-type: none">WaterMarc Complies with relevant density quotient and signage requirements in the Workplace Directions. There is no current density quotient due to COVID

Requirements	Action
You should provide training to organisers and volunteers on physical distancing expectations while working and socialising.	<ul style="list-style-type: none"> • WaterMarc - Staff reinduction and COVID safe training sessions have occurred in week prior to re-opening. • WaterMarc -Staff regularly updated through local coms channels , TEAM APP and direct email. • WaterMarc - User groups and community groups have been communicated our COVID Safe plan and entry requirements • Reinforce messaging to participants, volunteers and organisers that physical distancing needs to be maintained during activities/events and during social interactions • Communicate to members on rules in relation to gathering limits, participants limits and spectators. • Educating participants, volunteers and organisers on hand and cough hygiene, including how to wash and sanitise their hands correctly • WaterMarc - Ample hand equipment sanitising stations have been provided around the facility. Stations are clear and visible • Reinforcing the importance of not attending activities or events if unwell • WaterMarc - members and patrons are advised through social / EDM and signage to not attend if feeling unwell. • Ensuring appropriate information is available on the use of face coverings and PPE (if applicable)

If your activity is restricted or heavily restricted, you must also:

- Reduce participant, volunteer and organiser levels in accordance with industry directions.
 - Limit number of patrons in accordance with industry directions.
 - Have no carpooling.
 - **Heavily Restricted Industries**
Only Organisers and volunteers in permitted premises must work from home, if they can.
-

2. Wear a face mask

Requirements	Actions
<p>from 11.59pm Friday 25 February 2022, as per Victorian Government directions, face masks are no longer required to enter a physical recreation facility</p> <p>This includes:</p> <ul style="list-style-type: none"> • Providing adequate face masks and Personal Protective Equipment (PPE) to participants, volunteers and organisers that do not have their own • A mask must be of at least two plies and covers the nose and mouth to provide the wearer protection against infection. Face shields on their own do not meet these requirements. 	<ul style="list-style-type: none"> • WaterMarc -Masks provided to staff and available to patrons and guests. <p>Face Masks: from 11.59pm Friday 25 February 2022, as per Victorian Government directions, face masks are no longer required to enter a physical recreation facility.</p>
You should install screens or barriers in the venue/facility for additional protection where relevant.	WaterMarc -Sneeze guards are installed at reception.

Requirements	Actions
<p>You should provide training, instruction and guidance on how to correctly fit, use and dispose of PPE.</p> <p>Masks must be worn at all times except when out of breath or puffing from strenuous exercise unless a lawful exception applies.</p> <p>You should inform participants, volunteers and organisers that cloth masks should be washed each day after use. However, if during the day the mask is visibly dirty or wet, the mask needs to be changed immediately and the dirty mask stored in an airtight bag or container until it can be washed.</p>	
<p>There are no additional requirements for <u>restricted</u> or <u>heavily restricted</u> activities.</p>	

3. Practise good hygiene

Requirements	Actions
<p>You must frequently and regularly clean and disinfect shared spaces, including high-touch communal items such as door knobs, shared equipment and telephones.</p> <p>You should:</p> <ul style="list-style-type: none"> • Clean surfaces with appropriate cleaning products, including detergent and disinfectant • Replace high-touch communal items with hygienic alternatives, for example single-use or contactless options, where possible to do so • Minimise the sharing of equipment. All equipment must be cleaned and disinfected between uses • Clean between user groups or sessions 	<ul style="list-style-type: none"> • Identify high touch surfaces (lift buttons, door and cupboard handles, kitchen counters, touch screens, shared equipment, taps and toilets) • Provide information about venue/facility cleaning schedule and how to use cleaning products • Identify which products are required for thorough cleaning • Monitor supplies of cleaning products and regularly restock • Avoid sharing equipment such as phones, desks or other equipment • Encourage participants, volunteers and organisers to bring their own personal equipment, labelled with their name and reinforce that equipment should not be shared • No sharing of personal items such as water bottles, food and towels
<p>You should display a cleaning log in shared spaces.</p>	<p>WaterMarc - Covid Cleaning checklist completed by employees -Public cleaning checklist displayed in Change Rooms</p>

