

PANDEMIC RISK MANAGEMENT PLAN

VISITORS, STAFF, VOLUNTEERS CONTRACTORS AND OTHERS

Important Note to Volunteers: In the event of an incident as described at points 5 & 6 (below), immediate contact should be made with the delegated Buda Committee or Staff Member to attend and assume the responsibility of carrying out the necessary procedures which they may require your assistance with..

Abbreviations:

- Buda – Buda Historic Home and Garden Inc.
- COM – Buda Committee of Management
- FOH – Front of House staff

1. Background

Buda Historic Home and Garden Incorporated [Buda] is closely following Victorian Government advice regarding keeping Buda staff, volunteers and the general public safe during the Covid-19 pandemic. Buda is vigilant and adaptable to shifts in regulations as we have a small and dedicated team in constant communication. This means that we can react quickly and update our approach as new information becomes available.

We have consulted Safe Work Australia; Volunteering Australia, Museums Australia (Victoria) in the development of our approach.

Buda will permit the following numbers of visitors to the property until further notice:

- only 5 visitors to enter the house museum at any one time, to be allowed to enter in 15-minute increments
- up to 150 visitors at a time in the garden environs
- 40 persons in the Garden Room

These numbers exclude staff, volunteers or contractors, which are generally fewer than 5. From time-to-time there may be people attending Buda by appointment for other purposes, such as research, special meetings etc. This can be permitted as long as social distancing and other COVID-19 safety requirements are being adhered to.

Everyone who intends to be on the **property** for longer than 15minutes needs to leave their name and phone number. Victorian Government QR code contact tracing is available both at reception and at the entrance of the Garden Room.

2. Safety procedures to be implemented prior to reopening.

2.1 Registry of all who enter the building

Visitors: Front of house (FOH) staff/volunteers will request all visitors to register their presence in the building by providing contact details:

- name
- date
- phone number
- time of arrival

These will be kept for 28 days.

Or by Victorian Government QR Code contact tracing.

If the patron or visitor declines to provide details after being given an explanation, they cannot be compelled to do so.

Buda has the right to refuse entry to patrons or ask them to leave.

Use of the emergency button for support if there is an issue where the FOH staff/volunteers feels at risk

The following statement will be spoken and made available for those who ask:

The name and telephone number of each patron and visitor to our venue is being collected for the purpose of contact tracing in the event of a suspected coronavirus (COVID-19) case at this venue.

All details will be recorded and kept for a minimum of 28 days from today.

The information will not be released to the public or shared with any third party except the Victorian Department of Health and Human Services, who will use it to contact people who may have been exposed to coronavirus (COVID-19).

The information collected will be destroyed after 28 days.

Please also consider downloading the COVIDSafe app to help us protect you, your friends and family.

2.2 Staff, Volunteers, Contractors, Committee of Management, researchers or people attending Buda for any other work-related purpose – Sign In Procedure:

When entering Buda:

- Staff, volunteers and committee members can fill in name, date, time of arrival and departure in the book in the House Kitchen or the Gardener's Shed. (Their contact details are already on record).
- Contractors will need to fill in the book at FOH with name, date, phone number and email, time of arrival and departure.
- Other visitors that may be at Buda for purposes of research or onsite meetings etc. with Buda personnel will need to complete the sign in page at FOH with name, date, phone number time of arrival and departure.

2.3 Hand sanitising stations

These are located:

- On the veranda outside reception
- In the House Kitchen and the Gardener's Shed next to sign-in book
- Near the handtowel dispenser outside the toilets

Signage will direct people to use these stations prior to entry to the house museum and before entering the kitchen and toilets.

Kitchen, admin block, gardener's shed and toilets have handwashing instructions and liquid soap.

2.4 Front reception desk and house museum

- FOH staff/volunteers will ensure that all visitors register details at *data collection station* on front veranda (or inside front doorway)

- FOH staff/ volunteers will have hand sanitiser at their desk and access to disinfectant to wipe down all FOH surfaces.
- FOH staff/volunteers will wipe the front door handle with disinfectant after every 10 entries to the house, or at beginning and end of shift
- FOH staff/ volunteers will only allow 5 visitors to enter the house museum at any one time, and up to 50 visitors in the garden.
- Visitors will be asked to practice social distancing and hygiene measures, both by FOH staff /volunteers and through signage.
- There will be signs where necessary directing the flowpath of visitors through the house museum. These signs will be displayed on pedestals where required.
- FOH staff/ volunteers will monitor the house museum spaces via security camera monitors in the Admin Office OR an extra staff/volunteer may be stationed within the house to assist with visitor number regulation and flow.
- No group bookings [for more than 50 people travelling together] will be accepted at this time.
- Buda will closed at 4pm each day it is open to the public, so that staff can clean & disinfect the house museum including door handles, toilet flush handles, tap handles, bin lids and gate.

2.5 Covid-19 Safe Work Australia signs displayed in appropriate locations at Buda

Signage:

Front Desk, Entry to House, Entry to Maid's Quarters:

- ***Keeping your distance*** poster display

At various points in the House as necessary

- Visitor movement/flowpath signage through the House

At all hand sanitiser stations

- ***How to hand rub*** poster

Reception Folder, Kitchen, Cleaners Cupboard and Gardener's Shed:

- Covid-19 Cleaning Checklist
- How to clean and disinfect your workplace
- What to do if a worker has COVID-19 – Infographic

Notice Boards: Admin Office, Kitchen, Gardener's Shed, Reception Folder

- Simple steps to help stop the spread poster
- Good hygiene practices poster for businesses

Toilets, Toilet Noticeboard, Kitchen and Gardener's Shed

- ***How to hand wash*** poster
- ***Simple steps to help stop the spread*** poster

3. Communicating with visitors

3.1 This Plan will be available at the Buda front reception desk and on Buda's website.

3.2 Visitors will be advised through EDM (electronic direct mail) and on the website:

- Buda will permit only 5 visitors to enter the house museum at any one time in 15 minute increments, and up to 50 visitors to the Garden, until further notice
- physical distancing and hygiene measures that have been implemented at Buda
- visitors are required to provide their name, email and/or mobile phone contact details at FOH, and that this information will be held according to any relevant privacy law requirements.

