

# **Australian Alpine Club Dinner Plain**

1 Halter Lane, Dinner Plain, Vic. 3899

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***AAC Dinner Plain Lodge  
COVID Safe Operating Plan***

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# 1 Introduction

## 1.1 Purpose

This Covid Safe Operating Plan (“**CSOP**”) has been prepared in response to the Coronavirus COVID-19 pandemic. This CSOP details how the Australian Alpine Club Dinner Plain (the “**Lodge**”) will introduce a range of controls in addition to its normal operations to minimise the health and safety risks of COVID 19 to all members and guests, as well as to the wider community.

This CSOP has taken account of the various restrictions and guidelines issued by relevant authorities at the Federal and State Government level as well as directions issued by relevant authorities such as the Victorian Department of Health and Human Services.

All members and their guests are required to comply with this CSOP. A failure to comply with this CSOP may result in termination of membership at the discretion of the Australian Alpine Club Dinner Plain Board (the “**Board**”).

## 1.2 Latest Restrictions and Advice

All members and guests are encouraged to familiarise themselves with current Federal and State government guidelines and restrictions. For the most up to date information in Victoria, please go to the Coronavirus Victoria website at <http://coronavirus.vic.gov.au/>

## 1.3 CSOP and Ongoing Monitoring

The COVID19 pandemic is an evolving situation with rapidly changing rules and requirements. The Board will notify members of any changes which are likely to impact the use of the Lodge.

This CSOP will be reviewed and amended by the Board as required to respond to further restrictions or easing of restrictions by the Victorian State Government. A copy of this CSOP can be downloaded from the Australian Alpine Club’s website at [www.aacdinnerplain.com.au](http://www.aacdinnerplain.com.au) or hard copies provided upon request.

## 1.4 Roles and Responsibilities

The following briefly outlines the roles and responsibilities of the various persons and groups responsible for, or staying within, the Lodge.

- **Board:** setting policy in relation to the Lodge’s COVID19 response, oversight of the use and restrictions relating to the Lodge, dealing with and resolving COVID19 infections, liaising with relevant authorities, advice to members and guests on relevant issues.
- **Lodge Managers:** ongoing monitoring of Lodge occupation, providing relevant signage and sanitising facilities, advising of COVID19 infections within the Lodge and wider resort area, organising Lodge cleaning in accordance with the direction from the Board.
- **Booking Officer:** ensuring that members and guests are aware of COVID19 guidelines, ensuring that this CSOP is provided to each booking party/member, restricting booking numbers to those recommended in this plan.
- **Members and Guests:** compliance with this CSOP, reporting possible and actual infections, using recommended hygiene and cleanliness measures as recommended by government and required by this CSOP.

## **2 Use and Occupation of Lodge**

### **2.1 Bookings**

Subject to government guidelines and restrictions, the Lodge will remain open for bookings. The booking process will include the following actions to ensure compliance with this CSOP:

- The Booking Officer will confirm bookings with each member and ensure that the carrying capacity is not exceeded for each relevant week.
- Guidelines for use of the Lodge will be issued to each member and guest staying at the Lodge including the responsibilities of members who host guests, reminding members that they will be responsible for the actions of their guests including compliance with this CSOP.

If a member or guest is required to cancel bookings due to Covid -19 infection, testing or government regulations, that member or guest will receive a full refund or credit for future bookings.

If the Board is obliged to close the Lodge for a period due to government regulations or a decision by the Resort Operator to cease operations at the resort, full refunds will be granted for bookings during that period. This will only cover accommodation in the Lodge and members are advised to take out travel insurance to cover other costs.

### **2.2 Prior to travelling to the Lodge**

All members and guests must undertake a symptoms self-assessment and confirm that no member of their booking has a temperature or any signs of being unwell prior to departure. If in doubt, members and guests should take a 'RAT test'.

### **2.3 Check In**

- Members and guests must check in at the time specified in their booking and follow any advice of the Lodge Manager/s or information provided by the Booking Officer.
- Members and guests arriving outside these times may be unable to access the Lodge until it is ready.
- Early or late check-ins must be with the prior approval of the Lodge Manager/s.

