

# Canberra Rex Hotel

COVID-19 Safety Plan



THE CANBERRA REX HOTEL

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### **COVID-19 Safety Plan**

1. This COVID-19 Safety Plan was developed on 29<sup>th</sup> of May 2020;
2. This COVID-19 Safety Plan was approved on 29<sup>th</sup> of May 2020;
3. This COVID-19 Safety Plan will be reviewed every four weeks, or earlier if required;
4. This COVID-19 Safety Plan was reviewed on the 8<sup>th</sup> January 2022
5. The intent of this COVID-19 Safety Plan is to ensure that the Canberra Rex Hotel are COVID safe and compliant with all ACT and Federal Government directives.



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## Canberra Rex Hotel COVID-19 Safety Plan Summary

The impact and outbreak of the COVID-19 is continuing to impact people and communities throughout Australia and the world. The Canberra Rex Hotel's top priority is the health and safety of our staff, guests, and suppliers. We understand the challenges that our industry faces and we are dedicated to working together to ensure that our business can operate with the restrictions effectively and cohesively. As restrictions change and new protocols are set in place to ensure all staff, guests, and suppliers are protected, we will be continuing discussions with our staff, guests, and suppliers to ensure a smooth transition from what our normal operations were to what our new processes will have to be.

We are carefully monitoring the rapidly changing situation, following all guidance as it is provided by the ACT and Federal Government and in response the Canberra Rex Hotel has introduced the following policies:

- Our team has always ensured that thorough hygiene and cleaning standards were adhered to, and during this time we have increased our hygiene and cleaning protocols, both in our common areas, guests rooms and food and beverage outlets to ensure that you know your safety and well-being is our top priority
- All touch-points are regularly disinfected at set times throughout the day
- Hand cleaning/hand sanitiser stations are available in all common areas, including at each lift entrance on all levels
- We are still taking face to face meetings with the appropriate social distancing maintained
- All staff have undertaken the necessary Infection Control training as directed by ACT Government
- Staff have undertaken additional online training from reputable providers to further their knowledge of how we can better manage this current situation
- We have updated our event spaces and food and beverage outlets capacities to align with the current restrictions
- Our event catering options have been updated to avoid shared utensils between patrons which has resulted in single serve menu options where required
- We will look after you and we ask that you look after yourself and those around you. To do this, we encourage all staff and guests of our hotel, whether accommodation, conferencing or bar guests, to adhere to the current social distancing measures (1.5m physical distancing) and to stay home if they are feeling ill



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- Signage is in place throughout the entire venue reminding guests of their distancing and hygiene responsibilities
- It is mandatory that all patrons over the age of 16 are required to sign in and provide contact details (including exclusive group bookings) via the Check In CBR app
- We opted to **not** participate in the ACT Government Directorates quarantine program to accommodate those who were required to isolate
- Our Hotel has always offered a flexible 24-hour cancellation policy for direct accommodation bookings, if you need to change or cancel your upcoming reservation please contact us directly
- Face masks are required by all patrons and team members over the age of 12. Face masks are permitted to be removed in certain circumstances; and
- Entry to our Hotel is deemed as acceptance of our venue terms and conditions.

During this period, we have taken the opportunity to undergo a refresh of our Great Room, reception lobby and previous restaurant space. The space formally known as the Brasserie has been transformed into a boardroom space and an additional conference space. The lobby will also feature a new café and seating area available for light snacks and coffee service for all Hotel guests. With the increased number of spaces available for functions, as well as non-conferencing guests, we have optimized the areas available for breakout spaces and catering offerings, which allows us to provide a generous amount of space for all Hotel guests, going above the recommendations from the government. We are also undergoing a refresh of our accommodation rooms, ready for you when you are ready to travel again.

We hope that these added precautions provide a little extra peace of mind during your time away from home and as this situation is an ever-evolving one, we will continue to proactively monitor the COVID-19 situation closely, keeping those affected in our thoughts.

For those who have any questions about their upcoming visit to our Hotel, please contact us directly or use the following resources:

Coronavirus Hotline – 1800 020 080

In an emergency, call triple zero (000) for immediate medical help

[ACT Government COVID-19 information](#)

[Smart Traveller](#) – Australian



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[Government travel advice](#)

[Australian Government Department of Health and resources](#)

[World Health Organization](#)



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### **What are the symptoms of COVID-19**

Team members are not expected, nor should they try, to diagnose people. However, we do have a work  
Symptoms of COVID-19 can range from mild illness to pneumonia. Some people will recover easily, and others may get very sick very quickly.

The common symptoms of COVID-19 may include:

- fever
- coughing
- sore throat
- fatigue (tiredness), and
- difficulty breathing or shortness of breath.

Most people infected with COVID-19 will have a mild to moderate illness and will recover without special medical treatment. Some people, such as those with underlying medical problems or disease and older people, are more likely to suffer from more serious symptoms of the diseases.



