

### INTRODUCTION

COVID-19 (Coronavirus) is spread from person to person through close contact and droplets, including direct contact with infected people, contact with droplets from an infected person's cough or sneeze, and touching contaminated objects or surfaces and then touching your mouth or face. The most effective measure to prevent the spread of COVID-19 are good hygiene practices and physical distancing.

Caversham Wildlife Park (CWP) has implemented this COVID Safe Plan in order to remain compliant with current health and safety legislation, and the best available health advice, to as far as reasonably practicable, ensure the health and safety of workers, patrons and others at the workplace.

It may be an offence to fail to comply with the government directions. The maximum penalty for this offence is:

- imprisonment for 12 months or a fine of \$50,000;
- a fine of \$5000 for each separate and further offence.
- If the offence is committed by a company, the maximum fine is increased to \$250,000.

An on the spot-fine of \$1000 may be issued (or \$5000 for a company), instead of being prosecuted.

Staff have completed the AHA Hospitality & Tourism COVID-19 Hygiene Course (Tier 1), which assists them to have the knowledge and understanding to protect staff and patrons, to the best of their ability. Senior Management and Supervisors have completed the AHA Hospitality & Tourism COVID-19 Hygiene Course for Officers (Tier 2). Hygiene Officers play a critical role in ensuring standards are maintained, policies are adhered to, potential issues of non-compliance are identified and eliminated, and the business remains compliant with current advice.

**CWP is committed to providing a safe environment for all during the COVID-19 pandemic, by implementing the following measures:**

#### - CONTACT TRACING

Effective from December 2020, it is mandatory for CWP to maintain a contact register to assist Public Health with contact tracing. Every individual aged 16 and above is required to scan/sign into CWP upon entry.

#### - PHYSICAL DISTANCING & MAXIMUM OCCUPANCY

Physical Distancing is one of the most effective methods of reducing the spread of COVID-19. In line with government regulations, CWP complies with maximum capacity limits and square meter rules, as relevant.

Physical distancing is not only about the size/meterage of a space, but also the layout and the operational practices.

In putting control measures in place, the business has addressed the following recommendations – managing shared spaces and points of congregation, implementing one-way traffic flow, having dedicated entrances and exits, reconfiguring venue layout, placement of equipment, reducing the amount of seating, using signage/floor markings/barriers to direct and manage traffic flow, and anything else that removes potential clustering.

Visitor Animal Interactions (VAI's) are altered to comply with current government capacity restrictions.

#### - HYGIENE

Effective hand hygiene is crucial. Hand-washing facilities/sanitizing stations are available in all common areas and attractions areas, for staff and patron usage. Instructional signage is displayed. Staff are trained in basic hygiene principles such as – to avoid physical contact with others, to avoid touching their face, coughing/sneezing into their elbow, to avoid sharing equipment, launder clothes appropriately, utilize provided PPE, wash hands correctly, and at appropriate times, fingernails kept short and clean, jewellery minimized, cuts covered suitably, and the annual 'flu-shot' is encouraged, along with the COVID vaccination.

Frequent cleaning and sanitation is especially important. Cleaning and disinfecting/sanitizing are two different processes:

- ✓ Cleaning refers to physically removing germs, dirt and organic matter from surfaces.
- ✓ Disinfecting/sanitizing refers to using a product/chemical to eliminate germs on surfaces.

A combination of cleaning and disinfecting/sanitizing is the most effective measure in removing the COVID-19 virus. High/frequent touch areas/surfaces are a focus, such as handles (door, fridge, etc), counter-tops, eftpos machines, cash registers, phones, railings, taps, light switches, kitchen appliances. Existing safety measures when working with chemicals remain in place; such as ensuring: SDS's are maintained, products are appropriately labelled and stored, PPE is used, safety signage displayed, adequate ventilation and food safety.

Face coverings are worn by every individual aged 12 and above on premises, when required under government direction.

Contactless payment options available.

#### - **MANAGING PEOPLE**

In order to serve, engage with, and keep patrons safe, staff may need to move within 1.5m. This should be avoided in the first instance, but if unavoidable, staff should avoid direct physical contact, minimize face to face time, and wash hands immediately and thoroughly in the event of direct physical contact.

Staff are encouraged to remain aware that it is with familiar co-workers that their distancing guard may be let-down, and that non-work times (breaks, arrival/leaving, carpark discussions) are often the times when interaction increases, which can lead to an increased transmission risk. While working, staff are encouraged to maintain 1.5m distance where possible, physically distance in communal areas and avoid physical greetings with each other. Staff who are unwell with flu-like symptoms remain at home and in the event of local COVID-19 cases, may be required to remain at home until they have returned a negative test result.

Patrons with flu-like symptoms are asked to not enter the premises. Courtesy Vehicle pick-ups are temporarily suspended.

Visitor Animal Interactions (VAI's) are carefully assessed and measures are put in place where a risk is identified, in line with current government restrictions. Some measures may include: the use of floor markers, bollards, one-way systems, sneeze-guards, hand-sanitize stations, and touching of some animals may be suspended where distancing cannot be maintained between patron and keeper.

#### - **MANAGING ANIMAL WELFARE**

CWP Biosecurity practices are of the highest standard, and serve to protect animals, staff and patrons.

During government-enforced lock-downs and subsequent business closure, every effort is made to ensure animal welfare, and keep the animals in a familiar and consistent environment and routine. Staff are trained to monitor this carefully.

The CWP Veterinarian is a member of the ZAA VET SAG and therefore has access to the latest technical information and advice from within the industry. Current advise is that transmission of COVID-19 from human to animal, and vice versa, is highly unlikely.