### **2.4 Check Out**

- Members and guests must check out by 10am to allow time for cleaning, disinfecting, and preparing rooms for incoming members and guests.
- Members and guests are required to remove all luggage from the premises by 2pm.
- Luggage may be left at the premises after 2pm by arrangement with Lodge Manager/s.

### **2.5 On arrival**

- The Lodge Manager/s will provide information explaining procedures at the Lodge, including any information relevant to the operation of this CSOP.
- Hand sanitizer should be used when entering the Lodge and each time thereafter.
- The Lodge Manager/s will provide guests with an induction to the Lodge and explain each element of this CSOP.
- Any persons displaying COVID-19 symptoms (temperature, coughing, sore throat, tiredness) will not be permitted to enter the Lodge and will be advised to return home and seek medical advice until they have returned a negative rapid antigen test.

## **2.6 Signage**

Signage has been installed throughout the Lodge to assist in educating and reminding members and guests of their responsibilities.

## **2.7 Covid 19 Safe Controls - Personal Hygiene, Social Distancing & Cleaning**

Members and guests are required to comply with the following:

### Maintain Good Personal Hygiene

- Wash hands regularly and thoroughly with warm water;
- Disinfect hands regularly, using alcohol-based hand sanitisers;
- Cover mouth with elbow when coughing or sneezing;
- Avoid touching your face unless with clean hands;
- Manage your clothing and equipment to limit contact with others; and
- Stay at home if you feel unwell.

### Maintain Social Distancing

- Limit personal contact;
- Maintain at least 1.5m from other people wherever possible; and
- Control the number of people in a room/area in accordance with the density quotient (see section 2.12).

### Undertake Cleaning & Disinfecting

- Regularly clean and disinfect high touch areas after use; and
- Keep rooms clean and well ventilated.

There are sanitising/hygiene stations installed at all entry and exit points and strategically around the Lodge to assist members and their guests to comply with these requirements as well as advice in relation to cleaning requirements.

## **2.8 Restrictions on attendance at AAC Dinner Plain lodge**

A member or their guest/s will not be permitted to attend the Lodge if:

- They are or have been infected with COVID19 and have not recovered and are not clear of the infection (i.e., COVID negative);
- They are subject to a quarantine notice, self-isolation notice or similar; or
- They are unwell and/or are showing symptoms of COVID19 and have not tested negative or those test results are not yet available.

A doctor's certificate or pathology result will be required to confirm a negative test result if the above applies and attendance at the Lodge is at the discretion of the Board.

## **2.9 Visitors to the Lodge**

- No visitors are permitted to enter the Lodge;
- Contractors and other workers are permitted to enter the Lodge to undertake required subject to compliance with this CSOP;
- Persons delivering food or other items for members or guests are not permitted to enter the Lodge. Members and guests are to arrange collection outside the Lodge.

## 2.10 Occupation of Lodge

Due to various government restrictions and guidelines, the use of the Lodge during the COVID19 pandemic has changed in the following ways:

- There are restrictions on the number of people using the Lodge at any one time;
- There are restrictions as to how internal spaces can be used;
- There is a greater focus on continuous cleaning and hygiene; and
- There are requirements in the event that a member or guest is infected by COVID19 previously, whilst at the Lodge, or if they display COVID19 like symptoms.

The Lodge's response to each of these is set out below.

## 2.11 Numbers using the Lodge

Within communal areas such as the dining room, the board had determined some density limits, that will promote social distancing of 1.5 metres.

The following table sets out how this is currently applied to the Lodge.

Location	Area	Maximum permitted occupancy (AAOT - at any one time)
Kitchen	15sqm (if managers employed to cook meals, Managers only plus 3 other. Subject to restrictions on numbers. If self catering, then only 6 adults in the kitchen at any one time.	6
Pantry	5sqm two persons may access their fridge/pantry. No children under 12 years of age to access fridge/pantry area	2
Dining area	44sqm Dining and Lounge are the one area as not separated by any appropriate structures	22
Lounge	56sqm	28
Bedrooms	>16sqm	4 per room.
Laundry	4sqm	2 adults from the same room at any one time may access the laundry.
Drying room	7sqm	One room at a time may access the drying room.
Ski room	12sqm	One room at a time may access the ski room.
Spa		Only one room at a time
Black Sallie	19sqm	8

The Lodge has beds for 34 members and guests at any one time. This season the lodge capacity has been capped at 32 members/guests (inclusive of two managers).