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### **How is COVID-19 spread**

- The most likely way someone will catch the virus is by breathing in micro-droplets a person close to them has released by sneezing, coughing –or just breathing out
- A person can, however, also catch it via the hand-to-face pathway: touching a surface where live virus material is present, then touching their mouth, nose or eyes
- Spread of COVID-19 is highest from people with symptoms
- Spread of COVID-19 before symptoms appear is less common





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## What to do if someone has or you suspect has COVID-19

Team members are not expected, nor should they try, to diagnose people. However, we do have a work health and safety duty to minimize the risk of workers and other in the workplace being exposed to COVID-19, as far as reasonably practicable.

If you reasonably suspect someone could have the virus, or has been exposed, this creates a health risk at our workplace and you will need to follow the steps below.

In the scenario, the person you are concerned about is at the workplace:

1. Inform your direct manager

2. Isolate

We need to prevent the potential spread by isolating the person from others (asking them to isolate in their accommodation room or the Boardroom) and providing a disposable surgical mask for the person to wear.

3. Get Tested

At this point, we would be strongly recommending that the individual is tested for COVID-19 at a testing centre. The closest COVID-19 testing centres to the Hotel are:

COVID-19 Drive Through

2 Tooth Street, Mitchell

Open 08:00am – 10pm daily, including public holidays, 7 days a week.

The clinic cannot be accessed by public transport or on foot. You must be a driver or passenger in a registered vehicle.

Surge Centre at Garran

Garran Oval

Entry from Kitchener St

Open 07:30am – 9pm daily, 7 days a week

4. Transport

Ensure that the person has transport to their home or to a medical facility



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## 5. Clean

Clean and disinfect the areas where the person and close contacts have been. Do not use those areas until this process is complete. Use personal protective equipment (PPE) when cleaning.

## 6. Identify and Inform

We will follow all advice as instructed by public health officials.

A close contact is:

- someone who was face-to-face for more than 15 minutes cumulative over a week with a person who has COVID-19 while that person was infectious, or
- someone who was in the same closed space for more than two hours with a person who has COVID-19 while that person was infectious.

Communicable Diseases Control (CDC) will identify close contacts of COVID-19 cases.

If you are a close contact:

- you need to quarantine at home;
- Monitor your health while in quarantine and get tested if you develop symptoms;
- CDC will contact you regularly until 14 days after your last exposure with the infectious person;
- If you think you are a close contact and you haven't been called by CDC, you can the COVID-19 Helpline on (02) 6207 7244.

## 7. Review

Review risk management controls relating to COVID-19 and assess whether they require any changes.



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In the scenario, the person you are concerned about was recently at the workplace

Inform your direct manager

1. Seek Advice

Call (02) 6207 7244 between 8am and 8pm daily.

2. Identify and Inform

Identify who at the workplace had close contact with the affected person. If instructed by public health officials, tell close contacts they may have been exposed and follow advice on quarantine requirements.

3. Clean

Clean and disinfect the areas where the person and close contacts have been. Do not use those areas until this process is complete. Use personal protective equipment (PPE) when cleaning.

4. Review

Review risk management controls relating to COVID-19 and assess whether they require any changes.

It is important to remember that there is not an automatic WHS requirement to close down an entire workplace, particularly if the person infected, or suspected to be infected, has only visited parts of the workplace.

Workers assisting a potentially infectious person should have appropriate PPE and follow good hand hygiene procedures.

Advice provided by health officials, should be followed at all times.



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## Notification

A person conducting a business or undertaking (PCBUs) should notify WorkSafe ACT if it is suspected that a person may have contracted COVID-19 and requires treatment in hospital or meets the prescribed serious illnesses from within the workplace.

Notification must be made immediately after the PCBU becomes aware of the incident.

Notification is made by submitting the online incident notification template

(<https://form.act.gov.au/smartforms/servlet/SmartForm.html?formCode=1282>) or by calling the ACT

Government call centre on 13 22 81. Notifications must be made regardless of whether ACT Health Protection Service is already aware of the case.



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**Maximum occupancy**

Businesses must:

- allow a minimum of 2sqm per patron (excluding staff)



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### Calculating maximum occupancy

Currently, our maximum occupancy is determined by 2 square metres per person per usable indoor space.

Based on this, our maximum occupancy will be calculated by following these steps:

1. Measure the area accessible to the public. To find the area of a rectangle, multiply the length times the width. If there are adjoining areas or alcoves, measure them and calculate the area. Add the results of each measurement together to find the total area in square metres. Note: kitchen areas, staff only areas, toilets and areas occupied by fixed furniture such as counters and bars must not be included in this calculation.
2. Divide the total square metre area by 2 to give the maximum occupancy.