Requirements	Actions
You should make soap and hand sanitiser available for all participants, volunteers and organisers throughout the venue/facility and encourage regular handwashing.	<ul style="list-style-type: none"> • Locate hand sanitiser stations throughout the venue/facility • Ensure rubbish bins are available to dispose of paper towels • Ensure adequate supplies of soap and sanitiser • Ensure participants, volunteers and organisers have information on how to wash and sanitise their hands correctly • All attendees will sanitise their hands upon arrival and departure at the venue/facility. • WaterMarc - Staff cleaning shared spaces, high-touch surfaces and equipment during opening hours • Cleaning kits provided for staff • Disinfectant wipes, disinfectant spray and cloths are available for use by guests • Daytime cleaners constantly clean all area • Group class participant do not share equip. • Gym users required to wipe over equip • Hand soap provided in all bathrooms • Hand sanitizer stations available around the facility • Sanitizing stations available for locker use

If your activity is restricted or heavily restricted, you should also:

- Conduct an audit of cleaning schedules.

4. Keep records and act quickly if participants, volunteers or organisers become unwell

Requirements	Action (examples)
You must support participants, volunteers and organisers to get tested and stay home even if they only have mild symptoms.	<p>- Staff told not to come to work and to get tested if they have symptoms, staff can access sick leave or government grant</p> <p>Information sent to workers through 'Team App' and staff meetings about what to do if they have symptoms</p>

Requirements	Action (examples)
<p>You must develop a plan to manage any outbreaks. This includes:</p> <ul style="list-style-type: none"> • Having a plan to respond to a participant, volunteer or organiser being notified by health authorities that they are a positive case and attended the facility whilst infectious, noting people who show symptoms or have been in close contact should NOT attend the venue/facility or activity until they receive their test results or have completed their quarantine period and are cleared by DHHS. • Having a plan to identify and notify close contacts in the event of a positive case attending the venue/facility during their infectious period. You are also required to notify DHHS of the positive case • Having a plan in place to clean the venue/facility (or part) in the event of a positive case • Having a plan to contact DHHS and notify the actions taken, provide a copy of the risk assessment conducted and contact details of any close contacts • Having a plan to immediately notify WorkSafe Victoria on 13 23 60 if you have identified a person with coronavirus (COVID-19) at your venue/facility • Having a plan in the event that you have been instructed to close by DHHS • Having a plan to re-open your venue/facility once agreed by DHHS and notify participants, volunteers and organisers they can return to the venue/facility • More information can be found at coronavirus.vic.gov.au 	<ul style="list-style-type: none"> • WaterMarc – Belgravia leisure responds to any outbreaks or positive as per DHHS steps, requirements and resources provided through the DHHS Corana virus website. • Belgravia Leisure has a WHS team who liaise with WorkSafe and handle notifications • Documentation can be made available to DHHS as required • Staff sign in and QR code for guests
<p>You must keep records of all people who enter the venue/facility for contact tracing.</p>	<ul style="list-style-type: none"> • WaterMarc -All staff are rostered and must sign in and out when they attend their shift, so we have a record of who was on and when • No record keeping required for patrons and guests for contact tracing from 11.59pm 22/4/2022
<p>If your activity is <u>restricted</u> or <u>heavily restricted</u>, you must also:</p>	
<ul style="list-style-type: none"> • Restricted Industries Ask participants, volunteers and organisers to declare verbally before each session that they are free of symptoms, have not been in contact with a confirmed case and have not been directed to isolate. • Heavily Restricted Industries Ask participants, volunteers and organisers to declare in writing or electronically before each session that they are free of symptoms, have not been in contact with a confirmed case and have not been directed to isolate. 	

