
Example Club Lodge

COVID-19 Safe Operating Plan

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- **Author:**
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DRAFT

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1 PURPOSE

The Example Ski Club owns and operates a Ski Lodge known as Example located at Mt Buller. The club provides accommodation services to its members, their families and guests primarily during the winter snow season. The club is governed by a committee which is elected by its members.

This COVID-19 Safe Operating Plan (CSOP) has been prepared in response to the Coronavirus COVID-19 pandemic. This plan details how the club will introduce a range of controls in addition to its normal operations to minimise the health and safety risks to its members and guests who are accommodated in Lodge during the 2020 snow season.

1.1 Coronavirus (COVID-19)

Coronavirus COVID-19 is a highly infectious disease which is able to be easily transmitted from person to person throughout the population. In order to stop the spread of this disease it is necessary to put in place procedures to minimise opportunities for transmission and to ensure everyone is aware of these procedures and complies with them.

1.2 Reference Materials

This plan has been prepared in accordance with Victorian Government directions and guidelines that are in place at the time of writing. The main reference documents include:

- COVID Safe Return to Alpine Activities– <insert link>
- Mt Buller & Mt Stirling Integrated COVID Safe Plan – <insert link>
- Hospitality Industry Guidelines for coronavirus (COVID-19) - https://www.business.vic.gov.au/_data/assets/pdf_file/0011/1903718/Hospitality-Industry-Guidelines-for-coronavirus-COVID-19.pdf
- Tourism Industry Guidelines for coronavirus (COVID-19) - https://www.business.vic.gov.au/_data/assets/pdf_file/0003/1904754/Tourism-Industry-Guidelines-for-coronavirus-COVID-19.pdf

1.3 Plan Amendments

This CSOP will take effect from the time of opening on 22 June 2020 and will be revised as required to respond to further restrictions, or easing of restrictions, by the Victorian Department of Health and Human Services (DHHS).

No changes are to be made to these guidelines or the Clubs operations without the written direction of the Committee. The Committee will continue to remain up to date with any change to directions and guidance and will approve any amendments when they believe they are appropriate.

2 COVID SAFE CONTROLS

In support of government guidelines and directions the Committee has identified the following actions which all members and guests are required to follow while within the lodge:

Maintain good personal hygiene

- wash hands regularly and thoroughly with warm water
- disinfect hands regularly
- cover mouth with elbow when coughing or sneezing

- manage your clothing and equipment to limit contact with others
- stay at home if you feel unwell

Maintain social distancing

- limit personal Contact
- maintain at least 1.5m from other people wherever possible
- control the number of people in a room/area in accordance with the density quotient (1 person for every 4sqm).
- limit organising events and social gatherings where possible
- avoid large gatherings if they are not essential (groups greater than 20 people)

Undertake cleaning & disinfecting

- Regularly clean and disinfect high touch areas
- Keep your bedrooms clean
- Thoroughly clean and disinfect common areas as scheduled

3 LODGE CAPACITY & USAGE

The Maximum lodge capacity - 30 Persons

The Lodge is required to restrict capacity during the COVID pandemic. These restrictions apply to the building as a whole, and to each of the rooms and areas within it. The Committee has determined these capacities in accordance with the following points, and the results are included in Annexure 2 - Example Lodge Capacity:

- The capacity of the total building has been determined by the size of the common areas and bedrooms.
- There are limits to the number of occupants in a bedroom. These vary for families who live together and for groups who do not.
- There are restrictions on how and when areas within the lodge can be used including the drying room, bathrooms, kitchen, and dining room.

3.1 Lodge Members

Members or guests are not permitted to visit the Lodge if any of the following apply:

- They have been infected with COVID19 and have not recovered and are not clear of the infection.
- They have been or recently returned from overseas and have not been through the required quarantine/isolation period and have not tested negative for COVID19.
- They are subject to a quarantine notice, self-isolation notice or similar.
- They have or may have been in contact with a known infected person and have not tested negative for COVID19 after the expiration of the incubation period (nominally 14 days).
- They are unwell and/or are showing symptoms of COVID19 and have not tested negative or those test results are not yet available.

3.2 Lodge Visitors

- No visitors will be permitted within the lodge.
- Contractors and other workers are permitted to undertake required works.
- People delivering food or other items for members or guests are not permitted to enter the lodge. Members or guests are to arrange collection outside the lodge.