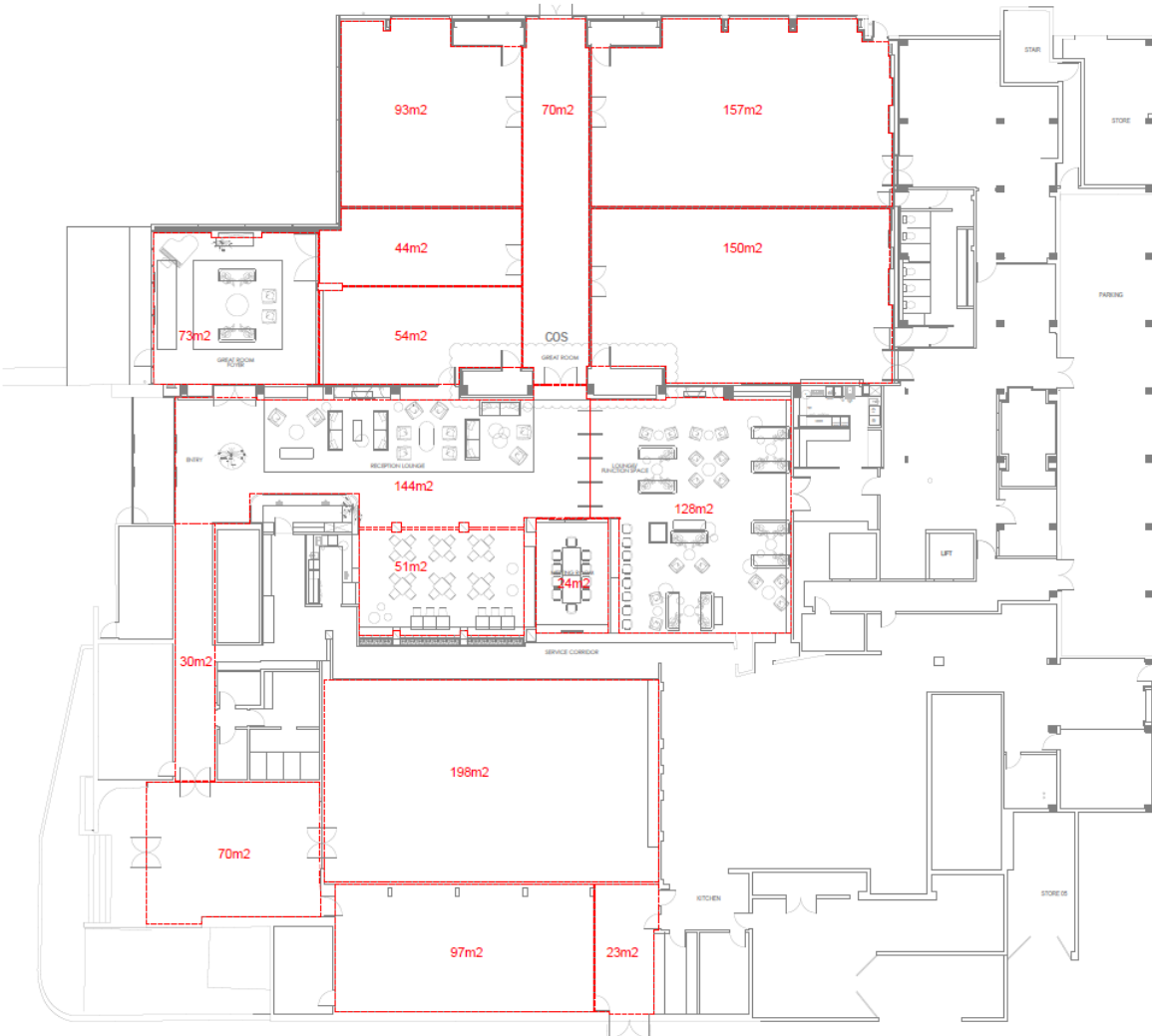
Based on the information provided above, our maximum capacity for the following venues is:

Venue	Dimensions (square metres)	Capacity (based on 2 square metres per person)	Capacity (based on current Government restrictions)
The Howling Moon	161	80	80
Swan & King (including balcony)	160	80	80
Restaurant	158	79	79
Reception (ground floor common area)	174	87	87
Café	51	25	25
Boardroom	24	12	12
Meeting Room	128	64	64
Great Room Foyer	73	36	36
Room 1	157	78	78
Room 2	150	75	75
Room 3	54	27	27
Room 4	44	22	22
Room 5	93	46	46
Hallway	70	35	35
Great Room	641	320	320
Grand Ballroom Foyer	70	35	35
Ballroom	198	99	99
Conference Room	97	48	48
Conference Room Bar	23	11	11
Grand Ballroom	388	194	194
Pool	70	35	35
Pool Area	78	39	39
Gym	80	40	40