5. Avoid interactions in enclosed spaces

Requirements	Actions
<p>You should reduce the amount of time participants, organisers, parents, carers and anyone in attendance for activity are spending in enclosed spaces (e.g. entrances, bathrooms, changerooms and clubhouses) (where use of indoor areas are permitted under the restrictions).</p> <p>This could include:</p> <ul style="list-style-type: none">• Enabling working activities in outdoor environments• Moving as much activity outside as possible, including serving customers patrons, meetings, tearooms and lunchbreaks and locker rooms.• Enhancing airflow by opening windows and doors• Optimising fresh air flow in air conditioning systems	<ul style="list-style-type: none">• Making sure that windows and air conditioning are set for optimum air flow at the start of each session or activity• WaterMarc – Where possible doors are kept open spaces to maximise fresh air into the facility, including pool hall doors• Where applicable, minimise the activity conducted in foyers, entrances, clubrooms, bathrooms and changerooms
<p>There are no additional requirements for <u>restricted</u> or <u>heavily restricted</u> activities</p>	

6. Create workforce/activity bubbles

Requirements	Actions
<p>Limit the number of participants, volunteers and organisers engaging in activities across multiple teams/venues/facilities where practical. This includes avoiding having participants playing across multiple teams</p>	<ul style="list-style-type: none">• WaterMarc - Where possible , Stagger start and finish times, to reduce the use of common areas at the same time. Note that where physical recreation facilities are permitted to open for classes for members of the public, specific additional requirements apply such as staggering class times. For more information see https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19• WaterMarc Communicate training groups to participants prior to attending the venue/facility• Encourage participants, volunteers and organisers to minimise time in shared facilities when taking breaks/between games/sessions
<p>If your activity is <u>restricted</u> or <u>heavily restricted</u>, you must also:</p> <ul style="list-style-type: none">• Limit the number of participants, volunteers and organisers engaging in activities across multiple venues/facilities.• Maintain records of all participants, volunteers and organisers who have disclosed that they are training/playing across different teams	

ADDENDUM 1 CURRENT FACILITY RESTRICTIONS 22/04/2022

Restrictions from 11.59pm 22/4/2022 - Key Points 22/04/2022

Vaccination and check in

- Patrons won't be required to have two doses or show their vaccination status before entering any venue.
- The requirement for staff and patrons of venues to check-in using the Service Victoria app will end, with operators not required to keep any attendance records or maintain a COVID-19 Check-in Marshal.
- The existing two-dose and three-dose vaccination mandates for workers are still required.

Face masks

- Face masks will no longer be required in hospitality and retail settings, or at events of any size.
- Face masks will still be required on public transport and at airports – excluding airport workers who aren't public facing – and in sensitive settings.

Quarantine and isolation

- Close contacts will no longer have to quarantine – provided they wear a face mask indoors and avoid sensitive settings. They will also need to undertake at least five negative rapid tests over the seven days that would previously have been the self-quarantine period.
- The requirement to isolate for seven days following a COVID-19 diagnosis remains.

Workplace contacts

- Individuals will be required to notify their workplace contacts, in addition to informing their social contacts.
- Workplaces won't have to individually identify and notify each potentially exposed worker.
- It is recommended to work from home if you're a close contact exempt from quarantine.

Covid Marshals

- Under current COVIDSafe Settings, COVID Marshals are no longer required.

Restrictions - Key Points 25/02/2022

- Employer must retain proof of staff/employee vaccination status.

ADDENDUM 2 KEY WM FACILITY RESPONSES TO COMPLY WITH RESTRICTIONS

- Key Facility Access responses to focus and control all patrons' entries to one entry point.
 - Opening doors to increase fresh air flow through spaces. The following doors must remain held open or set to open for the listed times. Unless it is unsafe to do so due to a weather or other event.
 - All 4 sets of pool hall double doors into courtyards (all opening hours)
 - Cycle studio doors during classes.