4 LODGE MANAGEMENT

4.1 Lodge Manager

- The Club has appointed a Lodge Manager to oversee the operations of the lodge for the season. When the Manager is absent, they will delegate their authority and responsibilities to a member.
- The Manager is responsible for the daily operations of the lodge including:
 - Overall responsibility for the management and implementation of the CSOP.
 - Lodge inductions and explanation of new CSOP to members and guests
 - Managing capacity within the building and rooms/areas.
 - Rostering facilities (kitchen, dining areas) and tasks (cleaning, garbage removal)
 - Maintaining lodge occupancy records including names, numbers and times.
 - Undertaking cleaning inspections to ensure processes are completed as required.
 - Maintaining supplies of all cleaning, sanitising and signage products.
 - Managing heating and ventilation to maximise the introduction of fresh air.
- The Manager has the authority to sanction members and guests should they wilfully disregard the rules and the safe operations of the Lodge.

4.2 Lodge Bookings

- Bookings will only be accepted through the Booking Officer who will determine if they can be fulfilled in accordance within the Capacity Limits.
- The Booking Officer will provide each family or group making the booking with an electronic copy of this CSOP and a Liability Waiver form. The information provided will outline the requirements of the CSOP and how it will apply to them during their stay at the Lodge including:
 - arrival/departure times,
 - guest supplied items,
 - cleaning protocols,
 - shared duties,
 - catering requirements and lodge supplied items.
- The Booking Officer will only confirm the booking after the Liability Waiver Form has been signed and returned.
- The Booking Officer will record the full contact details of all confirmed bookings including names, addresses, phone numbers and emails.
- All members and guests are encouraged to download and activate the COVIDSafe App.

4.3 Liability Waiver

The Committee has determined that it is unable to accept the risk of people contracting COVID-19 within the lodge, and that members and guests must accept this risk by signing and returning the required Liability Waiver. See Annexure 4 – Example Club Lodge Liability Waiver.

4.4 Booking Periods

The Committee has determined that bookings should only be accepted for the following durations - 2 day weekend, 5 day midweek, 7 day week.

4.5 Bookings with COVID Symptoms

Persons exhibiting any COVID symptoms prior to check in are unable to enter the Lodge. Members or guests with a booking and who exhibit COVID symptoms prior to arrival are to contact the Booking Officer to cancel their booking and obtain a full refund.

5 LODGE OPERATIONS

5.1 Check In

- Check in can occur from 4pm – 6pm each day, so that the Manager can provide an induction and explain the COVID Safe protocols.
- Members and guests arriving outside these times may be unable to access the lodge until it is ready.
- Arriving guests must sign the Visitor book and record their arrival date and time.
- Guests or groups who are delayed beyond 6pm should contact the manager to agree an arrival time.

5.2 Check Out

- Check out and departure must occur by 2pm to allow time for cleaning, disinfecting and preparing rooms for incoming guests.
- Members and guests are required to remove all luggage from the premises by 2pm.
- Guests are required to record their departure time in the Visitor book upon check out.

5.3 On arrival

- Hand sanitizer should be used when entering the lodge.
- The Manager will collect arrival forms, confirm the names and contact details of all guests, and confirm that they do not have COVID symptoms.
- Any person displaying COVID symptoms (temperature, coughing, sore throat, tiredness) shall not be allowed to enter the lodge and shall be advised to return home and seek medical advice.
- The Manager will provide guests with an induction to the lodge and explain each element of this CSOP.

5.4 Signage

Signage will be installed throughout the lodge to assist in educating and reminding people of their responsibilities. See Annexure 1 – Example Lodge Plan and Annexure 5 - COVID Safe Signage.

5.5 Room Plans

5.5.1 Lodge Entry / Exit

Entry Foyer capacity - 4 persons

- At the main entrance, signage will include:
 - “Members & guests only, no visitors”
 - “Do Not Enter if unwell”
 - “Please use hand sanitizer”
 - “Please wash your hands regularly and at all times before leaving your room”
 - “Please strictly observe the established social distancing protocols of 1.5 metre spacing and number limits displayed in common area rooms”
 - “Please do not visit other bedrooms”.
- Hand sanitizer will be provided at the entry foyer for use by everyone entering the lodge.
- Guests must not enter the foyer if this will exceed the maximum capacity.

5.5.2 Ski Room

Ski Room capacity included in the entry capacity

- Each bedroom shall be allocated a dedicated space for equipment storage and members and guests are to contain all equipment within their designated area.
- Members and guests must not enter the ski room if this will exceed the maximum capacity.
- Members and guests should nominate one person from their family / group to transfer skis / boards from outside the lodge and into / out of the ski room.

5.5.3 Drying Room

Drying Room capacity - 4 persons

- Each bedroom shall be allocated a dedicated space in the drying room, and members and guests are required to only use their designated space.
- The only items permitted in the drying room are:
 - outdoor jackets and pants,
 - ski boots
 - wet gloves, which must be sanitised before they are brought into the drying room.
- Outerwear or boots that have been in contact with others should be sanitised with a disinfectant wipe before being put into the drying room.
- All other equipment including goggles, helmets, face wear and dry gloves are to be taken and stored in bedrooms.