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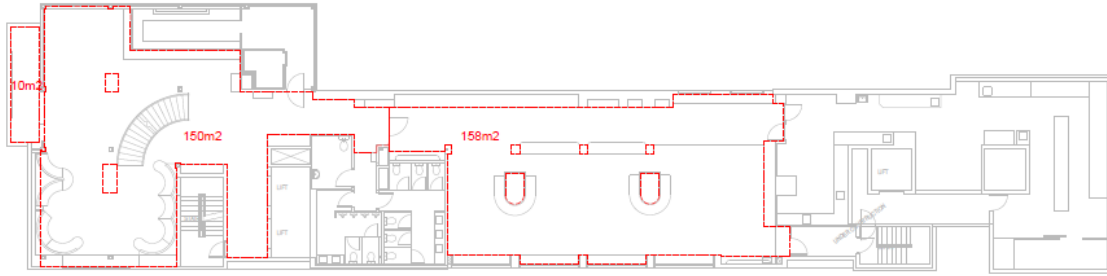
# Ground Floor



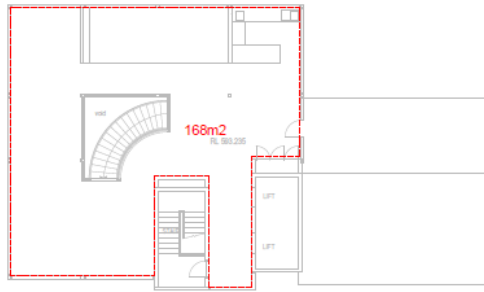


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## Level 5 and level 6



LEVEL 5



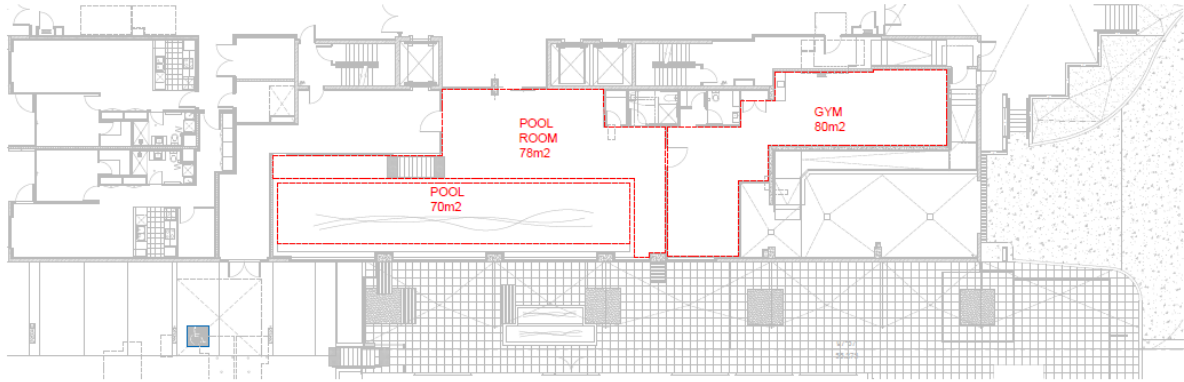
LEVEL 6





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## Swimming pool and gym





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### **Managing people entering the premises**

We have visibly displayed the maximum number of guests that can be present within each undivided space on, or near, the entrance door to clearly advise people on the number of patrons that can safely be in our business at any one time to allow for physical distancing.

Queues will be avoided as much as practicable. Where people do queue, such as at the entrance and service counter, we will provide signage to remind people where they should stand.

Signage is visible throughout the entire venue to remind guests that physical distancing measures are adhered to. Other signage we have implemented throughout the venue includes instructions in reference to:

- not to enter the premises if they are unwell or have COVID-19 symptoms;
- not to enter the premises if they have come in to contact with someone who has tested positive for COVID-19 in the last fortnight
- not to enter the premises if they have travelled to and from an identified COVID-19 hot spot within the last fortnight
- to practise physical distancing within a group
- the number of customers allowed to be seated
- face mask requirements
- to avoid people crowding together in any one area of the business; and
- to maintain 1.5m distance when standing in a queue.

Our team will also monitor and manage physically distancing requirements and our team will be requesting that any guest who appears to be unwell are required to leave the premises. Clean and disinfect the areas where the person and close contacts have been and do not use those areas until this process is complete. Use personal protective equipment (PPE) when cleaning.

Accommodation guests are required before arrival and again upon arrival to confirm that they:

- are not unwell and do not have COVID-19 symptoms, such as, fever, cough, sore throat, or shortness of breath
- have not travelled from an identified COVID-19 hot spot
- have not come in to contact with someone who has tested positive to COVID-19 within the last fortnight; and
- agree to abide by the COVID-19 directives at the time of their stay.

### **Maintaining attendance records**

We understand that It is a requirement for businesses to maintain attendance records of people. This will assist Public Health with contact tracing in the event of a positive COVID-19 case at our premises. We understand that:

- It is mandatory for all restricted business activities to use the Check In CBR app
- It is also mandatory for our patrons and staff who are over the age of 16 to check in; and
- There is no option to keep paper records or our own digital records.

We have:

- Inserted QR codes at the main entry points of our venue
- We will be actively monitoring our points of entry to ensure that guests check in via the Check In CBR app
- Request patrons to show the 'green tick' when entering the venue
- Encouraged online bookings rather than walk-in reservations in our food and beverage outlets
- Included information about the Check In CBR app requirements in communication with all our guests of our food and beverage outlets
- In addition, all accommodation guests are requested to provide the following details upon arrival, as per standard procedure:
  - Full name;
  - Contact number;
  - Address; and
  - Email address.

