

COVID-SAFE PLAN – 1 December 2020

Business name:

Enhanced Lifestyles Incorporated

Has a maximum capacity of:

Does not apply



is aware of current infection control and precautionary measures as recommended by health authorities and set out in this plan



agrees to comply with general and specific obligations under current Emergency Management Directions



this COVID-Safe Plan is available on-site

Note: lower capacity limits may apply to you as a consequence of existing regulation, legislation or licensing arrangements. The above figures only outline how many people you can accommodate per room/area while observing the 1 person per 4 square metres requirement.



COVID-SAFE CHECK-IN




Enhanced Lifestyles Incorporated



Checking in is quick and easy:

1. Download or log in to the free mySA GOV app
2. Scan the above QR code with your phone's camera
3. Enter your name and phone number
4. Follow the prompts
5. Done – you're checked in!

Remember:

-  Do not enter if you are unwell
-  Stay 1.5 metres from others not in your group
-  Regularly wash or sanitise your hands

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Summary

Name of business	Enhanced Lifestyles Incorporated
Business or activity	Health or residential care, disability support or aged care services
Address of business or activity	2 ARLINGTON TERRACE WELLAND SOUTH AUSTRALIA 5007
Owner or Operator name	Jeremy Mills
Plan completed by	Ryley Johns
Contact phone	8340 200

People capacity (excluding staff)

Total number of people (excluding staff) allowed on premises

Does not apply

Note:

- To have more than 1,000 people, you must have a COVID Management Plan approved by SA Health.
- You can find more information and submit a COVID Management Plan via www.covid-19.sa.gov.au.
- Weddings, funerals, and religious ceremonies are currently limited to no more than 150 attendees, excluding any necessary staff.
- The above capacity limits apply **unless** lower capacity limits apply to your premises under existing legislation, regulation or licensing arrangements. For example: if you have a small venue liquor licence, lower capacity limits will likely apply to your premises than the ones listed above.
- For any outdoor areas included above, the listed capacity for that area can be doubled, which represents 1 per 2 square metres. You are allowed to manually adjust this on your Plan.
- Regardless of the figures listed above, viewing areas at venues where entertainment is offered to patrons in fixed seating (like theatres and cinemas) are allowed to operate at 50% of their normal capacity, as long as they implement checkerboard seating arrangements for the duration of the activity.

Obligations

General principles

General obligations – Contact tracing with approved contact tracing system

- You must put in place and operate an approved contact tracing system at your venue or activity.
- This means either the QR Code provided in this plan (SafeCheckIn), ScanTek or another electronic platform approved by the State Coordinator. You are not allowed to use any different option.
- People attending your venue or activity must check in using the approved contact tracing system you have put in place (unless they are genuinely unable, for example if they do not have a smartphone).
- If using SafeCheckIn, you must print and make the QR Code provided in this COVID-Safe Plan available onsite to allow people attending your venue or activity to check in.
- If and when it is truly impossible for you to use an approved contact tracing system (or for a patron to check in by using it), then you must still keep a different type of attendance record of these people attending your venue (that is, as a back-up option).
 - These records must then include each person's contact details, and the time and date of attendance.
 - They must be produced for inspection at the request of an authorised officer.
 - It is prohibited to use these records for any other purpose than for COVID-19 contact tracing.
 - They can be physical or digital records.

General obligations - density

- The maximum number of members of the public per separate indoor room or indoor area must not exceed 1 person per 4 square metres of publicly accessible space.
- The maximum number of members of the public per separate outdoor area must not exceed 1 person per 2 square metres of publicly accessible space.
- **Note:** this requirement does not apply to movable places.

General obligations - distancing

- Have measures in place to maintain and encourage others to maintain the physical distancing principle of at least 1.5 metres separation. This includes:
 - Between groups within each room.
 - At entry and exit points.
 - This does not apply to those who attend as a group, such as members of the same household, family or people who otherwise regularly associate with each other.
 - For larger venues, complying with this requirement means that you will need to have crowd control measures in place, including in relation to queuing.

General obligations – COVID-Safe Plan

- A COVID-Safe Plan must be submitted by all individuals or organisations that own, operate or host Defined Public Activities as outlined by the Emergency Management (Public Activities) (COVID-19) Direction.

This includes most venues/facilities that were previously directed to close by Emergency Management Directions.

The form must be produced on request from an authorised officer.

General obligations – capacity limits

- No more than 1,000 people are allowed on site at any one time. To be allowed to have more than 1,000 people on-site, you will need to prepare a dedicated COVID Management Plan and have this approved by SA Health.