5.5.4 Laundry

Laundry capacity - 1 person

- Disposable gloves will be provided for use while undertaking washing and cleaning in the laundry.
- Hands should be washed and sanitised immediately after using gloves.
- The washing machine and dryer shall only be used by one bedroom at a time.
- The outside surface of the washing machine, dryer, bench and laundry trough must be cleaned and disinfected after each use, as well as any other surfaces or switches touched.

5.5.5 Bedrooms

Bedroom capacity – Refer to Annexure 2- Example Lodge Capacity Table

Occupancy

- Bedroom occupancy will be determined at the time of booking and no changes are to be made without approval from the Manager or Booking Officer, at their discretion.
- Bedrooms must only be occupied by the people who have booked them, and people are not permitted within bedrooms that they have not booked.
- Signage will be installed within each bedroom advising to regularly wash hands with soap and water for 20 seconds.
- On the day of departure, occupants are required to clean and disinfect their rooms in accordance with the cleaning guidelines and checklist.

Linen

- Pillows, linen, doonas and towels shall be removed from bedrooms and each member and guest is responsible for the supply of these items.

- On the day of departure, occupants are to remove mattress covers and placed in a bag for laundering.
- The Manager is to arrange laundering of all mattress covers and bathmats.

Lodge Manager Check

- Following departure, the Manager is to undertake a cleaning inspection to check that all tasks have been completed in accordance with the cleaning instructions.
- If guests do not clean and disinfect their room as required, the Manager may arrange for the room to be thoroughly cleaned prior to the next check-in, and charge the responsible guests accordingly.

5.5.6 Bathrooms

Ensuites

- Ensuites will be stocked with hand soap and bathroom cleaning and disinfectant materials.
- Occupants are required to undertake a “wipe down process” prior to and after each use.
- On the day of departure, occupants are required to clean and disinfect their ensuites in accordance with the cleaning guidelines and checklist.

(NOT Required as Closed) Shared Bathrooms allocated to specific bedrooms

- *The Manager shall allocate a shared bathroom to a maximum of two bedrooms for their exclusive use, and occupants of those bedrooms are only permitted to use the bathroom allocated to them.*
- *Occupants are required to undertake a “wipe down process” prior to and after each use.*
- *On the day of departure, occupants are required to clean and disinfect their bathroom in accordance with the cleaning guidelines and checklist.*

5.5.7 Kitchens and Meals

Kitchen capacity - 3 persons

- Members and guests will be encouraged to bring pre-prepared meals or arrange take away to minimise use of the kitchen.
- The Manager will develop a roster for use of the kitchen.
- Hand sanitizer and disposable gloves are to be available within the kitchen area.
- Prior to commencement of cooking the station/area is to be wiped down with a disinfectant wipe.
- All cooking utensils are to be either washed and sterilized during/after meal preparation, or placed in the dishwasher, or set aside for washing promptly after the meal is finished.
- One person from each group is to serve the meals to the dining area – there is to be no buffet style meal collection.
- When the meal has been served, the bench surfaces are to be immediately cleaned and wiped with approved disinfectant wipes.
- On completion of the meal, all remaining dishes and cooking equipment are to be rinsed and washed in the high-speed commercial sterilizing dishwasher (preferred) or placed in the conventional dishwasher for washing.
- Dishes are to be air dried and stored when dry. No tea towels are to be used.
- In accordance with the hospitality guidelines all shared condiments are to be removed and members and guests are required to provide their own. The lodge will have a limited supply of individual sachets of salt and pepper, sugar etc.

- Members and guests must only use the pantry shelves and fridge / freezer spaces allocated to their bedroom.

5.5.8 Dining Areas

Dining area & lounge capacity - 30 persons

- Hand sanitizer is to be available within the dining area.
- The 1.5m rule will apply and tables shall be configured and spaced to achieve social distancing (other than family groups, who may sit at the same table without the social distancing rules applying).
- People who are not part of the same booking are not permitted to have a meal together.
- Where possible the number of people at a table is to be limited to 6 persons.
- Meals are to be consumed in a timely manner and members and guests are required not to linger beyond their allotted timing, so that the area is available for others.
- Tables, chairs, bench seats are to be wiped down with a disinfectant wipe immediately following any spillage or after dining has concluded.

5.5.9 Lounge Areas

Lounge & dining area capacity - 30 persons

- Hand sanitizer is to be available within the lounge area.
- The 1.5m rule will apply and tables shall be configured and spaced to achieve social distancing (other than family groups, who may sit together without the social distancing rules applying).
- Following use of the lounge members and guests are required to wipe down with a disinfectant wipe any spillage, high touch or hard surfaces which they have been in contact with.