We understand that:

- If a patron refuses to check in, we can highlight the importance of the check in requirements to assist the contact tracing efforts, and to keep the community safe and businesses open
- We can remind patrons that it is their legal obligation to check in and that penalties may apply for failing to do so; and
- A patron may face a fine monetary fine if they fail to comply with the check in requirement.

## Face masks

Face masks are mandatory in the ACT, currently indoors only. They must:

- be always carried
- all individuals aged 12 years and over must always wear a face mask upon leaving home, including in the workplace
- a person is not required to wear a face mask if they have a physical or mental health illness or condition, or disability, which makes wearing a face mask detrimental to their conditions
- a person may remove a face mask in the following situations:
  - when consuming food, drink, or medicine
  - when communicating with an individual who is deaf or hard of hearing and visibility is essential for communication
  - when at work and the nature of work means that wearing a face mask creates a risk to health and safety
  - if asked to remove a face mask to ascertain identity (e.g., if asked by a police officer)
  - when working in an indoor space, but only when:
    - in an office where no other people are present; or
    - when sitting or standing at a workstation in an office; or
    - 1.5 metres away from any other person
  - If they are in the process of getting married
  - Because of an emergency; and
  - If a person is seated at a table in a restaurant or café

As soon as a person is no longer alone or is moving, they must wear a face mask.

A face covering means a mask or other covering that fits securely around the face and cover the nose and mouth to provide the wearer with protection against infection. A scarf or a bandana is not a face mask.

For more information on how to wear a face mask properly, please visit -  
<https://www.covid19.act.gov.au/stay-safe-and-healthy/protect-yourself#Face-masks>



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### **COVID-19 hot spots**

All accommodation guests are required to show identification at the time of check-in. If they are identified as travelling from a COVID-19 hot spot, they will be requested to leave the Hotel and to quarantine elsewhere immediately.

The guest should have notified ACT Health at the time of their arrival into the ACT.

Cleaning and sanitisation of any areas that the guest may have come in to contact needs to occur immediately and staff should immediately follow good hygiene practices. Use personal protective equipment (PPE) when cleaning.

## Physical distancing

Physical distancing is one of the most effective methods of reducing the spread of viruses. The more space between you and others the harder it is for the virus to spread. Physical distancing can be used in the workplace to minimise the risk of transmission. If a person in the workplace is found to be positive for COVID-19, the risk of transmission to the rest of the workforce is minimised if the workplace has been practising physical distancing.

Good practice physical distancing principles are to:

- maintain 1.5 metres separation between people who are not from the same household or groups of other patrons
- maintain a minimum of 2 square metres (2sqm) per patron (excluding staff) in any usable indoor space

We have:

- placed signage throughout our venues, including:
  - Conditions of entry
  - Responsibility in shared spaces
  - Occupancy signage
  - Practice good hand hygiene
- adjusted the layout of our venues to enable workers and customers to keep at least 1.5 metres apart. This was achieved by removing furniture and relocating the remaining furniture to provide, at a minimum, 1.5 metres between each setting
- introduced a QR code table ordering system to allow guests to order and pay for their food and beverages from their seat and therefore minimising foot traffic within the venue during service periods
- offering table service where possible
- guests must be seated when eating and drinking
- bar service
  - minimised the number of staff working behind the bar at any one time
  - installed signage to remind guests to:
    - keep 1.5m from the bar
    - to maintain 1.5m spacing between each person in the queue



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- encouraged customers to book via our online booking platform, phone, or email, as opposed to walking-in
- implemented staggered seating times to better manage the flow of guests
  - If a guest arrives early, they will be required to wait on the ground floor until their booking time
- request that customers wait to be seated
- we have implemented one hour, 45-minute sittings where possible for food and beverage outlet customers
- monitoring physical distancing both actively on the floor and via our CCTV
- breakfast and dinner can be provided to accommodation guests with no physical contact upon request. The attendant will knock on the door and leave the order outside
- our team will not enter an occupied accommodation room, unless permitted by the guest.
- spacing tables in event spaces at least 1.5 metres apart
- ensuring that event spaces are set to allow adequate thoroughfares to the entry and exit points.



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### **Managing shared spaces**

Where there are points of congregation or potential congestion, such as walkways, bathrooms, shared facilities, points of entry and exit, and payment areas, we have:

- introduced an additional entry / exit to the Hotel
- introduced staggered booking times for our outlets to minimise congestion; and
- removed tables and chairs that may result in guests clustering in small spaces without maintaining the required distance.





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### **Managing people at tables**

There is a minimum distance of 1.5m between each table of different groups of people. Tables have been arranged to maintain this requirement. The layout of each of our venues will be adjusted to accommodate different sized groups and to ensure physical distancing principles can always be followed.