- All Employees rostered onsite must provide proof of staff/employee full vaccination status which is retained by the WaterMarc.
- Hand Sanitation Stations are provided through out the facility.
- Equipment Sanitation Stations are provided where ever equipment is used, GYM/GRP X/ LOCKERS.
- All public access areas have COVID Checklists which are completed by staff each day. Health Club, Reception, Pool Hall, Child Care. The Duty Manager has a facility checklist which also must be completed each day. Checklists include head counts to ensure spaces remain within DQ max capacities.
- Facility signage placed through out the entire facility remind patrons about personal hygiene, and social distancing.
- Main Pool Hall external doors to courtyards will be opened when external air temperature is 18 degrees or higher. This will maximise fresh air within the facility.
- All staff have completed COVID infection control training
- All staff have been trained and inducted in WaterMarc COVID Safe practices and systems to ensure they are knowledgeable and confident to supervise and support patrons within the facility
- Risk Assessments have been completed on all program areas to assist in determining risk mitigation strategies for WaterMarc staff and patrons visiting the centre. Refer Addendum 5
- Area specific risk mitigation strategies have been provided to staff through in person and online training, digital, and hard copy formats
- Contract Cleaning Staff have been given additional hours and direction to provide increase high contact area cleaning through out peak periods of the day.

ADDENDUM 3

AREA/ROLE SPECIFIC COVID DUTIES (Documents listed below are retained onsite electronically and in hardcopy for staff to access)

DEALING WITH CHALLENGING CONVERSATIONS RESOURCES

WATERMARC DUTY MANAGER (previously COVID MARSHAL)

LIFEGUARD/RUNNER

SWIM INSTRUCTOR

GUEST EXPERIENCE OFFICER

GYM INSTRUCTOR

GROUP FITNESS AND COACHING ZONE INSTRUCTOR

CHILDCARE ATTENDENT

BIRTHDAY PARTY HOST

LEADERSHIP TEAM AND ADMINISTRATION STAFF

Section below includes information on dealing with challenging customers and conversations.

What to expect

There will generally be 3 types of customers we will experience upon return. Let's discuss them in detail. By being aware and ready we will be better able to handle them and provide a great experience regardless of which one they are



Happy Customers

These people are so happy to be in the venue it will make your day



The Questioner

These people will bombard you with questions you can, don't have to, shouldn't or can't answer



The Frustrated/Fearful

These people are scared, frustrated and if you let them will make you the same

WRITE A TITLE IN THIS SECTION

Dealing with the hard questions

You may experience some hard questions that will be challenging and perhaps confronting.

Examples:

"Are you vaccinated?"

"Do you think its fair that unvaccinated people can't use the centre?"

"What are you doing to make sure everyone here is following the rules?"

"Do you agree with being vaccinated etc?"

"Is it safe here?"

"What are the restrictions?"

"Were you stood down?"

Suggestions on how to answer

And remember you don't have to answer anything you don't want to when dealing with the general public but be polite.

"We are following the government guidelines"

"Its not the company or venue policy its what the government directives are."

"I don't feel comfortable talking about such a sensitive subject at work"

"We can definitely help you with that information. Let me just get my manager"

"We have a really comprehensive covid safety plan that we follow."



What to expect

Venues that have had unvaccinated people attending and changing to only vaccinated people:

- This may be challenging and emotional for some people
- Approach with empathy
- Refer to the PHO, Government mandates

Take the **HEAT** out of the situation



What to expect

Media Enquiries:

- If the media contact the venue, phone or in person. Let them know you can not comment on behalf of the business, but you would be happy to get your manager.

Difficult Customers:

- If you have a customer that is becoming difficult, asking questions that you are not able to answer politely ask them to wait and call the venue manager.
If you can't get the manager, politely ask them to leave their details so we can contact them through management.

Difficult customer is still making you uncomfortable:

- Politely ask the customer to either go inside or move away from reception so you can continue to work. Stay polite and if they become aggressive and you are unable to contact management make a call to police.