General obligations – COVID Marshals (if relevant)

- Any business or activity that requires a COVID Management Plan to be allowed to operate, must also have at least one dedicated COVID Marshal on site at all times while operating/open to the public.
- Visit www.covid-19.sa.gov.au for more information on when a COVID Management Plan is required.
- This means a dedicated staff member who is 18 or older, has completed training as prescribed by SA Health, who is clearly identifiable as a COVID Marshal, and whose duty is to supervise and ensure that all people onsite comply with the COVID Management Plan, including distancing, density, hygiene and cleaning, infection control, venue layout, ensuring stock of items like sanitiser, and other requirements as relevant (such as keeping attendance records).
- If you operate 24/7 with staff not always onsite, you only need to have a COVID Marshal onsite at all times of high patronage.
- If you reasonably expect 200 people or more to be onsite at the same time, the COVID Marshal may not have any other duties than being a COVID Marshal.
- The owner, operator or person who is effectively in charge of a business or activity is responsible for ensuring that a COVID Marshal is in place.
- They must also keep records of completion of Marshals' training, and provide these records to an authorised officer on request.
- If your premises are used by different people or organisations, it is the responsibility of the owner or person with care/control/management of your premises to ensure that it is supervised by a COVID Marshal, if and when required.
- This will be the case when your premises are used by people conducting prescribed operations.
- In this case, you do not have to supply the COVID Marshal, but you must ensure the person conducting the prescribed operations supplies a COVID Marshal. You can determine how this is done - for example, you can include in the hiring terms and conditions that the hirer must have a COVID Marshal.
- Prescribed operations include: onsite purchase and consumption of food or beverages; sports clubs, religious or faith-based ceremonies other than weddings and funerals, swimming pools used by the public, gyms and fitness centres, any activity that requires a COVID Management Plan, supermarkets, hardware stores, distribution centres and associated transport operations.

I understand that the above requirements are legal obligations under current Emergency Management directions. If I do not comply with these, I may face a fine of up to \$5,000

Checked

Health or residential care, disability support or aged care services

- Your current COVID-19 protocols, plans, guidelines and policies continue to apply and prevail over the content of this COVID-Safe Plan, if and where they may conflict.
- Capacity and density limits do not apply to this category of activities. Instead, you should follow your organisation's existing guidelines on minimising the number of people onsite.

- Wearing single use surgical face masks is mandatory for a wide range of settings within this category. Please refer to Schedule 2 of the current Public Activities Direction for a full list of who is covered by this requirement.
- The requirement to wear such a mask applies to all care providers, patients, clients, residents, administrative and other staff, employees, visitors, students, contractors and any other person on the premises at which the service is provided.
- The following exceptions apply:
 - when wearing the mask hinders providing the service;
 - if suffering from medical or mental health conditions;
 - if living with a disability;
 - to enable communication with a person who is deaf or hard-hearing;
 - for a person under 12 years of age; or
 - a resident or live-in staff member of a residential care facility, including in circumstances in which it is not possible to comply with the physical distancing principle.
- One of the primary purposes of this Plan is to ensure you implement an approved contact tracing system. Refer to General Obligations and Recommendations for more information.

I understand that the above requirements are legal obligations under current Emergency Management directions. If I do not comply with these, I may face a fine of up to \$5,000

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Recommendations

General

Physical distancing

- Consider venue layout and move tables and seating to comply with physical distancing (1.5m separation) and density requirements (1 person per 4 square metres).
- Dedicate separate bathroom facilities for each separate room or area of a venue, where possible. Install signage to make members of the public aware of which bathroom to use.
- Dedicate separate entry and exit doors from separate rooms, and pathways to encourage “one-way traffic” where possible.
- Minimise mixing between separate rooms or groups of people as much as possible.
- Display signage at the venue entrance to instruct members of the public (and staff) not to enter if they are unwell or have COVID-19 symptoms.
- Encourage contactless payments to be used where possible.
- Encourage online bookings, reservations and pre-ordering where practical.
- Consider using physical barriers, such as plexiglass screens, in areas that involve high volume interactions (e.g. point of sale).

- Consider placing floor/wall markings or signs to identify 1.5 metres distance between people, particularly for queues and waiting areas.
- Monitor compliance with physical distancing requirements, with particular regard to areas where members of the public might congregate.
- Consider limiting the duration of any activity to 2 hours or less where possible.
- Encourage and support downloading of COVID-Safe App.

Contact tracing with approved contact tracing system

- Contact tracing with approved contact tracing system
- To set up your SafeCheckIn station(s), all you have to do is print the QR code provided in this Plan, and make it available onsite.
- It is recommended to make your QR code available on various locations, for example on each table, in a central area, near a service area, or near your entrance.
- When choosing the best place, please make sure you do not create bottlenecks/queues.
- You as the business owner/operator or person in charge of your activity are legally required to make QR code check-in available and encourage its use, and all people attending your venue are required to use it to check in. This includes attendees, patrons, contractors, staff, and so forth.
- The data collected in this way is stored in a highly secure way, and can only be used by SA Health for contact tracing purposes. The data will be kept only for 28 days.
- To prevent your QR codes from getting damaged easily, you may wish to laminate the page they are printed on. This will not affect their usability.
- Please only use the QR code provided in your plan, as this is linked to your venue/place of your activity.
- You, as well as authorised officers, are allowed to ask attendees attending your venue or activity to provide evidence of having checked in by showing the confirmation text message on their phone.
- Guidance on setting up and using ScanTek will be made available at a later date.
- No other approved contact tracing systems are available at this point. Only SafeCheckIn and ScanTek are allowed.

