



FALLS CREEK ALPINE RESORT MANAGEMENT BOARD – COVIDSAFE OVERVIEW & ACTION PLAN

JUNE 2020

Contents



Introduction	2
Objectives	2
Development of COVIDSafe Plans.....	3
The Key Actions to be Addressed in COVID Plans:.....	5
Hierarchy of COVIDSafe Plans.....	7
Opening of Activities and Facilitated Tourism	8
Staff & Visitor Welfare: Instructions & Procedures - COVIDSafe Welfare	11
What is coronavirus (COVID-19)	12
How To Reduce Your Risk Of Contracting And Spreading Coronavirus (COVID-19)	12
Risk Planning	15
FCARMB Action Plans	18
Falls Creek Resort coronavirus (COVID-19) Testing, Isolation and Quarantine.....	21
FCARMB Staff Accommodation Management for coronavirus (COVID-19).....	24
FCARMB Transportation Plan for coronavirus (COVID-19)	28
Supplementary Transportation Services Information: 4Site (contractor)	29
Customer Arrival: Transport to Accommodation	31
Falls Creek Resort Capacity Management Guidelines.....	33
FCARMB – Key Infrastructure & Operational COVIDSafe Planning	38
Appendix 1: Stakeholder list	40
Appendix 2: FCARMB – Whole of Resort Risk & Actions Register	41
Appendix 3: Tourism Industry Guidelines for coronavirus (COVID-19) – May 31st 2020.....	41
Appendix 4: Hospitality Industry Guidelines for coronavirus (COVID-19) – May 26th 2020	41
Appendix 5: Cleaning & Hygiene Guidelines	41
Appendix 6: Alpine Activities Guidelines for coronavirus (COVID-19) – 21 June 2020.....	41
Appendix 7: FCARMB Visitor Journey – Altered Resort Entry Process	42
Appendix 8: FCARMB Capacity Management Protocol.....	43
Appendix 9: Traceability & Booking in Advance	48
Appendix 10 – COVID at the Workplace.....	52
Appendix 11 – Falls Creek Ski Patrol coronavirus (COVID-19) Safety Plan.....	53
Appendix 12 – 4Site Australia COVIDSafe Plan.....	66
Appendix 13 – FCARMB Operational Service Level Manual – COVIDSafe Supplement June 2020.....	66
Authorisations and Document Parameters	68

Introduction

The Victorian Government announced further easing of coronavirus (COVID-19) restrictions under the Chief Health Officer's (CHO) Restricted Activity Directions (No 9) issued on 24 May 2020. As such, alpine resorts can open in line with these restrictions, and the Victorian snow season will commence from 22 June 2020.

For the snow season and other alpine activities to be as successful as possible, comprehensive measures are needed to ensure alpine resort operations (i) minimise the risk of COVID-19 transmission among visitors and staff and (ii) effectively manage any outbreak of COVID-19 that may occur at the resorts.

The Falls Creek COVIDSafe Resort Overview (CRO) provides details of the documented preparations, procedures and policies that will enable the Falls Creek Alpine Resort Management Board (FCARMB) to safely conduct operations in accordance with the easing of restrictions. The CRO is designed to ensure that FCARMB staff, mountain stakeholders and the public feels confident that their health and safety is being protected.

Objectives

The objective of the Falls Creek Resort COVIDSafe Overview and Action Plan is to provide guidance and direction in relation to ensuring the resort and its stakeholders have implemented appropriate operational safety plans which comply with the Victorian state governments COVID-19 regulations.

As such this overview:

1. Provides a framework for ensuring the safety of all people in the resort, through the awareness of this overview and action plans.
2. Establishes who is responsible for providing COVIDSafe access in different areas in the resort through the comprehensive risk matrix and alignment to the Australian Ski Resorts COVID - 19 Operating Safely Plan.
3. Identifies what activities will be implemented and/or facilitated for each of the 3-step approaches to recovery.
4. Identifies who is accountable for site based activation and the development of COVIDSafe Plans (CSP) in each area of the resort and what measures are needed to mitigate risk.