De-escalation strategies



Listen to what the issue is and the person's concerns.



Offer reflective comments to show that you have heard what their concerns are.



Wait until the person has released their frustration and explained how they are feeling.



Look and maintain appropriate eye contact to connect with the person.



Incline your head slightly, to show you are listening and give you a non-threatening posture.



Nod to confirm that you are listening and have understood.



Express empathy to show you have understood.

COVID Safe Role Specific Information - WaterMarc

ROLE: WaterMarc Duty Manager (previously titled COVID Marshal)

The previously titled role of COVID Marshal is always performed by the WaterMarc Duty Manager.

The Duty Manager role is a key role within WaterMarc to ensure facility compliance with State Government Directions and keep staff and patrons safe.

The Duty Manager must understand in detail the COVID Safe plan and be competent in completing their role and tasks and also be familiar with the COVID Safe responsibilities of all staff within the facility.

The Duty Manager when requested by an authorised officer must be able produce and explain the WaterMarc COVID Safe Plan and the refer to the hard copy of Staff Full Vaccination Records which is maintained in the Centre Managers Office.

- Employer must retain proof of staff/employee vaccination status.
- A Duty Manager must be present onsite while the facility is open to the public

KEY WM FACILITY RESPONSES TO COMPLY WITH RESTRICTIONS

- Key Facility Access responses to focus and control all patrons' entries to one entry point.
 - Opening doors to increase fresh air flow through spaces. The following doors must remain held open or set to open for the listed times. Unless it is unsafe to do so due to a weather or other event.
 - All 4 sets of pool hall double doors into courtyards (all opening hours)
 - Cycle studio doors during classes.
- All Employees rostered onsite must provide proof of staff/employee full vaccination status which is retained by the WaterMarc..
- Hand Sanitation Stations are provided through out the facility.
- Equipment Sanitation Stations are provided where ever equipment is used, GYM/GRP X/ LOCKERS.
- All public access areas have COVID Checklists which are completed by staff each day. Health Club, Reception, Pool Hall, Child Care. Duty Manager has a facility checklist which also must be completed each day. Checklists include head counts
- Facility signage placed through out the entire facility remind patrons about personal hygiene, mask wearing and social distancing.
- Main Pool Hall external doors to courtyards will be opened when external air temperature is 18 degrees or higher. This will maximise fresh air within the facility
- All staff have completed COVID infection control training
- All staff have been trained and inducted in WaterMarc COVID Safe practices and systems to ensure they are knowledgeable and confident to supervise and support patrons within the facility
- Risk Assessments have been completed on all program areas to assist in determining risk mitigation strategies for WaterMarc staff and patrons visiting the centre.
- Area specific risk mitigation strategies have been provided to staff through in person and online training, digital, and hard copy formats. Refer Addendum 5
- Contract Cleaning Staff have been given additional hours and direction to provide increase high contact area cleaning through out peak periods of the day.

ADDENDUM 4

EXTERNAL USER GROUP AND CONTRACTOR REQUIREMENTS

External User Groups: All external user groups have been provided a copy of the COVID Safe plan. External user group members/participants/coaches/assistants are required to comply with the WaterMarc COVID Safe plan.

Contractors: All contractors are required to comply with WaterMarc's COVID Safe Plan. Contractors will be required to check in on entry as per patrons.

ADDENDUM 5

RESOURCE AND DOCUMENT LIST (Documents listed below are retained onsite electronically and in hardcopy for staff to access)

Program Area Specific Risk Assessments

Contact Assessment and Management Matrix

Belgravia Leisure Reopen plan and checklist

COVID CASE AT VENUE DOCUMENTS AND RESOURCES

Belgravia Leisure Confirmed Case Protocol

DHHS resources

Employer-notification-form-confirmed-COVID-19-case

Checklist - Confirmed case of coronavirus (COVID-19) in workplace

Workplace-risk-assessment

Risk Matrix Workplaces business and industry