



COVID-19 Safety Plan: Visitor Information Centre

Safety Plan: Visitor Information Centre

Purpose of Plan	To provide framework for the management of the Visitor Information Centre in compliance with Covid-19 Public Health Orders.
Plan completed by:	Governance Officer
Plan approved by:	Manager Community and Tourism

REQUIREMENTS		ACTIONS
1	Wellbeing of staff and visitors	
1.1	Exclude staff, volunteers and visitors who are unwell	i. Display NSW Health Poster <i>Protect Yourself from Viruses</i> at sanitiser station outside entrance – (Doc ID: 670026).
1.2	Provide staff and volunteers with information and training on COVID-19, including when to get tested, physical distancing and cleaning, and how to manage a sick visitor.	i. Display NSW Health Posters inside facility: a. <i>Who to Call</i> (Doc ID: 670030). b. <i>Protect Yourself from Viruses</i> (Doc ID: 670026).
1.3	Make staff aware of their leave entitlements if they are sick or required to self-isolate.	i. <i>Covid-19 Leave Infographic</i> (Doc ID: 670057) has been distributed to all staff. ii. Staff advised to contact Managers and/or HR for advice.
1.4	Display conditions of entry (website, social media, venue entry). Consider displaying the maximum number of people allowed in each room/space shown at a clear place of entry.	i. Conditions of Entry (Doc ID: 675358) displayed at sanitiser station outside entrance. ii. NSW Health Poster <i>Physical Distancing</i> to identify maximum 2 visitors displayed on door (Doc ID: 670024).

REQUIREMENTS		ACTIONS
2	Physical Distancing	
2.1	Ensure capacity does not exceed one person per 4 square metres.	i. Conditions of Entry (Doc ID: 675358) displayed at sanitiser station outside entrance. ii. NSW Health Poster <i>Physical Distancing</i> to identify maximum 2 visitors (Doc ID: 670024).



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2.2	Ensure any visitors comply with 1.5 metres physical distance where practical. People who live in the same household are not required to distance.	<ul style="list-style-type: none"> i. Conditions of Entry (Doc ID: 675358) displayed at entrance. ii. Display NSW Health Poster <i>Distancing</i> (Doc ID: 670077). iii. Lines marked on the floor to indicate safe distance from staff desks.
2.3	Have strategies in place to manage gatherings that may occur immediately outside the premises.	<ul style="list-style-type: none"> i. Display NSW Health Poster <i>Distancing</i> (Doc ID: 670077)
2.4	Reduce crowding wherever possible and promote physical distancing with markers on the floor.	<ul style="list-style-type: none"> i. Display NSW Health Poster <i>Distancing</i> (Doc ID: 670077) ii. Lines marked on the floor to indicate safe distance from staff desks.
2.5	Consider physical barriers such as plexiglass around counters with high volume interactions with customers.	<ul style="list-style-type: none"> i. Plexiglass installed to desks in the accessible section of the facility. ii. Staff to mark maps with directions and provide to visitors. A1/A2 map to be installed in facility for verbal direction provision.
2.6	Encourage staff and visitors to wash their hands before and after touching books, DVDs, computers, toys, virtual reality headsets or any other materials.	<ul style="list-style-type: none"> i. Utilise one key staff member behind desk to service visitor needs.

REQUIREMENTS		ACTIONS
3	Hygiene and Cleaning	
3.1	Adopt good hand hygiene practices.	<ul style="list-style-type: none"> i. Display NSW Health Poster <i>Hand Washing</i> (Doc ID: 670028) near bathroom and kitchen sinks.
3.2	Ensure hand sanitiser is accessible at the venue entry and throughout the facility for staff.	<ul style="list-style-type: none"> i. Sanitiser stations installed at entry point.
3.3	Ensure bathrooms are well stocked with hand soap and paper towels.	<ul style="list-style-type: none"> i. Cleaners to ensure hand soap and paper towel is restocked every day.
3.4	Provide visual aids above hand wash basins to support effective hand washing.	<ul style="list-style-type: none"> i. Display NSW Health Poster <i>Hand Washing</i> (Doc ID: 670028) near bathroom and kitchen sinks.
3.5	Clean frequently used indoor hard surface areas, at least daily; first with detergent and water, and then disinfect. Clean frequently touched	<ul style="list-style-type: none"> i. Disinfectant spray and wipes to be used on communal touch points between visitors



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	areas and surfaces, including in communal facilities, several times per day.	ii. Front and back doors to be opened for 5 minutes between visitors to increase ventilation.
3.6	Disinfectant solutions need to be maintained at an appropriate strength and used in accordance with the manufacturers' instructions.	i. Cleaners to be advised of this.
3.7	People involved in cleaning or reorganising furniture should wear gloves when cleaning and wash hands thoroughly before and after with soap and water.	i. Furniture in excess to needs to be locked away. ii. Display NSW Health Poster <i>Hand Washing</i> (Doc ID: 670028) near bathroom and kitchen sinks.
3.8	Encourage contactless payment options.	Not applicable in absence of Arts and Crafts shop.

REQUIREMENTS		ACTIONS
4	Record Keeping	
4.1	Keep a record of name and a mobile number or email address for all staff, volunteers, visitors and contractors for a period of at least 28 days. Ensure records are used only for the purposes of tracing COVID-19 infections and are stored confidentially and securely.	i. Conditions of Entry (Doc ID: 675358) displayed at entrance. ii. User Agreement signed by all hirers. iii. Hirer of the facility to maintain register of attendee for contact tracing.
4.2	Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.	i. Display <i>CovidSafe App Poster</i> (Doc ID: 670080)
4.3	Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.	i. As directed by NSW Health.