The Board has adopted the above numbers as maximums, whilst recognising that for comfort, safety and ease of management lower densities are desirable and allow better social distancing. For the Off Peak and Winter seasons the maximum has been set at 30 members and guests.

### **2.12 Lodge Cleaning**

Lodge Manager/s and or external parties if engaged are responsible for cleaning of the lodge. The checklist in Appendix B provides some guidance on the cleaning approach. Note that this list is not exhaustive.

**NOTE: During the summer period, ALL members and guests are responsible for ensuring that the Lodge is cleaned regularly and in accordance with the guidelines set out in Appendix B of this CSOP.**

### **2.13 Actions in the Event of a COVID contamination in Lodge**

If a person staying at or visiting the Lodge has or contracts COVID19, the following process will be undertaken:

- The infected person will immediately notify the Lodge Manager/s. The Lodge Manager/s will immediately notify the Board as well as all members and guests who are staying at the Lodge.
- Subject to any specific requirements issued by the Victorian Department of Health and Human Services, the infected person will leave the Lodge immediately or isolate in their room until departure is possible.
- If the infected person is a minor, their parent or guardian shall be responsible for the care of that minor and the parent or guardian will also be isolated.
- In accordance with current Victorian government requirement, members, guests, and workers (including Lodge Manager/s) who are deemed to be close contacts will be required to use a daily rapid antigen test for five (5) days. If a member or guest or subsequently tests positive to Covid 19, they will be required to leave the Lodge immediately or isolate in their room until departure is possible.
- If a Lodge Manager tests positive to Covid 19, the Lodge Manager will be required to isolate in their room for seven (7) days. During this period, no meals will be served, and members and guests will be refunded that portion of their booking fee relating to any meals which are not prepared. Members and guests may also be required to assist with the cleaning of Lodge in the event that an external cleaning contractor is unavailable at short notice.
- If required, The Victorian Department of Health and Human Services will be provided with a list of all members and guests by the Booking Officer without delay.
- All members of the Lodge will be advised of the infection.

## Appendix A

### Summary - Risk Management and COVID 19 Action Plan

The table below summarises the Board's assessment of identified risks and its response to the issues raised by COVID19.

Strategy	What is the risk?	Action
<b>Promotion of good hygiene and cleaning protocols within the Lodge to achieve infection prevention and control.</b>		
Ski room/entry	<ul style="list-style-type: none"> <li>Contamination when persons enter and touch surfaces, door handles, security lock</li> </ul>	<ul style="list-style-type: none"> <li>Provide hand sanitizer station at entry to room</li> <li>Daily cleaning/sanitizing</li> <li>COVID safe signs displayed</li> <li>Ensure social spacing &amp; restriction of numbers. Only one room at a time in room.</li> </ul>
Kitchen/pantry/fridge	<ul style="list-style-type: none"> <li>High risk infection area due to communal cooking situation</li> <li>Contamination when persons enter and touch surfaces, door handles, garbage receptacles, dishwashers, ovens, sinks, shared cutlery, shared pots/pans, microwaves, ovens,</li> <li>Contamination from food preparation</li> <li>Social distancing constraints</li> </ul>	<ul style="list-style-type: none"> <li>Daily cleaning/sanitizing</li> <li>COVID safe signs displayed</li> <li>Ensure social spacing &amp; restriction of numbers</li> <li>Provide hand sanitizer station at both entry points to kitchen</li> <li>Only the restricted number of members allowed to access the kitchen/pantry/fridge areas at any one time.</li> <li>Provide specific guidance on use of the kitchen/fridge/pantry via signage.</li> <li>Provide specific guidance on the number of members allowed to use the kitchen/fridge/pantry via signage.</li> </ul>
Dining room	<ul style="list-style-type: none"> <li>High risk infection area due to communal eating situation</li> <li>Contamination when persons enter and touch surfaces, door handles, heaters, windows, tables, chairs</li> <li>Social distancing constraints</li> </ul>	<ul style="list-style-type: none"> <li>Sanitation stations</li> <li>Ensure physical spacing between tables (allocated to rooms) &amp; restriction of numbers</li> <li>Co-ordinated dining times to ensure social spacing</li> <li>Cleaning/sanitizing after every meal</li> <li>COVID19 safe signs displayed</li> </ul>
Lounge room	<ul style="list-style-type: none"> <li>High risk infection area due to communal seating situation</li> <li>Contamination when persons enter and touch surfaces, door handles, sit on seats</li> <li>Social distancing constraints</li> </ul>	<ul style="list-style-type: none"> <li>Sanitation stations</li> <li>Hand washing notices required</li> <li>Cleaning/sanitizing after every use</li> <li>COVID19 safe signs displayed</li> </ul>
Bedrooms	<ul style="list-style-type: none"> <li>Infection transfer by pillows, linen, doonas, blankets, heaters, windows</li> </ul>	<ul style="list-style-type: none"> <li>Cleaning/sanitizing or bedroom &amp; bathroom after use</li> <li>Doonas and blankets to be washed at high temperature (or specific product) –</li> </ul>