Use of facemasks

- The wearing of facemasks is recommended (but not obligatory) in situations or environments where physical distancing is difficult or not possible.
- **Note:** wearing a facemask is mandatory in certain settings, including personal care and beauty services, and certain health care and residential care services.
- COVID-Safe plans for activities for which a mask is mandatory clearly state this.

Hygiene

- Conduct frequent environmental cleaning and disinfection especially of touch-points (door handles, push plates including bathroom, EFTPOS facilities, counters, table tops, backs of chairs, food preparation areas etc).

- Refer to SA Health and the Australian Government's online COVID-19 cleaning guidelines and factsheets for detailed information on how to undertake effective cleaning and disinfection, including the products and methods to use.
- Frequency of cleaning will be determined by the turn-over of patrons – the more patrons over a period of time, the more cleaning required.
- Clean bathrooms more frequently than lower traffic areas, especially taps, door handles and other frequently touched points. Note that for certain activities, this is mandatory.
- Avoid providing/using shared items, equipment or utensils. Where this is not possible, clean them frequently or between use.
- Provide hand sanitiser on entry and exit of the premises.
- Consider installing signage on hand hygiene and cough etiquette.
- Ensure bathrooms have soap and running water for handwashing.
- Hand drying facilities must be made available. Provide disposable paper towels or hand dryers only. Cloth towels should only be provided if they are for single use.
- If using communal showers, toilets and change rooms, maintain and encourage physical distancing (1.5 metres distance) between people.

Staff

- Staff must stay home if they are sick, and go home immediately if they become unwell. Unwell staff with COVID-19 compatible symptoms should be tested for COVID-19 and remain in isolation until they receive a result. They can return to work once a test is negative and their acute symptoms have resolved.
- Minimise unnecessary contact between staff. Consider dividing staff into fixed teams or shifts that do not cross over to reduce the risk of transmission.
- Consider how you will minimise contact between staff and site visitors such as delivery personnel.
- Consider if staff need any additional training to be able to implement your COVID-Safe Plan.

Ready for business

- Print or download your COVID-Safe Plan.
- Print and display SA Health COVID-Safe materials (such as signage/posters on hygiene, physical distancing).
- Check the condition of equipment and facilities to ensure they are fully functioning, such as gas, electricity, toilets.
- If relevant, check food and beverages have not been contaminated or are now out of date.
- Ensure all staff are aware of this plan and the requirements that are relevant to them.
- Review obligations under existing legislation which will continue to apply.
- Check that COVID-19 safety measures are risk assessed to ensure that any newly implemented measures do not create new safety or security risks.

Response planning

- Ensure you and your staff have a basic understanding of how to respond to a case of COVID-19 at the workplace.
- A step-by-step summary of actions to take is:

1. Keep others away from the confirmed or suspected case. Talk to and assess the person concerned; if they need urgent medical help, call 000 immediately.
 2. If the person is at your premises when symptoms emerge, assess the situation and risks. Talk to the person about your concerns and next steps. Seek government health advice.
 3. If well enough, ask the person to go home, seek medical advice and testing for COVID-19, and self-quarantine until a result is returned. Ensure the person has safe transport to get home; if not, you may need to arrange for a taxi.
 4. Close the premises, ask all patrons and unnecessary staff to leave and arrange for a full environmental and disinfection clean. Open doors and windows to increase airflow.
 5. Notify SA Health via HealthCommunicableDiseases@sa.gov.au so that they can trace any contacts of this person and contain the spread. SA Health may ask for any attendance records you may have kept to assist with this.
 6. SA Health will assess whether other staff, patrons or contractors may have been exposed to COVID-19, and direct them to self-quarantine at home. Note: this may include your staff; as such, it is recommended to have contingency plans in place.
- Regularly review your COVID-Safe Plan. Update it if needed, for example if your place of doing business or the services you offer change.

COVID Marshals

- COVID Marshal training courses prescribed by SA Health will be made available online at no cost. Visit www.covid-19.sa.gov.au for more information.
- Owners, operators or people effectively in charge of a business or activity are legally responsible for the overall compliance with their COVID-Safe Plan or COVID Management Plan. This includes responsibility for their COVID Marshal(s) and other staff.
- COVID Marshals are not legally responsible for a venue's overall compliance or for the behaviour of individual patrons. Instead, they have a duty to their employer/person in charge of the activity to perform their role as COVID Marshal to the best of their abilities.
- COVID Marshals must be familiar with their business or activity's COVID-Safe or COVID Management Plan. Owners, operators or people effectively in charge of a business or activity should provide a copy of their Plan to their COVID Marshal(s) and discuss the Plan and its implementation with them. This gives COVID Marshals the information they need to take reasonable action to ensure staff, patrons and other people comply with the Plan and the rules and restrictions in it.
- Beyond the mandatory requirements around age and training, it is recommended that people nominated as COVID Marshals have good customer service, people and communication skills, a solid knowledge of the business or activity's operations, and sufficient experience and authority among staff to supervise and give limited directions.

I understand these recommendations and will implement them where I can, to the extent possible, to ensure my operations are COVID Safe

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Notes (optional, for use by owner/operator)

