



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 Wearing of Masks, Checking in with the QR Code and provided that the essential health measures as listed below, can be maintained. Currently it has been ascertained that Altina may operate at 100% Seating Capacity.

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.

Currently we are allowed to operate at 100% Fixed **Seating Capacity** which applies to all our Motorised/Horse Drawn Carts.

We have chosen as a best health practice to allow only same group members to sit side by side on bench seats.

Different groups/families/couples will have a bench to themselves in the next rows.

It is strongly encouraged that where possible visitors, contractors and staff should maintain the recommended distance of 1.5m away from other groups whilst walking around other areas of the Wildlife Park.

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 wearing of face masks indoors, 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.

<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. It is strongly encouraged that where possible visitors, contractors and staff should maintain the recommended distance of 1.5m away from other groups whilst walking around other areas of the Wildlife Park.
- 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.
- 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.
- 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.
- Selected Animal/visitor interactions have been paused until further notice in order to protect vulnerable species 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):

Currently Face masks must be worn in all Indoor Areas, they are not a current Government mandated requirement for the Cart Tours or in any other Outdoor areas.



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.