		<ul style="list-style-type: none"> <li>triple sheeting</li> <li>COVID19 safe signs displayed</li> </ul>
General use areas (including Black Sallie)	<ul style="list-style-type: none"> <li>Contamination when persons enter and touch surfaces, door handles, heaters, windows</li> <li>Door handles, railings</li> </ul>	<ul style="list-style-type: none"> <li>Cleaning/sanitizing after use</li> <li>Sanitation stations</li> <li>Hand washing notices required</li> <li>COVID19 safe signs displayed</li> </ul>
Laundry	<ul style="list-style-type: none"> <li>Contamination when persons enter and touch surfaces, door handles, sinks, washing machine, dryer, storage, heaters, windows</li> </ul>	<ul style="list-style-type: none"> <li>Cleaning/sanitizing after every use</li> <li>Hand washing notices required</li> <li>COVID19 safe signs displayed</li> <li>Only one room at a time to access laundry.</li> </ul>
Drying room	<ul style="list-style-type: none"> <li>High risk infection area due to communal storage of ski clothes exposed to resort facilities that may be contaminated</li> <li>Contamination when persons enter and touch surfaces, door handles, heaters</li> </ul>	<ul style="list-style-type: none"> <li>It must be wiped with disinfectant daily, clothes and ski gear separated by room occupation.</li> <li>Only one room at a time to be in the drying room.</li> </ul>
General	<ul style="list-style-type: none"> <li>Provide tools for people to use to self check and sanitize.</li> </ul>	<ul style="list-style-type: none"> <li>Forehead thermometer in lodge.</li> <li>Ensure adequate cleaning and PPE supplies are available</li> </ul>
<b>Managing numbers within the Lodge at any one time to achieve social distancing guidelines</b>		
Kitchen		6 people at any one time allowed in the kitchen
Fridge/Freezer/pantry		2 persons at any one time allowed in this area
Dining area		22
Lounge		28
Bedrooms		Four per room.
Laundry		2 adults at a time.
Drying room		One room at a time.
Ski room		One room at a time.
Black Sallie		8
<b>Focusing on good cleaning protocols as advised by government</b>		
	<ul style="list-style-type: none"> <li>Lack of understanding of hygiene needs and cleaning protocols</li> </ul>	<ul style="list-style-type: none"> <li>Provide relevant guidelines for all persons</li> <li>Requirement to follow guidelines</li> <li>Government physical distancing posters in plain sight throughout the lodge.</li> </ul>
	<ul style="list-style-type: none"> <li>Lack of suitable products/facilities for cleaning</li> </ul>	<ul style="list-style-type: none"> <li>Ensure sanitizing facilities are present in appropriate locations, provide signage.</li> <li>Ensure adequate supplies on hand</li> </ul>
<b>Having a plan for any COVID19 outbreaks within the Lodge</b>		
	<ul style="list-style-type: none"> <li>Lack of risk management approach</li> </ul>	<ul style="list-style-type: none"> <li>Ensure plan prepared, adopted, implemented and revised as needed.</li> </ul>
	<ul style="list-style-type: none"> <li>Lack of communication and accountability</li> </ul>	<ul style="list-style-type: none"> <li>Define who, when, what for infection control</li> </ul>
	<ul style="list-style-type: none"> <li>Infection in Lodge</li> </ul>	<ul style="list-style-type: none"> <li>Define the steps needed for addressing</li> </ul>