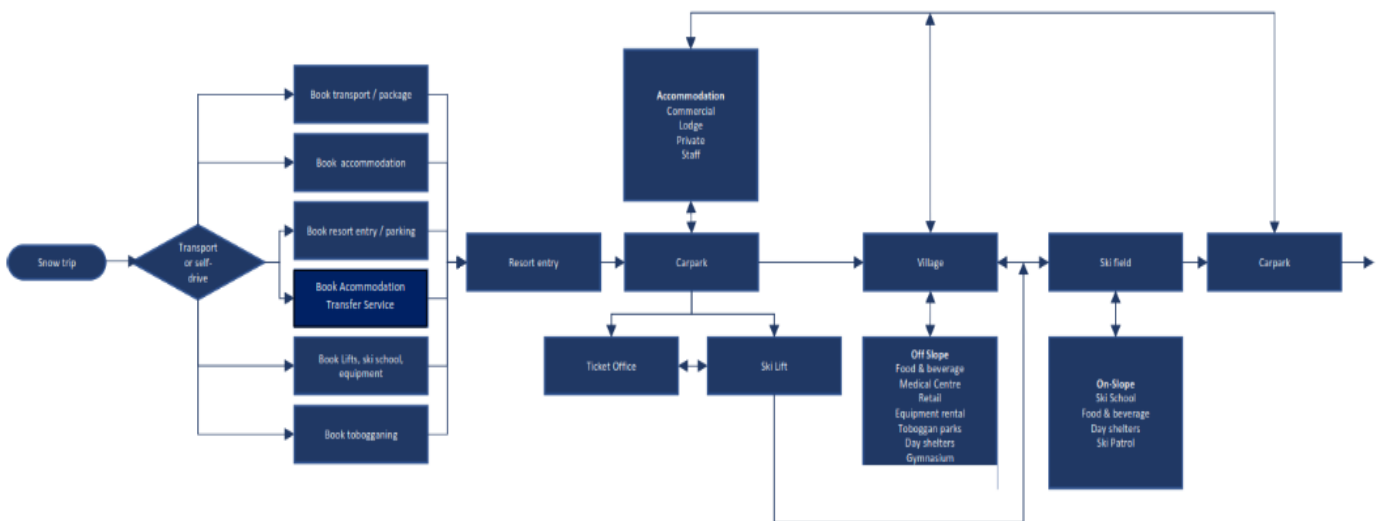
Development of COVIDSafe Plans

There are many interactions that are undertaken for each guest in an alpine resort whether they are day guest, overnight guests, service providers, contractors, residents, or employees.

These domains are key zones that visitors & staff pass through. (refer to Appendix 8 Capacity Management)

These interactions are common to all people in the resort. Each begins at the resort entry and covers all actions of the journey. As snow seekers progress with their travel and journey into the resort their interactions will involve proceeding through the Howmans Gap entry gate, the resort roads (BHP Road and Village Roads), car park, the use of transport services, purchase lifting tickets, using public amenities, peruse retail outlets, purchase food and beverages etc.

Falls Creek Visitor Journey Interaction Flow:



Given these interactions, the requirements for appropriate risk strategies and planning is a three tiered one.

Firstly - the Australian Ski Resorts COVID-19 Operating Safety Plan 1.0, which outlines the overarching principles that should be applied at individual resorts;

Secondly - this Falls Creeks COVIDSafe Overview and Action Plans which references specific guidelines approved by the Victorian Government as they are relevant in their application to the Falls Creek Alpine Resort Management Board

Thirdly - the specific COVIDSafe Plans for each Falls Creek Alpine Resort stakeholder where required to discharge their obligations in complying with the Victoria Governments a range of requirements specified in legal directions.

The responsibility for providing a safe environment for guests and other resort patrons will frequently cross-over between the public and private sector. The public sector is managed by the Alpine Resort Management Boards and generally encompasses all activities and movements that are outside leased areas of land. These areas generally include:

- Access and travel on roads
- Car parking and access to lifted ski field area
- Public amenities
- Cross country ski trails and snow play areas
- Public transport vehicles and conveniences

As people transition from public areas into leased areas, the responsibility for providing a safe environment will become that of the lessee of the site. Transition into these areas generally involves the commercial activation of the resort and includes:

- Food and beverage providers
- Accommodation facilities
- Access to the lifted ski area (alpine skiing and snowboarding)
- Retail sales and ski equipment rentals

Stakeholder COVIDSafe Plan Development Matrix								
	F&B Outlets	Ski Area Operator	Staff Accommodation	Shared Accommodation	Equipment Rental Outlets	Commercial Accommodation	Retail or other service provider	Stakeholders transporting visitors
Overarching Stakeholder								
Cleaning & Hygiene								
Hospitality								
Tourism								
Shared Accommodation (Lodges)								
Staff Accommodation								
Snowsports Equipment rental								
Ski area								
Snowplay & tobogganing								
Transport								
Managing Capacity								
Dealing with a confirmed case								

To achieve the safest facilitation of the resort during the winter season, each public and commercial business functional unit must develop a COVIDSafe Plan (CSP). A CSP will be a detailed operational document (ideally utilising the DHHS guidelines) that will detail how each commercial operation, public facility and public service will implement the Victorian COVID-19 regulations.