- the conditions of entry to the house are that visitors need to follow advice from Buda staff / FOH volunteers;
- encourage, but do not mandate, visitors use the Australian Government's COVIDSafe app.
- visitors will be reminded to stay home if they are sick, even if their symptoms are minor, and seek medical advice if they have a fever, cough, sore throat or shortness of breath.
Call health direct (Australian Government) on 1800 022 222 or the dedicated Coronavirus Hotline on 1800 675 393.
- We encourage our patrons to download the COVIDSafe app.

4. Staff, volunteers and contractors safety measures.

- This plan will be distributed to all staff/volunteers prior to opening
- Staff/volunteers are encouraged to download the COVIDSafe app.
- Staff/volunteers must wash their hands thoroughly with soap and water for at least 20 seconds at minimum:
 - ❖ On arrival at work
 - ❖ Before handling food and at the start and end of each meal break
 - ❖ Before and after touching a customer or their belongings
 - ❖ Before leaving work
 - ❖ After smoking, coughing, sneezing, blowing their nose, eating or drinking, and using the toilet
 - ❖ After touching hair, scalp, mouth, nose or ear canal
 - ❖ After handling rubbish and other waste
 - ❖ Before and after cleaning
 - ❖ Before and after removing gloves (if used).
- All staff, volunteers and contractors sign in at registry book in the Kitchen or Gardener's shed on arrival and departure
- All staff and contractors are responsible for the daily cleaning of their workstations.
- Computer keyboards, door handles and light switches that staff and contractors have touched on entering working must be wiped clean at the end of each day. Each staff member and contractor are responsible for doing this as they leave the building by taking a paper towel with either methylated spirits or disinfectant and cleaning their area as they exit. Disposing of the paper towel in the bin provided at designated Buda door exits and sanitiser stations
- Buda employs a professional cleaner weekly who has received copies of the Safe Work Australia cleaning checklist and instructions.
- All staff, volunteers, contractors and personnel onsite for any other work-related reason will practice strict social distancing measures. 1.5m distance from another person and no more than one person per 4 square meters in the workplace.
- All staff and contractors should avoid sitting in the same room for more than 15 minutes with another person and instead continue the conversation by phone, zoom or email.
- Tissues will be accessible to each workstation and bins provided.
- All staff, volunteers contractors and personnel onsite for any other reason should not come to Buda if feeling unwell.
- Encourage staff to report any possible exposure to COVID-19
- If staff and contractors suspect they might have Covid-19 proceed to Section 5.Below
- Staff/volunteers will conduct monthly COVID-19 compliance meetings.
- Staff/volunteers will conduct an OH&S compliance meeting every 3 months.
- Wearing masks is recommended for individuals that are working in a confined space and anyone with symptoms should be asked to stay home.

- Gloves are recommended when cleaning and disinfecting. Disposable latex gloves are accessible in reception and the kitchen, cleaning cupboard and conservation areas.

5. Procedure if a possibly afflicted person is identified on the property

5.1 While we can't identify Covid-19 we will treat someone who is showing symptoms of the virus or has just been notified that they have been in contact with someone who has been diagnosed with Covid-19 and is being considered as a potential carrier, as a potential carrier. We are advised that symptoms to look out for are:

- ❖ fever
- ❖ chills or sweats
- ❖ cough
- ❖ sore throat
- ❖ shortness of breath
- ❖ runny nose
- ❖ loss of sense of smell
- ❖ headache
- ❖ muscle soreness
- ❖ stuffy nose
- ❖ nausea
- ❖ vomiting
- ❖ diarrhoea

5.2 If this is the case we will act to prevent the spread; isolate the person and call for assistance:

- Advise the President of Buda COM and any paid staff onsite who can assist or take-over to instigate necessary procedures
- Close the House and Garden to further incoming visitors.
- Staff will don a mask and gloves, clearly located in Kitchen with first aid kit, and
- Isolate the afflicted person into the Kitchen area
- Advise other visitors already on the premises, that Buda is closed to the public and they are requested to leave
- Call Healthdirect on 1800 022 222 or the dedicated Coronavirus Hotline on 1800 675 393 and follow their advice on next steps.

After the incident, the delegated Buda staff will:

- Keep in contact with the afflicted person at all times.
- If the person tests positive:
 - ❖ Arrange for a deep clean (contractor arranged).
 - ❖ Identify who has been in contact with afflicted person:
 - ❖ Consult the container with names and numbers, kitchen manual registry and Gardeners shed to contact all who may have come into contact with the afflicted person.
 - ❖ Review this document and review whether procedures may need to change.
 - ❖ Follow advice of Healthdirect on 1800 022 222 or the dedicated Coronavirus Hotline on 1800 675 393 about reopening.

6. Procedure if an afflicted person is identified as having Covid-19 and has been in the house museum

- Advise the President of the Buda Committee of Management and staff including: Administration Manager or another staff member on site who can take over the procedures role.

- Close the house Museum and Garden to the public
- Identify who has been in contact with afflicted person:

Consult the container with names and numbers, kitchen manual registry and Gardeners shed to contact all who may have come into contact with the afflicted person.

- Review this document and review whether procedures may need to change.
- Follow Advice of Healthdirect on 1800 022 222 or the dedicated Cononavirus Hotline on 1800 675 393 about safety measures to be taken and re-opening.