



COVID SAFETY PLAN

POLICY BRIEF

Visitation Volumes:

ZAA member zoos and aquariums to open to visitors providing there is an alignment to the government mandated requirements for physical distancing, 1.5m apart for indoor/outdoor areas or 100% fixed seating capacity which applies to our Motorised/Horse Drawn Carts for individuals or family groups, and the essential health measures as listed below can be maintained.

Essential Health Measures:

This is a **COVID pandemic plan** for Altina 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 1.5m apart for those not in your group, this is for indoor/outdoor areas in order to abide by physical distancing regulations or 100% fixed seated capacity which applies to our Motorised/Horse Drawn Carts.
- monitoring visitor behaviour to ensure compliance with government distancing requirements between individuals or family groups.

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 and as of the 11th October 2021 it is also a requirement to provide **Proof of Covid 19 Double Vaccination** for all visitors and staff 16yrs + before visiting Altina.

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

<https://www.safework.nsw.gov.au/resource-library/COVID-19-Coronavirus/pandemic-plan-advice>



HEALTH MEASURES

Managing People and Space:

- All tours/visitation to the park is by appointment only, booked and paid via phone.
- Employees/visitors/Essential Service Contract Providers 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.
Masks are to be worn at all times in all indoor areas by Visitors, Staff and Contractors.
- Visitations are divided into 3 main tour time slots to avoid unnecessary gatherings.
- Visitors are advised to stay in their cars until 10 minutes before their tour time.
- Visitors, Staff and Essential Service Contract Providers are to check in via the **Covid Safe QR Check In System** displayed prior to entry into Walk Through Area of Park or alternatively for Staff members and Essential Service Contract Providers prior to starting work.
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.
- It has also been legislated that as of the 11th October 2021, only Visitors that have completed and have **Proof of a Covid 19 Double Vaccination** can enter our premises.
Currently Staff need to have had their First Vaccination and are required to have had their Second Vaccination by 1st November 2021 in order to continue working at Altina.
Essential Service Contract Providers include but are not limited to: Electricians, Plumbers, Mechanics, Agronomists, Cultivators, Waste Removalists, etc. Contracted Personnel must have a valid ABN and abide by their own Covid Safety Plans relevant to their industry and provide a copy on request as well as adhering to Physical Distancing and wearing of Mask Regulations.
- 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)
- Motorised/Horse Drawn cart tours are available as of the 8th November to book at 100% Capacity due to fixed seating as ruled by the NSW Government.
- There will be no more than 24 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 physical 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 that are 16yrs + that have not had their double vaccination or if any member of the group has any flu like symptoms such as: fever, cough, sneezing instances etc or have been to or in the company of someone who has Covid 19, travelled overseas or from a lockdown area recently. 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. Visitors that are not Covid 19 Double Vaccinated from 11th October can not enter the premises.
- Selected Animal/visitor interactions have been paused until further notice in order to comply with Physical distancing requirements and for the welfare of animals that are at risk of contracting Covid 19.

Contact Tracing:

- Staff, Visitors and Essential Service Contract Providers are encouraged to download the Australian Government's COVID safe app.
- Staff, Visitors and Essential Service Contract Providers are to check in via the Covid Safe QR Check In System displayed prior to entry into Walk Through Area of Park (Visitors) or alternatively for Staff and Essential Service Contract Providers prior to starting work. 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/staff 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 health care, staff are not to 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):

Outdoor work areas where people can maintain physical distancing of 2m² from other people are not required to wear facemasks or gloves. However, all staff are required to adhere to physical distancing regulations as well as maintain good hygiene practices to ensure a safe working environment.

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.