CSP's, taken as a collective throughout the resort, will mean that every guest, resident and employee will have a plan that discharges the Victorian COVID19 Regulations for wherever they are in the resort. This will ensure that the safety of every person in the resort will be to the satisfaction of the prevailing regulation.

Prior to the development of a CSP each operator and service delivery unit in the resort is strongly encouraged to undertake a risk assessment based on the National COVID19 Coordination Commission (NCCC) to highlight the areas of risk at the premise or during the delivery of the service.

Each business has an obligation to ensure that their venue is deep cleaned and prepared prior to re-opening or re-commencing operations. Refer to Appendix 5.

Venues may consider nominating a staff member to be the COVID-19 Response Officer (or similar) to oversee the implementation of the venue's coronavirus (COVID-19) plan, and ensuring that correct processes are being followed, any relevant documentation is complete, staff are trained, and procedures are kept to up-to-date to comply with current health information.

Evidence of compliance with the directions of the Chief Health Officer may be requested from a relevant compliance/enforcement officer. Victoria Police and other authorities involved in the regulation of hospitality and liquor licencing, such as VCGLR, and local councils, may conduct spot checks to ensure compliance with the directions of the Chief Health Officer. WorkSafe will continue compliance and enforcement action under the Occupational Health and Safety Act 2004 (OHS Act).

The Key Actions to be Addressed in COVID Plans:

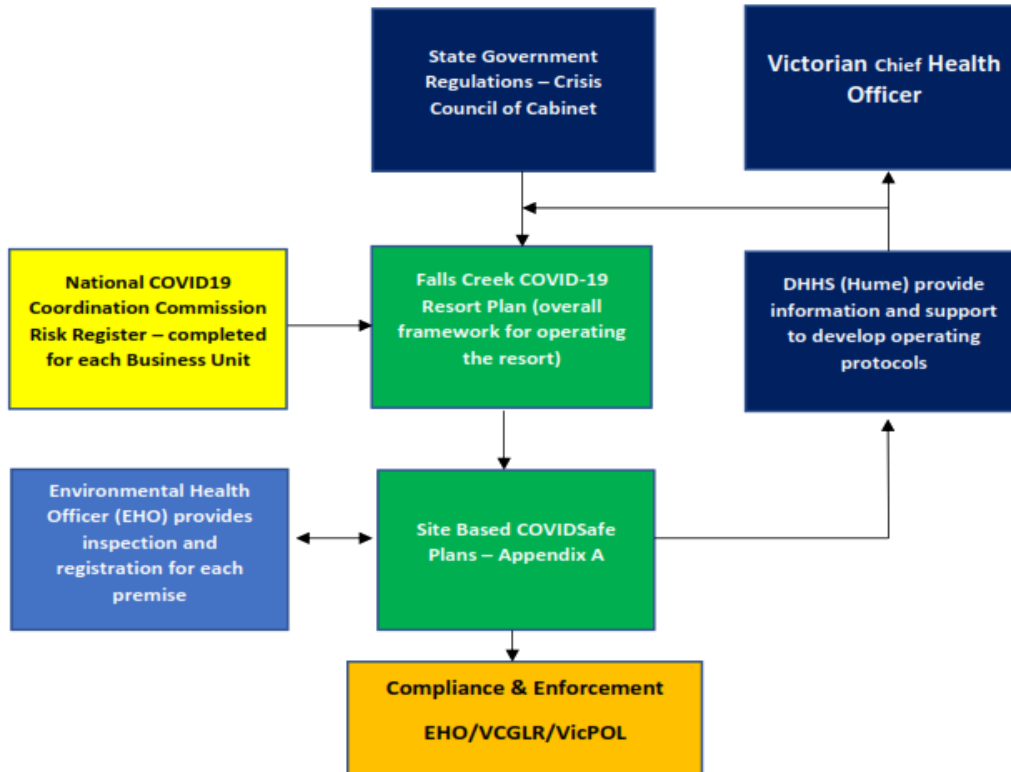
SUMMARY OF KEY ACTIONS		WHO
What you need to do to safely re-open your business	<input type="checkbox"/> Protect staff wellbeing by ensuring <u>safety and hygiene</u> measures are in place as well as ensuring workers are complying with health advice and are not unwell.	Business
	<input type="checkbox"/> All staff are provided with FCARMB materials, guidelines and required to undertake online induction for COVIDSafe protocols.	Business
	<input type="checkbox"/> Have provisions in place to <u>record patrons' contact details</u> on booking or entry, with name and a contact number (the details of every patron should be recorded, not just one every table).	Business
	<input type="checkbox"/> Undertake a deep clean of the premises and implement additional <u>hygiene and cleaning measures</u> and practices	Business