Our venue will provide groups with sufficient table space to enable physical distancing. We will remind guests that they are required to self-regulate their distancing at the table, noting that there is no requirement for businesses to determine which people are from the same household or group and regulate physical distancing at a table.



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### **Managing interaction between staff and patrons**

In order to serve and interact with people, staff may need to move within 1.5m. In these situations, we have informed our team members that they should avoid direct contact and minimise face to face time to reduce the risk of transmission. If staff do come into direct contact with people, they are aware that staff should follow good hygiene practices such as hand washing and cleaning.



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## **Payments**

We promote cashless payments.

After handling money, ensure that hands are washed with soap and water, or an alcohol-based hand sanitiser is used.



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## **High-risk activities**

There are a range of activities that require some restrictions to remain in place for them to occur in a COVID-safe way. The activities that are considered high-risk and are applicable to our venue are listed below.

### **Dancing**

Dancing carries a high risk of transmission of COVID-19 as it is difficult for people who are dancing to maintain physical distancing.

Dancing is not currently permitted in venues. Guests are required to remain seated whilst eating and drinking.

Dancing is permitted at weddings, providing that there is one person per two square metres of available space.

### **Singing**

Singing also carries a high risk of transmission of COVID-19, due to increased droplet spread. Singing is permitted in the ACT, however, we will be taking the following steps to minimise the risks associated with this activity.

If one of our venues has a performer, we will:

- Require the performers to maintain 1.5m distance between one another
- Require the performers to maintain 2m distance from the audience; and
- Complete additional cleaning of the performance area and equipment

## Hotel Team

Our team members are aware that they should stay at home if they are unwell. In addition to practising good hygiene and cleanliness, we have implemented the following approaches to help minimise the risk of transmission of communicable diseases in our workplace and to maximise continuity of our business and industry:

- reviewing shift arrangements to reduce interaction between staff
- we have implemented physical distancing during break times – team members are reminded to maintain physical distancing when using lunch or dining room facilities or communal areas
- maintain the physical distancing protocol of 1.5m inside and outside the workplace where possible;
- moving to a larger office space
- performing daily health checks on all team members prior to commencing their shift
- requiring all team members to wear face masks when applicable
- recommending to our staff that they should consider getting the COVID-19 vaccination; and
- recommending to our staff that they should consider getting the annual flu vaccination.

All our team members have completed the COVID-19 infection control training. In addition, team members have also completed:

- additional COVID-19 training provided by Restaurants and Catering Association
- COVID Safe Hygiene Marshal Course provided by Clear To Work; and
- Cleaning for Infection Control provided by Clear To Work;

We will also remind team members that at the times at which staff are not working, such as meal breaks, toilet breaks, arrival at work and leaving work are often when increased interaction between staff occurs, which could lead to increased risk of transmission. Staff will be reminded to be vigilant about maintaining physical distancing during work-related transition periods or activities as well as outside of work, including when socialising with each other.

We brief our team on updates applicable to their roles within the Hotel via written and verbal communication as required.

## Hygiene and cleaning

Our team members are reminded that we should be practicing good hand and sneeze / cough hygiene practices, including but not limited to requiring:

- everyone to wash their hands:
  - before and after eating
  - after coughing or sneezing
  - after going to the toilet, and
  - when changing tasks and touching potentially contaminated surfaces
- everyone to cover their coughs and sneezes with their elbow or a clean tissue
- everyone to avoid touching their face eyes, nose and mouth
- everyone to dispose of tissues and cigarette butts hygienically (in closed bins)
- everyone to wash and dry hands completely before and after interacting with guests
- everyone to clean and disinfect shared equipment and plant after use
- everyone to have no intentional physical contact, for example shaking hands and patting backs
- everyone to wear face masks where applicable.

We have:

- installed hand sanitisation stations at the entrance to each lift on each floor, as well as each individual entrance to each undivided space within the Hotel and at service areas, including the reception desk and bars
- Our bathrooms have handwash basins with liquid soap and paper towels
- Our back-of-house areas have adequate handwashing facilities for our team members
- Office team members were assigned hand sanitiser for their desks
- Provided information to team members on the importance good hygiene practices
- Installed additional signage near our handwashing facilities showing how to correctly wash and dry hands
- Informed team members of the requirement to clean up after themselves when utilising common areas
- Removed items from common areas that are not required (to lessen the opportunity for transmission on items)
- Ensured that room keys are cleaned and disinfected before re-using
- Removed items from accommodation rooms such as notepads



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- ensured items such as pens are sealed and if not, are discarded
- Ensured that in-room items, such as compendiums and remotes are cleaned appropriately between guests
- Introduced single use menus in our food and beverage outlets
- All tables are cleaned and sanitised after each guest
- Increased cleaning of all common contact surfaces, such as:
  - tables
  - chairs
  - benches
  - bar counter top
  - handles
  - taps
  - common areas
  - keyboards
  - keys
  - EFTPOS terminals
  - bathrooms
  - lifts - external and internal
- Increased the frequency of cleaning in all areas, especially high traffic areas and any areas accessed by the public
- Increased the frequency of cleaning our food preparation areas
- Increased the frequency of cleaning our back of house areas
- Propped doors open where possible to reduce the risk of transmission via common touchpoints
- removed pens, pads and lollies from the setup of the event space, unless specifically requested from the client; and
- removed shared water from each delegate table and instead provide delegates with a water jug per person or we can provide bottled water at an additional charge.