Games Rooms

Games Room capacity - 6 persons

- Games that involve multiple people touching the same surface are to be removed.
- Hand sanitizer is to be available within the games room.
- The 1.5m rule will apply and tables shall be configured and spaced to achieve social distancing (other than family groups, who may use the games rooms without the social distancing rules applying).
- Following use of the games room, members and guests are required to wipe down with a disinfectant wipe any spillage, high touch or hard surfaces which they have been in contact with.

6 CLEANING AND DISINFECTING

Cleaning and disinfecting is a critical control, and these protocols have been developed to minimise the risk of contamination of surfaces.

6.1 Definitions

- **Cleaning.** Uses detergents to physically remove germs, dirt and organic matter from surfaces. Cleaning does not kill germs, but reduces the amount that can be transmitted.
- **Disinfecting & sanitising.** Uses chemicals to kill germs on surfaces. It is important to clean before disinfecting, because organic matter and dirt can reduce the ability of disinfectants to kill germs.
- **Wipe Down.** Means using a disposable disinfectant wipe to wipe down a surface before discarding the wipe. This includes:
 - Bathrooms. Wipe down all hard surfaces, including tiles and splash backs, vanities, bench top & taps, mirrors, toilet cisterns, seats and covers, shower screens and shower taps.
 - Kitchens. Wipe down all hard surfaces including tiles and splash backs, bench top, sinks & taps, cupboards and handles, appliances including stoves, ovens, fridges etc.
- **2-in-1 Cleaning and Disinfecting.** A physical clean using a combined detergent and 1,000 ppm bleach solution (2-in-1 clean) made up daily from a concentrated solution.
- **Two Step Cleaning and Disinfecting.** A physical clean using detergent and water followed by a clean with 1,000 ppm bleach solution. Bleach solutions should be made fresh daily.

6.2 Cleaning

6.2.1 Preparation

- Wash your hands using soap and water and dry with paper towel before and after undertaking any cleaning.
- Use a hand sanitiser before putting on and removing gloves.
- Use disposable gloves.
- Avoid touching your face, mouth, nose, or eyes.
- Follow the directions on the containers, including appropriate use of PPE.
- Dispose of gloves and mask in a leak proof plastic bag.

6.2.2 Routine Cleaning

- All common or shared areas of the lodge are to be cleaned once a day.
- Routine cleaning is to follow the 2-in-1 process and include adding a disinfectant to all cleaning solutions.

6.2.3 High Touch Cleaning

- Common and frequently touched surfaces are to be cleaned with a disinfectant wipe down multiple times a day in accordance with the cleaning schedule (See Annexure 7 – Cleaning Schedule & Roster).
- Special attention is to be given to surfaces such as handrails, windows, wall heaters, tabletops, door handles, light switches, desks, toilets, taps, TV remotes, kitchen surfaces and cupboard handles.
- High-touch surfaces should be cleaned and disinfected more frequently, including:
 - eating and drinking utensils and storage receptacles
 - tables and chairs (including underneath)
 - kitchen and food contact surfaces

- door, cupboard and refrigerator handles
- handrails
- tap handles
- switches
- TV Controls
- Computers
- bar areas (whether in use or not)

6.3 Lodge Cleaning Schedule

The Manager will be responsible for preparing a cleaning roster to ensure all of the building are cleaned in accordance with this CSOP. (See Annexure 7 – Cleaning Schedule & Roster).

6.3.1 Cleaning Checklists

Checklists are to be prepared to assist with cleaning, including:

- Bedrooms
- Bathrooms & Ensuites
- Kitchen
- Dining, Lounge and Games Rooms
- Ski storage and Drying Rooms

6.3.2 Cleaning Records

The Lodge will maintain a register of all cleaning and disinfecting including names and the time it was completed.

6.3.3 COVID Response Deep Clean

If the lodge has a member or guest who tests positive while in residence, the Manager will arrange for a COVID Safe deep clean, by a contract cleaner, to be undertaken in accordance with the guidelines.

7 COVID CASE

7.1 Person Exhibiting Symptoms

- If any person staying at the Lodge starts to feel unwell and exhibit the symptoms of COVID-19, they are required to self-isolate to their bedroom and advise the Manager.
- The Manager will coordinate with the person, how and where they are able to get tested within the resort.
- Advice can be obtained from the COVID-19 hotline (1800 675 398).

7.2 Isolation Procedure

- Members and guests who are staying in accommodation where their room and bathroom is shared only with the ordinary members of their household can self-isolate in that space (as long as 1.5m physical distancing can be maintained). Close contacts and other family members shall ensure they maintain good hygiene and socially distance to minimise potential spread of the infection. If that person is a minor their parent or guardian shall be responsible for the care of that minor and the parent or guardian will also be isolated.
- Members and guests who are staying in accommodation where their sleeping space or amenities are shared with others will be required to self-isolate in another location.