-
- | | |
|---|----------|
| <input type="checkbox"/> Ensure venue is set up to adhere to <u>patron and table size limits, and physical distancing of dining groups</u> of: <ul style="list-style-type: none"> a. capacity limits of 20 patrons per separate dining space (not including staff); b. density quotient of 1 patron per 4 square metres of floor space accessible to patrons; and c. tables to have no more than six patrons and arranged so that patrons from different tables are not closer than 1.5 metres when seated. | Business |
| <hr/> | |
| <input type="checkbox"/> Ensure <u>patron awareness of, and compliance with</u> , requirements (including collection of contact information). | Business |
| <hr/> | |
| <input type="checkbox"/> Be ready to work with the Department of Health and Human Services in the event of a case of coronavirus (COVID-19) in a staff member or patron, or an outbreak affecting your business. | Business |
| <hr/> | |
| <input type="checkbox"/> Complete and consider displaying coronavirus (COVID-19) checklists provided in these guidelines. | Business |
| <hr/> | |
| <input type="checkbox"/> Prepare signage to display at your venue, including evidence that at least one staff member at your venue has completed the the Victorian Government online coronavirus (COVID-19) training. | Business |
-

Source: <https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19>

Hierarchy of COVIDSafe Plans

The hierarchy of regulating COVIDSafe Plans for the alpine resorts will be:



Source: Hospitality Industry Guidelines for coronavirus (COVID-19) – refer page 24-25:

How will you enforce compliance? Who will enforce it?

Victoria Police and other authorities involved in the regulation of hospitality and liquor licencing, such as VCGLR, and local councils, may conduct spot checks to ensure compliance with the directions of the Chief Health Officer.

A Coronavirus (COVID-19) Outbreak Joint Intelligence Unit has been established to support outbreak preparedness and identify and respond to outbreak risks.

The Department of Health and Human Services and WorkSafe will co-ordinate intelligence and information on businesses that are non-compliant.

WorkSafe will continue compliance and enforcement action under the Occupational Health and Safety Act 2004 (OHS Act).

What is the role of WorkSafe and Victoria Police?

Victoria Police and other authorities involved in the regulation of hospitality and liquor licencing, such as VCGLR, and local councils, may conduct spot checks to ensure compliance with the directions of the Chief Health Officer. WorkSafe will continue compliance and enforcement action under the Occupational Health and Safety Act 2004 (OHS Act).

WorkSafe is responsible for monitoring and enforcing compliance with the OHS Act. For information on health and safety requirements under the OHS Act, businesses should refer to WorkSafe Victoria's website or contact its advisory service on 1800 136 089.

What are the penalties for not complying?

Victoria Police can issue on the spot fines of up to \$1,652 for individuals and up to \$9,913 for businesses for:

- Refusing or failing to comply with the emergency directions;
- Refusing or failing to comply with a public health risk power direction; or
- Refusing or failing to comply with a direction by the Chief Health Officer.

Larger fines of up to \$20,000 for individuals and \$100,000 for businesses are possible through the courts.

WorkSafe may take a range of compliance and enforcement action against an employer which fails to comply with its duties under the OHS Act.

Opening of Activities and Facilitated Tourism

Guests visiting Falls Creek do so to undertake a variety of activities which vary in the degree of facilitation by either public or private sector entities.

The following table is a high-level guide to the activities and services that will be on offer to resort guests at each step of the Victorian governments easing of the COVID-19 regulations.

	Step 1	Step 2	Step 3
Vic Gov Regulations	Refer to Restricted Activities Direction (No. 7) <i>Public Health and Wellbeing Act 2008</i>	Refer to Restricted Activities Direction (No.9)	Refer to Restricted Activities Direction (No.10). Deferral of roll backs until 12 th (SoE until 19 th July).
Aust Gov Regulations	May 1 COVID Safe opening commences with physical distancing and hygiene <ul style="list-style-type: none"> • 1.5m distancing • 5 visitors in home • Work from home if it works for employee & employer • Gatherings of 10 outside home • Libraries, community centres, playgrounds and bootcamps open • Some intrastate travel (TBC) 	June 1 Most businesses reopen with physical distancing & Hygiene <ul style="list-style-type: none"> • 1.5m distancing • 5 visitors in home • Work from home if it works for employee & employer • Gatherings of 20 outside home (states may allow greater in certain circumstances) • limited operations: - swimming pools; community facilities; beauty and personal care facilities; community sport and recreation; entertainment facilities; and limited operation of animal facilities. 	To Be Completed by July <ul style="list-style-type: none"> • All Australians return to work with physical distancing & hygiene 1.5m distancing. All gatherings must follow 4sqm rule. • Outdoor Venues upto 40,000 capacity can operate at 25%. • Cafes, restaurants and food courts to open – 1.5m and 4sqm rule. • Cinemas, concert venues, theatres and auditoriums can open. • Retail stores and shopping centres must develop COVIDSafe Plans. Remaining closed are night clubs, high risk outdoor events such as unseated music festivals. • Allow Interstate travel – refer to state conditions
Operational Segment Response	Definitions Activated – municipal service level is provided Not Activated – service is not provided Closed – facility is closed to the public		