Recommended cleaning by surface

	Following suspected or confirmed case		Routine cleaning			
	Any Surface	Method	Frequently touched surfaces	Method	Infrequently touched surfaces	Method
<b>Soft plastics</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily or every shift change	Detergent + Disinfectant	Clean weekly	Damp dust + Detergent
<b>Hard plastics</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily or every shift change	Detergent + Disinfectant	Clean weekly	Detergent
<b>Metal surfaces (stainless steel, uncoated steel, zinc coated steel, aluminium)</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant* *uncoated steel is more susceptible to rust when disinfected. Disinfect only when necessary, and treat for rust as appropriate	Clean and disinfect at least daily or every shift change	Detergent + Disinfectant	Clean weekly	Detergent





	Following suspected or confirmed case		Routine cleaning			
	Any Surface	Method	Frequently touched surfaces	Method	Infrequently touched surfaces	Method
<b>Painted metal surfaces</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily or every shift change	Detergent + Disinfectant	Clean weekly	Detergent
<b>Deliberately Greased or Oiled metal surfaces</b>	Clean as soon as you become aware	Clean according to manufacturer's recommendations	Clean at least daily or every shift change	Clean according to manufacturer's recommendations	Clean weekly	Clean according to manufacturer's recommendations
<b>Wood</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily or every shift change	Detergent + Disinfectant	Clean weekly	Damp dust + Detergent
<b>Laminate</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily or every shift change	Detergent + Disinfectant	Clean weekly	Detergent
<b>Glass</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily or every shift change	Detergent + Disinfectant	Clean weekly	Detergent



	Following suspected or confirmed case		Routine cleaning			
	Any Surface	Method	Frequently touched surfaces	Method	Infrequently touched surfaces	Method
<b>Concrete (polished)</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily or every shift change	Detergent + Disinfectant	Clean weekly	Detergent
<b>Concrete (rough)</b>	Clean and disinfect as soon as you become aware	Detergent + Disinfectant	Clean and disinfect at least daily or every shift change	Detergent + Disinfectant	Clean weekly	Vacuum (HEPA) or Detergent
<b>Leather</b>	Clean and disinfect as soon as you become aware	Clean and disinfect according to manufacturer's recommendations	Clean and disinfect at least daily or every shift change	Clean and disinfect according to manufacturer's recommendations	Clean weekly	Clean according to manufacturer's recommendations
<b>Fabric</b>	Clean as soon as you become aware	Detergent + Steam clean If launderable, wash on warmest possible setting according to manufacturer's recommendations with laundry detergent	Clean at least daily or every shift change	Detergent + Steam clean If launderable, wash on warmest possible setting according to manufacturer's recommendations with laundry detergent	Clean weekly	Vacuum (HEPA)  Damp dust + Detergent If launderable, wash on warmest possible setting according to manufacturer's recommendations with laundry detergent



	Following suspected or confirmed case		Routine cleaning			
	Any Surface	Method	Frequently touched surfaces	Method	Infrequently touched surfaces	Method
<b>Paper</b>	Not suitable for cleaning. Leave undisturbed for a minimum of 72 hours.	Dispose of in the bin (double-bagged), or leave undisturbed for a minimum of 72 hours, longer if possible.	Not suitable for cleaning	Dispose of in the bin (double-bagged), or leave undisturbed for a minimum of 72 hours, longer if possible. If use is unavoidable, and individual use is not feasible, use a plastic protective sheet over the page. Clean and disinfect plastic protective sheet at least daily.	Not suitable for cleaning	Use alternate, cleanable options, such as electronic tablets  If use is unavoidable, and individual use is not feasible, use a plastic protective sheet over the page.



THE CANBERRA REX HOTEL

### **Training and Education**

All our team members have completed the COVID-19 infection control training.

In addition, team members have also completed:

- additional COVID-19 training provided by Restaurants and Catering Association
- COVID Safe Hygiene Marshal Course provided by Clear To Work; and
- Cleaning for Infection Control provided by Clear To Work.



THE CANBERRA REX HOTEL

### **Isolation at our Hotel**

Hotel management have decided to not accept visitors requiring to self-isolate to stay at our Hotel.



THE CANBERRA REX HOTEL

### **Swimming Pool**

We have taken reasonable steps to prevent gatherings in the pool area by only allowing 1 person per 2sqm in the area at any one time.

We have increased the frequency of cleaning the swimming pool area.

Signage is installed to remind all users:

- To practice physical distancing of 1.5m per person
- To practice good hygiene practices
- To not enter the facility if they are unwell; and
- To not enter the facility if they have travelled from or to a COVID-19 hotspot within the last 14 days.