- The Manager will as soon as practical inform all guests in the lodge of the risk of infection. Additional cleaning may be required in the areas the potentially-infected person has accessed.

7.3 Infection confirmed positive

If a member or guest is found to test positive to COVID-19 the following process will follow:

- The Manager is to be informed
- The Manager is to inform the Resort Management Board
- The infected person (and their close/family) are to remain in isolation while arrangements are made to transfer them either home or to appropriate medical care.
- The lodge will work with DHHS and follow directions as required.

If there is a positive case it is anticipated the lodge will then need to close for a period of time for a deep cleaning and will follow advice to DHHS regarding reopening.

ANNEXURES

Annexure 1 - Lodge Plans

Annexure 2 - Lodge Capacity Table

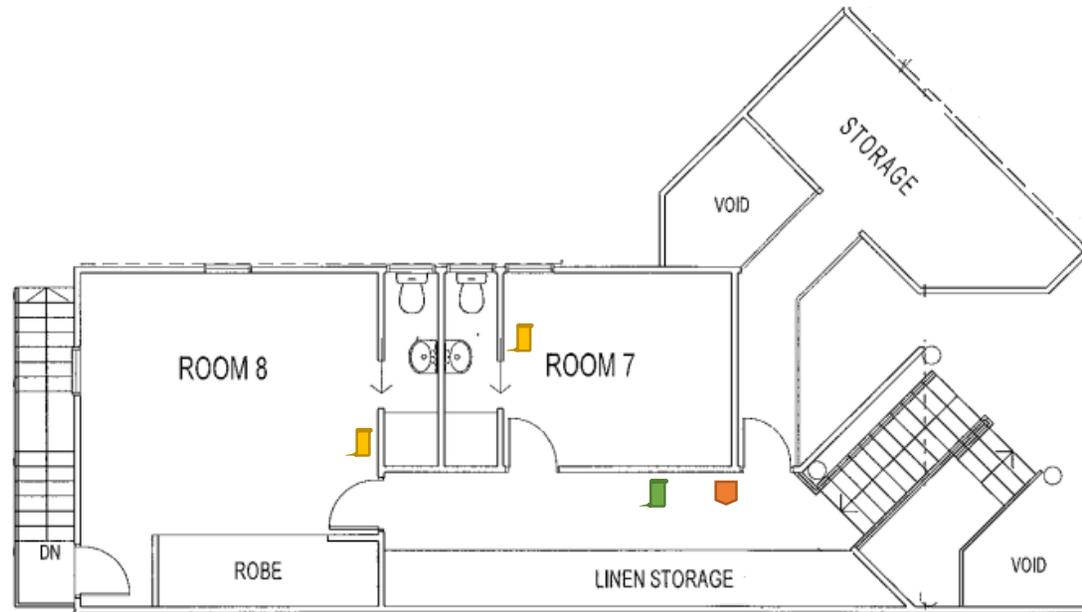
Annexure 3 - Example Lodge Liability Waiver Form

Annexure 4 - COVID Safe Signage

Annexure 5 - Victorian Government Cleaning Guideline

Annexure 6 - Cleaning Schedule and Roster

First Floor Plan



- = COVID Safe Signage
- = Cleaning Instructions
- = Sanitiser Station
- = Closed room

