



Holmesglen at Eildon

COVID 19 Guidelines for Operation

These guidelines have been prepared in line with our COVID Clean Practicing Business Accreditation and the recommendations of the Victorian Department of Health & Human Services. We follow our COVID19 safe plan, based on the Risk Management Analysis undertaken across all Departments at Eildon.

The aim is to ensure that all Holmesglen at Eildon staff, visitors, delegates, visiting students and contractors are provided with a safe working environment and facility to conference, dine and stay.

All attendees on site are required to make a declaration on a daily basis that they are free of symptoms, have not been in contact with a confirmed case, and have not been directed to isolate.

Safety is a shared responsibility and all staff, visiting groups, and contractors are expected to support these measures that contribute to keeping a safe environment for all whilst on site.

OUR TEAM – The staff of Holmesglen at Eildon are committed to the well-being of each other, our guests, visitors and contractors on site

- COVID Infection Control Training (DHHS) has been undertaken by all full time staff and casuals will also undertake this as they return to work. All Supervisors have completed the HLTSS00066 COVID Infection Control for Food Handlers and will supervise and train all other staff.
- All staff are required to complete the Health Questionnaire prior to commencement of each shift.
- All staff are rostered on staggered rosters and breaks, and must maintain the required safe social distancing measures and comply with all signage
- All staff working in Food areas & Housekeeping are to change prior to and post each shift in designated rooms, with uniforms hung ready & relevant laundry baskets/safety bins in place for garments once worn, to be laundered correctly.
- All staff are provided with full PPE for their role and instructed to use mandatory wash stations in place with approved grade of detergents and also sanitiser (70% alcohol). All areas are provided with appropriate bins for safe disposal of PPE after use.

OUR GUESTS – all guests will be required to advise their contact details for our COVID Attendance register & undertake a temperature check, plus complete a health questionnaire prior to/or on arrival.

- Our guests will be warmly welcomed by our Team to ensure their visit/stay with us is safe and enjoyed with our beautiful environment, fresh air and outside dining options
- Hand sanitiser stations are in place at all entry points to Main building and individual hand sanitisers are provided to each guest staying on site
- All guests will follow the clear signage throughout the facility relevant to numbers permitted in each room and social distancing requirements. (As per guidelines in place from DHHS & Liquor Licensing)
- All areas will be deep cleaned pre and post use, and consistent cleaning will occur on all frequent touch surfaces throughout the Centre
- Guests who DO NOT observe COVID protocols - ie: not adhering to correct social distancing or wearing properly fitted masks will be asked to leave (unless providing certificate of medical exemption).

TRAVEL TO, ARRIVALS & ACCOMMODATION CHECK INS – travel to our venue will be in individual vehicles or via COVID approved transport operator (eg: Fallons Coaches)

- On arrival – guests are required to use sanitiser station provided at entrance and wear masks before entry – and are also required to observe the floor markings regarding social distancing
- All arriving guests will be temperature checked by a staff member wearing PPE.
- Receptionist welcomes check ins from behind glass screen where guests are provided with their Room number, table number etc
- There is a designated Isolation room on site if anyone shows signs/symptoms and needs to be isolated and tested

ACCOMMODATION ROOMS – a clean restful space to cocoon away, rest assured every precaution has been taken to clean and sanitise all surfaces prior to check in

- All beds have been made up with triple sheeting. Doona covers, cushions and high touch items have been removed
- All rooms are deep cleaned and sanitised pre and post stay following approved COVID clean methods by staff wearing full disposable PPE under supervision of Housekeeping Supervisor
- All used linen and towels are bagged and collected by COVID Accredited “Gouge Linen & Garment Service”, all rubbish is bagged correctly and disposed of in secure waste bins collected by COVID accredited “Cleanaway Services”
- There will be NO SERVICE to Accommodation rooms during stays – guests requiring additional towels or amenities can request from Reception.

FOOD and SERVICE – we pride ourselves on creating memorable dining experiences for our guests when they visit Holmesglen at Eildon, we will continue to do this following the required safety and hygiene protocols

- Our Chefs and Food & Beverage Coordinator have completed the COVID Infection Control for Food Handlers HLTSS00066 and will train and supervise all their staff
- We follow required guidelines issued by Victorian DHHS regarding: temperature controls on food, registrations and supplier deliveries, and we have copies of all our suppliers COVID safe plans
- Victorian DHHS guidelines will be adhered to regarding numbers per room, persons per square metre, numbers per table and we will follow social distancing requirements. Where possible and weather dependent we will offer outside dining on the deck.
- Individual portion & packaged serves where possible of cereals/ salt & pepper / juice / including water bottles and jelly beans in conference rooms issued per person
- All preparation and serving staff wear appropriate PPE at all times eg disposable gloves and masks
- All meal areas are cleaned, disinfected and sanitised before and after each meal service using regulatory cleaning detergents, COVID clean designated cloths and sanitiser (70% alcohol)

ATTENDANCE REGISTER – A COVID register is held at Reception listing all attendees on site each day with their name, organisation, address (license check) , and contact phone number for contact tracing should the need arise. This includes deliveries and contractors.

ISOLATION ROOM – During COVID, we have an Isolation room which includes all necessary PPE and safe disposal bins, also access for vehicle transport collection if necessary.

SAFETY - safety is a shared responsibility and all staff and guests, are expected to support the procedures and guidelines in place to ensure everyone is in a safe place. Anyone not observing correct protocols will be asked to leave the property.

Attachments available on site include:

Holmesglen at Eildon - COVID SAFE PLAN

Holmesglen at Eildon - Risk Management Review

COVID 19 – Eildon Outbreak Management

Holmesglen at Eildon - Cleaning Procedures

Suppliers to Eildon - COVID safe plans

Attendance Register on site

Health Questionnaire

COVID 19 – Guidelines for Homestead Operation