



COVID SAFETY PLAN

POLICY BRIEF

Visitation Volumes:

ZAA member zoos and aquariums to open to visitors without patron restriction providing there is an alignment to the government mandated requirements for social distancing, initially set as 2m² for indoor areas and unrestricted seating on transport Motorised/Horse Drawn Carts for individuals or family units, and the essential health measures as listed below can be maintained.

Essential Health Measures:

This is a **COVID pandemic plan** for Altina site that covers all aspects of operations including:

- 1) prevention and preparedness
- 2) response - initial action,
- 3) response - targeted action and
- 4) recovery.

Maintain strict **physical distancing** by

- restricting visitor numbers to allow each person (staff and visitors) a minimum 2 sq metres of space for indoor areas, social distancing of a minimum of 1.5m for walk around areas (e.g. Mini Zoo Area) and allowance of unrestricted visitor attendance on all Motorised/Horse Drawn Carts.
- monitoring visitor behaviour to ensure compliance with government distancing requirements between individuals or family units.

Have a **regular and thorough cleaning** schedule in place, paying extra attention to high contact areas (door handles, counters, railings, locks, taps, food prep areas etc.) Ensure adequate cleaning supplies are available.

Ensure **hand sanitiser and hand washing** facilities are readily available and maintained around the site for visitors and staff. Promote good hygiene practices to visitors and ensure they are followed by staff.

Clearly **communicate expectations** around physical distancing requirements, hand hygiene, cough/sneeze behaviour and staying home if someone (visitor or staff) is unwell.

Communicate the Government Regulation to check in with the **QR Code** marked in different locations around the check in area.

If a worker or visitor is suspected to have COVID-19, call the National Coronavirus Health Information Line on 1800 020 080 for advice.



HEALTH MEASURES

Managing People and Space:

- All tours/visitation to the park is by appointment only, booked and paid via phone.
- Employees/visitors displaying cold or flu symptoms will be subjected to compulsory temperature testing and details recorded. Any person with a temperature of > 37.5 degrees will be refused entry to Altina and be referred to a hospital for official COVID-19 testing.
- Visitations are divided into 3 main tour time slots and 3 behind the scenes time slots to avoid unnecessary gatherings.
- Visitors are advised to stay in their cars until 10 minutes before their tour time.
- Visitors are to check in via the Covid Safe QR Check In System displayed prior to entry into Walk Through Area of Park. A staff member will also verify correct check in and offer an alternate method in the case of interrupted internet service or an incompatible mobile phone for the QR System.
- Floor markings, clear signage is in place to help linear flow and visitors to maintain appropriate distancing anywhere people may linger or queue (kiosk/check-in area, ramps, museum)
- Horse drawn cart tours are offered for 1-3 x family groups on separate bench seats.
- Motorised cart tours are offered for 1-5 x family groups on separate bench seats.
- The Crocodile & Alligator house will be closed until further notice due to spatial social distancing requirements.
- There will be no more than 15 people in the staff room, 12 in the museum & 24 in the kiosk at any one time, with all staff and visitors advised to follow social distancing (clear signage is present in all areas).
- Full payment details are required to confirm a booking, with visitors given until 3pm the day prior, to cancel or change the date and time without incurring any fee.
- A SMS is sent at 10am the day before the booking asking visitors to notify us by 3.00pm, if any members of the group booking have any flu like symptoms such as: fever, cough, sneezing instances etc or if they have been in the company of someone who has Covid 19, travelled overseas recently or has been in contact with someone who has arrived from overseas within the last 14 days or any national hot spot areas. If this is the case, we would require the booking to be cancelled.



Animal Visitor Interactions:

- Employees/visitors displaying cold or flu symptoms will be subjected to compulsory temperature testing and details recorded. Any person with a temperature of > 37.5 degrees will be refused entry to Altina and be referred to a hospital for official COVID-19 testing.
- Animal/visitor interactions have been reduced to exclude Meerkats; all Primate, Feline and Canid species.
- Visitations are divided into 3 main tour time slots and 3 behind the scenes time slots to avoid unnecessary gatherings.

Contact Tracing:

- Staff and visitors are encouraged to download the Australian Government's COVID safe app.
- Visitors are to check in via the Covid Safe QR Check In System displayed prior to entry into Walk Through Area of Park. A staff member will also verify correct check in and offer an alternate method in the case of interrupted internet service or an incompatible mobile phone for the QR system.
- This digital method of recording details will be deemed confidential and utilized solely for the purpose of contact tracing initiated by the government in the event to tracing the source of an outbreak of Covid 19.

Hygiene:

- Employees/visitors displaying cold or flu symptoms will be subjected to compulsory temperature testing and details recorded. Any person with a temperature of > 37.5 degrees will be refused entry to Altina and be referred to a hospital for official COVID-19 testing.
- For animal care staff, do not wear work boots outside the premises and launder work clothes daily where possible. Leave non-essential items at work.
- All employees to have individual dedicated equipment where possible without sharing (radios, phones etc.).
- Card Payments are encouraged with phone bookings as well as preferred for the sale of gifts, food, drink etc. Eftpos machines to be sanitized between each use.
- Staff member taking payments are to wear gloves and dispose of these once leaving payment desk.
- Coffee station to be managed by staff member wearing gloves.



Personal Protective Equipment (PPE):

Work areas where people can maintain social distancing of 1.5 metres from other people are not required to wear facemasks or gloves. However, all staff are required to ensure physical distancing regulations as well as maintain good hygiene practices.

Suspected Cases On Site:

In cases where a person (employee or visitor) is displaying COVID-like symptoms or shares information that causes you to have concerns about their health and the health of others. The following steps have been advised by WorkSafe Australia.

1. Isolate the person
2. Seek government health advice and notify of the suspected Covid 19 individual on site.
3. Ensure the person has transport home, to a location they can isolate or to a medical facility if necessary. If required, call an ambulance.
4. Close off affected areas, clean and disinfect thoroughly.