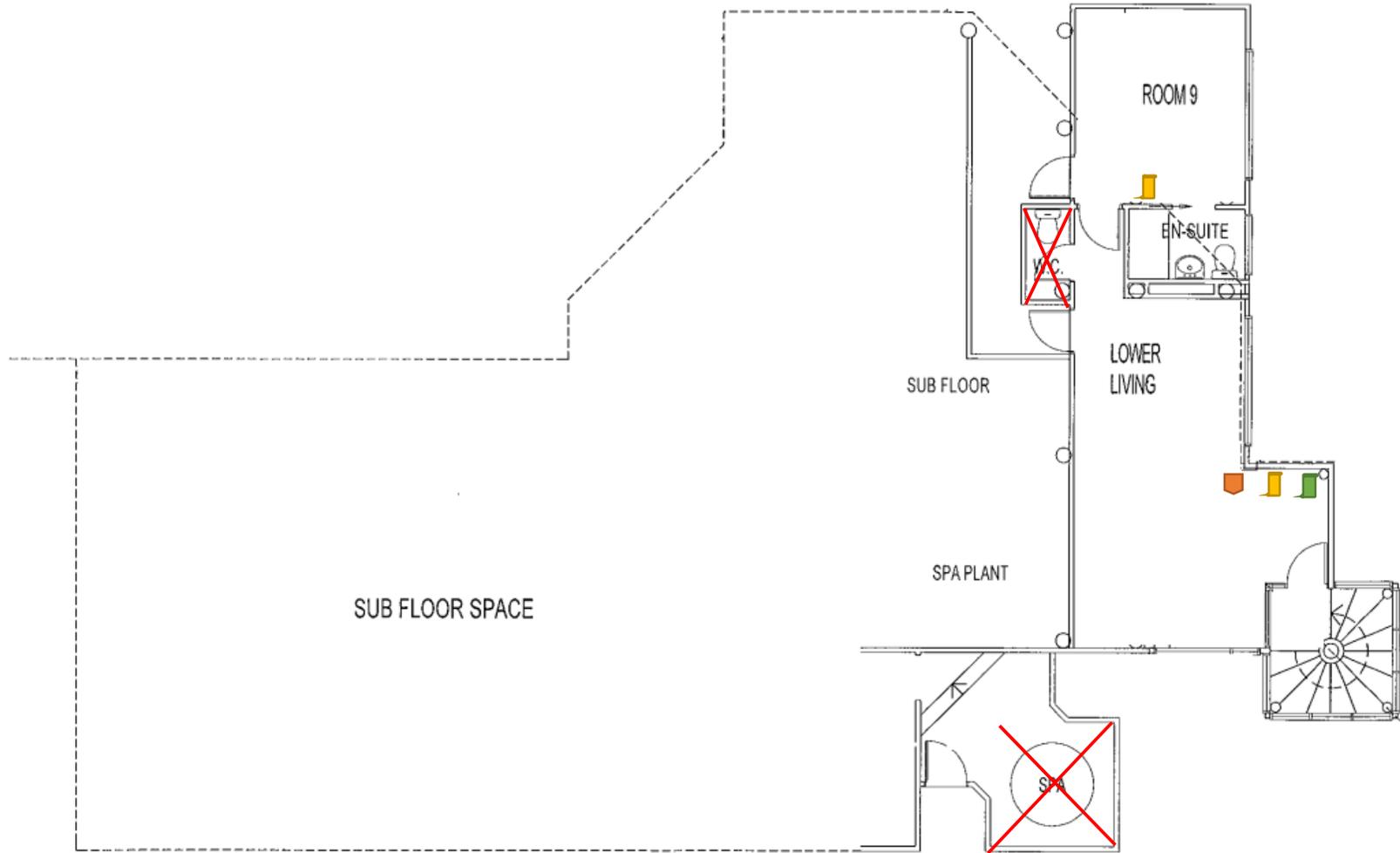
Ground Floor Plan



Lower Ground Floor Plan



Basement Floor Plan



Annexure 2. Example Lodge Capacity Table

Summary

Example Lodge has a capacity of between 20 and 30 occupants depending on the normal living arrangements of the occupants at the time.

Capacity Calculations:

The Lodge Capacity is determined by the lessor of the Density Quotient for the common areas (48), which remains constant, and the Bedroom Occupancy which will vary depending on the occupant profile.

| Description | SQM | | | 4m Rule |
|-----------------------------|--------|-------|------|-----------|
| | Length | Width | Area | Occupancy |
| Entry / Ski Storage | 4 | 4.4 | 17.6 | 4 |
| Drying Room | 5 | 2.4 | 12 | 3 |
| Mezzanine | 6 | 8 | 48 | 12 |
| Lounge/Dining | 8 | 15 | 120 | 30 |
| Kitchen | 4.5 | 5 | 22.5 | 5 |
| Laundry | 3 | 2 | 6 | 1 |
| Storeroom | 3 | 2 | 6 | 1 |
| Plant room | 3 | 2 | 6 | 1 |
| Spa | 3 | 3 | 9 | Closed |
| WC (x3) | 2 | 0.9 | 1.8 | Closed |
| Lower Recreation | 7 | 3.6 | 25.2 | 6 |
| Total Lodge Capacity | | | | 48 |

The Density Quotient is determined by measuring the total area of a space (in square metres) then dividing by 4.

Bedroom Occupancy Calculations:

1. Bedrooms cannot be shared between booking groups,
2. If people sharing a bedroom ordinarily live together then the bedroom capacity is determined by the Density Quotient.
3. If people sharing a bedroom do not ordinarily live in a household together or are in a relationship, the bedroom capacity must not exceed this density quotient:
 - a) in the case of a bedroom with a floor area of less than 12 square metres, one person;
 - b) in the case of a bedroom with a floor area of 12 square metres or more, 2 persons and an additional person for every 4 square metres of floor area that exceeds 12 square metres.