THE CANBERRA REX HOTEL

## Gym

We have taken reasonable steps to prevent gatherings in the gym area by only allowing 1 person per 2sqm in the area at any one time.

We have increased the frequency of cleaning the gym area.

Signage is installed to remind all users:

- To practice physical distancing of 1.5m per person
- To practice good hygiene practices
- To not enter the facility if they are unwell; and
- To not enter the facility if they have travelled from or to a COVID-19 hotspot within the last 14 days.

We have provided sanitiser and paper towels for all users to clean equipment after use.

Hotel guests are not currently permitted to use the gym.

## Events

Our team will work with you to ensure that Government regulations and your requirements are met when setting up the event space for your event. In addition to the steps previously listed in of COVID-19 safety plan, we have taken the following steps to help ensure that you and your delegates know we take your safety and well-being seriously by:

- removing pens, pads and lollies from the setup of the event space, unless specifically requested from the client
- removing shared water from each delegate table and instead provide delegates with a water jug per person or we can provide bottled water at an additional charge
- spacing tables at least 1.5 metres apart
- ensuring that event spaces are set to allow adequate thoroughfares to the entry and exit points
- there is a minimum distance of 1.5m between each table of different groups of people. Tables have been arranged to maintain this requirement. The layout of each of our venues will be adjusted to accommodate different sized groups and to ensure physical distancing principles can always be followed; and
- our venue will provide groups with sufficient table space to enable physical distancing. We will remind guests that they are required to self-regulate their distancing at the table, noting that there is no requirement for businesses to determine which people are from the same household or group and regulate physical distancing at a table.

## Food & Beverage Service

Our team will work with you to ensure that Government regulations and your requirements are met when providing food and beverage service for your event. We have taken the following steps to help ensure that you and your delegates know we take your safety and well-being seriously by:

- team members will wear gloves, and masks when handling food and beverage;
- catering options have been updated to avoid shared utensils between guests and as a result, single serve menu options are available for all catering breaks;
- beverage service, such as tea and coffee service, will be served to each individual or delegates can purchase barista coffee;
- catering breaks can be served in multiple areas of the Hotel, ensuring that physical distancing practices are always maintained;
- delegates are required to be seated when eating or drinking.





### Food and Beverage Outlets

In addition to the steps previously listed in of COVID-19 safety plan, we have issued a COVID-19 restriction summary to all our team members, as well as displayed the document in all service areas to assist our team and help ensure we are remaining compliant throughout service periods.

<ul style="list-style-type: none"> <li>1 person per 2 square metres (excluding staff)</li> </ul>	<ul style="list-style-type: none"> <li>Adhere to COVID-19 Safety Plan</li> </ul>
<ul style="list-style-type: none"> <li>It is mandatory that all patrons over the age of 16 are required to sign in and provide contact details (including exclusive group bookings) via the Check In CBR app</li> </ul>	<ul style="list-style-type: none"> <li>Ensure a sign is at the entrance of each outlet stating the maximum number of patrons that are allowed</li> </ul>
<ul style="list-style-type: none"> <li>Face masks are required by all patrons and team members over the age of 12. Face masks are permitted to be removed in certain circumstances</li> </ul>	<ul style="list-style-type: none"> <li>Thorough cleaning and sanitization of tables and chairs and all common touchpoints before, after, and during each sitting</li> </ul>
<ul style="list-style-type: none"> <li>Patrons must be seated to eat and drink</li> </ul>	<ul style="list-style-type: none"> <li>Ensure all hand cleaning/hand sanitizer stations are available in all common areas, including at each lift entrance on all levels</li> </ul>
<ul style="list-style-type: none"> <li>Menus to be laminated or disposable</li> </ul>	<ul style="list-style-type: none"> <li>Social distancing – maintain 1.5m separation between tables and separate groups where possible</li> </ul>
<ul style="list-style-type: none"> <li>Encourage patrons not to congregate or mingle within the venue</li> </ul>	<ul style="list-style-type: none"> <li>Offer table service where possible and try to eliminate queues at the bar. If patrons are queuing at the bar, remind them to follow social distancing recommendations</li> </ul>
<ul style="list-style-type: none"> <li>Dancing is not permitted, unless at a wedding and 1 person per two square metres of space must be available</li> </ul>	<ul style="list-style-type: none"> <li>If you are feeling unwell, stay home. If you identify a patron is unwell, inform your supervisor immediately and they will ask the patron to leave the premises</li> </ul>
<ul style="list-style-type: none"> <li>Wash hands before and after eating, after coughing and sneezing, and after going to the toilet</li> </ul>	<ul style="list-style-type: none"> <li>Practice good hygiene – cough and sneeze into your elbow</li> </ul>
<ul style="list-style-type: none"> <li>All staff are required to complete Infection Control Training – COVID-19</li> </ul>	<ul style="list-style-type: none"> <li>Seating times are restricted to two hours where possible</li> </ul>