



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, visiting students, staff, delegates, visitors 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. They will also have their temperature checked.

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 STAFF TEAM - Our staff at Holmesglen at Eildon are committed to the well-being of each other, our guests and visitors 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
- 1 Standard Accommodation room has been allocated for all Housekeeping staff, and 1 room for Kitchen and Food & Beverage staff, to enable them to change prior to and post each shift with uniforms hung ready & relevant laundry baskets/safety bins in place for garments once worn, to be laundered correctly / discarded safely.
- All staff are provided with full PPE including masks relevant for their role and also use mandatory wash stations in place with approved grade of detergents and also sanitiser (70% alcohol).
- Vehicle movement around the property by our team will be based on 1 person per vehicle – each vehicle is sanitised inside after each use.
- Designated staff lunch/break area is the Recreation room which is cleaned twice daily and sanitised– (This is not open to guests on site due to COVID restrictions).

OUR GUESTS – all guests will be required to pre-advise their contact details for our COVID Attendance register & complete a health questionnaire prior to/or on arrival, and will have their temperature checked daily.

- Our guests will be warmly welcomed by our Team to ensure their stay with us is safe and enjoyed with our beautiful environment and opportunities to have fresh air and outside dining options.
- Only one group will be booked to be on site at any time in line with restrictions.
- 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 for date of arrival 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).
- Teaching staff are responsible for ensuring their students follow required protocols when on site.

TRAVEL TO, ARRIVALS & 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 facemask.
- Receptionist welcomes from behind glass screen. As guests arrive receptionist will use sanitiser or gloves to issue guests envelopes which will have room number and key inside. (The key will have been sanitised by staff member wearing gloves before it was placed into the envelope).
- Welcome letter with guidelines will be left inside each room with a bottle of sanitiser for the guests to use whilst on site.
- Full briefing to be given to each group by the Duty Manager once all the group is on site and prior to conference / retreat / function.
- 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

- Rooms will be allocated on a sole use basis unless guests reside in the same household, only one group on site at any one time until restrictions are further eased.
- 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 in impermeable bags 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 servicing to Accommodation rooms during stay – 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 their COVID safe plans
- Victorian DHHS guidelines will be adhered to regarding numbers per room, Persons per square metre, number per table and we will follow social distancing requirements. Where possible and weather dependent we will offer outside dining on the deck. There will be no Bar Service, Table service only and no Food Buffets only plated meals served by staff
- Individual portion & packaged serves where possible of cereals/ condiments etc. / including water bottles and jelly beans in conference rooms issued per person
- All preparation and serving staff wear appropriate PPE at all times e.g. 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 (if applicable), and contact phone number for contact tracing should the need arise. This includes deliveries and contractors.

ISOLATION ROOM – During COVID, room 601 has been designated as the First Aid Isolation room and has been well labelled and 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 including students, 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 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