| Description | SQM | | | 4m Rule | Non Residents |
|-------------------------------|--------|-------|-------|-----------|-----------------------|
| | Length | Width | Area | Occupancy | Occupancy |
| Bedrooms | | | | | |
| Bed 1 | 4.5 | 2.6 | 11.7 | 2 | 1 or 2 with a partner |
| Bed 2 | 4.5 | 3.6 | 16.2 | 4 | 3 |
| Bed 3 | 3.9 | 2.4 | 9.36 | 2 | 1 or 2 with a partner |
| Bed 4 | 3.9 | 2.4 | 9.36 | 2 | 1 or 2 with a partner |
| Bed 5 | 3.9 | 3.7 | 14.43 | 3 | 2 |
| Bed 6 | 4 | 4 | 16 | 4 | 3 |
| Bed 7 | 3.7 | 3.3 | 12.21 | 3 | 2 |
| Bed 8 | 5 | 5.5 | 27.5 | 6 | 5 |
| Bed 9 | 3.6 | 3 | 10.8 | 2 | 1 or 2 with a partner |
| Bed 10 | 3.4 | 2.6 | 8.84 | 2 | 1 or 2 with a partner |
| Total Bedroom Capacity | | | | 30 | 20 - 25 |

Cleaning and disinfecting to reduce COVID-19 transmission

Building and construction sites

4 April 2020

Purpose

The current outbreak of coronavirus (COVID-19) has been declared a pandemic. The Victorian government is working with health services, agencies and businesses to keep the Victorian community safe.

As more people are diagnosed with coronavirus (COVID-19), practicing good personal hygiene will be critical to help prevent the spread of this disease. It will also be important to clean and disinfect premises, including non-healthcare settings, where cases worked or studied.

This guide aims to provide advice on cleaning and disinfecting to reduce the risk of coronavirus (COVID-19) transmission in building and construction sites. Note that this advice applies to all non-healthcare settings in Victoria. The principles in this guide apply equally to domestic settings, office buildings, small retail businesses, social venues and all other non-healthcare settings.

How coronavirus (COVID-19) is transmitted

- Coronavirus (COVID-19) spreads through close contact with an infected person and is typically transmitted via respiratory droplets (produced when an infected person coughs or sneezes). It may also be possible for a person to acquire the disease by touching a surface or object that has the virus on it and then touching their own mouth, nose or eyes, but this is not thought to be the main way that the virus is spreading in this pandemic.
- Current evidence suggests the virus causing coronavirus (COVID-19) may remain viable on surfaces for many hours and potentially for some days. The length of time that coronavirus (COVID-19) survives on inanimate surfaces will vary depending on factors such as the amount of contaminated body fluid (e.g. respiratory droplets) present, and environmental temperature and humidity. In general, coronaviruses are unlikely to survive for long once droplets produced by coughing or sneezing dry out.

Cleaning and disinfection

- **Cleaning** means physically removing germs, dirt and organic matter from surfaces. Cleaning alone does not kill germs, but by reducing the numbers of germs on surfaces, cleaning helps to reduce the risk of spreading infection.
- **Disinfection** means using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs that remain on surfaces after cleaning, disinfection further reduces the risk of spreading infection. Cleaning before disinfection is very important as organic matter and dirt can reduce the ability of disinfectants to kill germs.
- Transmission or spread of coronavirus occurs much more commonly through direct contact with respiratory droplets than through contaminated objects and surfaces. The risk of catching coronavirus when cleaning is substantially lower than any risk from being face-to-face without appropriate personal protective equipment with a confirmed case of coronavirus (COVID-19) who may be coughing or sneezing.

Importance of cleaning your hands regularly

- Soap and water should be used for hand hygiene when hands are visibly soiled. Use an alcohol-based hand rub at other times (for example, when hands have been contaminated from contact with environmental surfaces).
- Cleaning hands also helps to reduce contamination of surfaces and objects that may be touched by other people.

- Avoid touching your face, especially their mouth, nose, and eyes when cleaning.
- Always wash your hands with soap and water or use alcohol-based hand rub before putting on and after removing gloves used for cleaning.

Cleaning and disinfection

Routine cleaning and disinfection

Workplaces should routinely (at least daily) clean frequently touched surfaces (for example, tabletops, door handles, light switches, desks, toilets, taps, TV remotes, kitchen surfaces, cupboard handles and other equipment and materials relevant to construction and building sites). Also, clean surfaces and fittings when visibly soiled and immediately after any spillage. Where available, a disinfectant may be used following thorough cleaning. See below for [choice, preparation and use of disinfectants](#).

What to clean and disinfect and when

Clean and disinfect all areas (for example, offices, bathrooms and common areas) that were used by the suspected or confirmed case of coronavirus (COVID-19). Close off the affected area before cleaning and disinfection. Open outside doors and windows to increase air circulation and then commence cleaning and disinfection.

The department will notify employers when a worker has been diagnosed with coronavirus (COVID-19) and has been infectious while on a building and construction site. The department will advise if cleaning and disinfection is required. It is the responsibility of employers to apply the principles in this document to conduct relevant cleaning and disinfection.