		infections within the Lodge and potential infections, as well as steps to notify authorities and contacts in conformity with government guidelines/requirements
	<ul style="list-style-type: none"> <li>• People arriving with infections</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure booking process vets guests to confirm symptom free</li> <li>• Include signed waiver</li> <li>• Place onus on members/guests to declare infection</li> </ul>
<b>Communication with membership</b>		
	<ul style="list-style-type: none"> <li>• Risk of miscommunications or lack of education/awareness</li> </ul>	<ul style="list-style-type: none"> <li>• Develop communications plan around the risk management plan</li> <li>• Guests to be educated on CSOP.</li> <li>• Various notices throughout the lodge</li> </ul>

## Appendix B: Cleaning guidelines to help prevent the spread of COVID-19 based on Federal/State Guidelines.

Method/Approach	Actions
Ventilate rooms before you clean.	Allow fresh air to circulate for at least 20 minutes. If possible, leave all windows open during the entire cleaning process.
Wash your hands thoroughly before and after each cleaning.	Use soap and water, and scrub for at least 20 seconds. If that's not possible, use a hand sanitizer with at least 70% alcohol.
Wear disposable gloves while you clean.	Gloves should be thrown out after cleaning each space. Make sure to wash your hands immediately after gloves are removed
Clean, then disinfect.	Cleaning is when you use soap or detergent and water to remove dirt, germs and impurities. Disinfecting refers to the use of chemicals like bleach or alcohol to kill germs. Doing both is the best way to reduce the spread of infection.
Use the right disinfectant.	Diluted household bleach solutions, cleaning products with at least 70% alcohol, and most common disinfectants are believed to be effective against the coronavirus. Bleach is a strong chemical and care should be taken when using it.
Focus on frequently touched surfaces.	Light switches, doorknobs, and tap handles are just a few of the areas you'll need to disinfect.
Lounges and other soft, porous surfaces.	Carefully remove any visible dirt or grime, then use the appropriate cleaner for the material. If possible, machine-wash items according to the manufacturer's instructions.
Wash all linen at the highest heat setting recommended by the manufacturer	That includes mattress covers, kitchen towels, and blankets. Wear gloves when handling dirty laundry.
Consider vacuum risks	Change vacuum filters every vacuum cycle.

### General Cleaning Checklist for Lodge Areas

Area	Items to Clean/disinfect
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General	Doorknobs/surfaces Cleaning appliances: Fans and lamp chains Garbage and recycling bins Hairdryers Hanging space Ironing boards and irons Keys/keypads	Laundry – sinks, washers, storage Light switches/pulls Railings Tabletops Thermostats/heaters Window sills and window handles Vacuum cleaners Washer/dryer units
Kitchen	All utensils, appliances, pots/pans, etc Cabinet handles and pulls Doorknobs Dishwashers	Kitchenware that isn't dishwasher safe Sinks, benchtops Ovens/microwaves Fridges – handles, internal areas Window sills and window handles
Pantry		
Bathrooms	Shower curtains/doors Showers and tubs Sinks	Tap handles and spouts Toilets Window sills and window handles
Dining	Doorknobs Railings Lamp chains/switches Light switches/pulls	Railings Tabletops/seats Window sills and window handles
Lounge including Black Sallie	Doorknobs Railings Lamp chains/switches Light switches/pulls	Lounges especially arm rests Railings Tabletops Window sills and window handles
Bedrooms	Hangers and luggage racks Bedheads/foot Nightstands/side tables	Cupboards/dressers Bedding – doonas, pillows, linen Window sills and window handles
Ski room		
Drying/boot room		

## **Disclaimer**

This document has been prepared as a general guide for the management of the risks associated with the potential transmission of the COVID19 virus. It is not intended as, nor should it be construed as constituting, a means to eliminate the risk of COVID transmission/infection. While it is based upon current government guidelines for the management of COVID19 risks, such guidelines may change and may have more or less severe consequences for the management of the virus and premises.