How to clean and disinfect

1. Wear gloves when cleaning and disinfecting. Gloves should be discarded after each clean. If it is necessary to use reusable gloves, gloves should only be used for coronavirus (COVID-19) related cleaning and disinfection and should not be used for other purposes. Wash reusable gloves with soap and water after use and leave to dry. Clean hands immediately after removing gloves.
2. Thoroughly clean surfaces using detergent (soap) and water.
3. Apply disinfectant to surfaces using disposable paper towel or a disposable cloth. If non-disposable cloths are used, ensure they are laundered and dried before reusing.
4. Ensure surfaces remain wet for the period of time required to kill the virus (contact time) as specified by the manufacturer. If no time is specified, leave for 10 minutes.

A one-step detergent/disinfectant product may be used as long as the manufacturer's instructions are followed regarding dilution, use and contact times for disinfection (that is, how long the product must remain on the surface to ensure disinfection takes place).

Cleaning and disinfection of items that cannot withstand bleach

Soft furnishings or fabric covered items (for example, fabric covered chairs or car seats) that cannot withstand the use of bleach or other disinfectants or be washed in a washing machine, should be cleaned with warm water and detergent to remove any soil or dirt then steam cleaned. Use steam cleaners that release steam under pressure to ensure appropriate disinfection.

Use of personal protective equipment (PPE) when cleaning

Gloves are recommended when cleaning and disinfecting. Use of eye protection, masks and gowns is not required when undertaking routine cleaning.

Always follow the manufacturer's advice regarding use of PPE when using disinfectants.

For cleaning and disinfection for suspected and confirmed cases, when available, a surgical mask and eye protection may provide a barrier against inadvertently touching your face with contaminated hands and fingers, whether gloved or not.

For cleaning and disinfection for suspected and confirmed cases, wear a full-length disposable gown in addition to the surgical mask, eye protection and gloves if there is visible contamination with respiratory secretions or other body fluid. Get advice from your work health and safety consultants on correct procedures for wearing PPE.

Choice, preparation and use of disinfectants

- Where possible, use a disinfectant for which the manufacturer claims antiviral activity (meaning it can kill viruses). Chlorine-based (bleach) disinfectants are one product that is commonly used. Other options include common household disinfectants or alcohol solutions with at least 70% alcohol (for example, methylated spirits).
- Follow the manufacturer's instructions for appropriate dilution and use. Table 1 below provides dilution instructions when using bleach solutions.

Chlorine dilutions calculator

Household bleach comes in a variety of strengths. The concentration of active ingredient — hypochlorous acid — can be found on the product label.

Table 1. Recipes to achieve a 1000 ppm (0.1%) bleach solution

| Original strength of bleach | | Disinfectant recipe | | Volume in standard 10L bucket |
|-----------------------------|-------------------|---------------------|----------------|-------------------------------|
| % | Parts per million | Parts of bleach | Parts of water | |
| 1 | 10,000 | 1 | 9 | 1000 mL |
| 2 | 20,000 | 1 | 19 | 500 mL |
| 3 | 30,000 | 1 | 29 | 333 mL |
| 4 | 40,000 | 1 | 39 | 250 mL |
| 5 | 50,000 | 1 | 49 | 200 mL |

For other concentrations of chlorine-based sanitisers not listed in the table above, a dilutions calculator can be found on the [department's website](https://www2.health.vic.gov.au/public-health/infectious-diseases/infection-control-guidelines/chlorine-dilutions-calculator) <<https://www2.health.vic.gov.au/public-health/infectious-diseases/infection-control-guidelines/chlorine-dilutions-calculator>>.

Management of linen, crockery and cutlery

If items can be laundered, lauder them in accordance with the manufacturer's instructions using the warmest setting possible. Dry items completely. Do not shake dirty laundry as this may disperse the virus through the air.

Wash crockery and cutlery in a dishwasher on the highest setting possible. If a dishwasher is not available, hand wash in hot soapy water.

Reducing the risk of transmission in social contact settings

Social contact settings or environments include (but are not limited to), transport vehicles, shopping centres and private businesses.

To reduce the risk of spreading coronavirus (COVID-19) in these settings:

- Promote cough etiquette and respiratory hygiene.

- Routinely clean frequently touched hard surfaces with detergent/disinfectant solution/wipe.
- Provide adequate alcohol-based hand rub for staff and consumers to use. Alcohol-based hand rub stations should be available, especially in areas where food is on display and frequent touching of produce occurs.
- Train staff on use of alcohol-based hand rub.
- Consider signs to ask shoppers to only touch what they intend to purchase.

Vehicle air-conditioning should be set to fresh air