	Step 1	Step 2	Step 3
	COVIDSafe Plan (CSP) – specific operational plan for activity prepared to the satisfaction of the Chief Health Officer Not Facilitated – activity may be undertaken with no municipal services for support Facilitated – activity provided with normal level of municipal support		
Guest Services			
Resort Entry	Not activated	Activated under CSP	Activated under CSP
Car Parking	Not activated	Activated under CSP	Activated under CSP
Traffic Direction	Not activated	Activated under CSP	Activated under CSP
Day Shelters and Public Facilities	Closed	Operating – signage as to capacity	Open under CSP
Vehicle Support	Not activated	Activated under CSP	Activated under CSP
Visitor Information	Via telephone and online only	VIC functioning under COVIDSafe activation plan	VIC functioning under COVIDSafe activation plan
Medical Centre	Closed	Closed	Activated under CSP
Medical Emergency	000 calls only	000 calls only	Medical Centre and Ski Patrol activated. 000 calls
Resort Operations			
Snow Clearing	Activated under CSP	Activated under CSP	Activated under CSP
Waste Collection	Activated under CSP	Activated under CSP	Activated under CSP
Water and WWTP	Activated under CSP	Activated under CSP	Activated under CSP
Ski Patrol	Not activated	Partial Activation	Activated under CSP
XC Grooming	Not activated	Not activated	Activated under CSP
Toboggan Slopes and Snowplay	Not activated	Not activated	Activated under CSP – snow dependent
FCRM Admin	Activated with staff WFH where possible	Activated under CSP	Activated under CSP
FCRM Workshop	Activated under CSP	Activated under CSP	Activated under CSP
Falls Creek Childcare	Activated for permanent residents, workers and stakeholders under CSP	Activated for permanent residents, workers and stakeholders under CSP	Activated for permanent residents, workers and stakeholders under CSP
Commercial Activities			

	Step 1	Step 2	Step 3
FCSL Ski Field Activation	Not activated	Not activated	Activated under CSP – detailed plan from Vail
Food & Beverage	Activated for take away only with CSP	Industry CSP address regulations	Industry CSP addressing regulations
Retail & Rental	Activated for take away only with CSP	Industry CSP address regulations	Industry CSP addressing regulations
Accommodation	Group accomm not permitted. Apartment accomm for work related purposes only. Club lodge and apartment members permitted to access property for essential preparation and maintenance only – must log activity with ARMB.	Group accomm – upto 20 in single group, with all parties known to each other. Apartment accomm for work related purposes only. Club lodge and apartment members permitted to access property for essential preparation and maintenance only – must log activity with ARMB.	As per Guidance COVID-Safe Return to Alpine Activities
Activities			
Alpine Skiing & Snowboarding (ticketed lift operations)	Not activated	Not activated	Activated under endorsed CSP
XC Skiing	Not facilitated but may be undertaken under travel and distancing regulations	Not facilitated but may be undertaken under travel and distancing regulations	Activated with groomed trails and commercial rental/retail services with endorsed CSP
Snowplay (toboggan slopes)	Not activated	Not activated	Activated under endorsed CSP
Sightseeing	Not facilitated but may be undertaken under travel and distancing regulations	Not facilitated but may be undertaken under travel and distancing regulations	Not facilitated but may be undertaken under travel and distancing regulations

Staff & Visitor Welfare: Instructions & Procedures - COVIDSafe Welfare

This overview has been prepared in addition to existing FCARMB materials, which were referenced in the consideration of this document, namely:

- FCARMB Staff Induction Manual Winter 2020 & Online COVID-19 Induction protocol
- FCARMB Occupational Health & Safety Policy (BP1.24)
- FCARMB Risk Management Policy (BP 1.5)
- FCARMB Risk Management Framework (BP1.5(a))
- FCARMB Stakeholder Engagement Policy (BP1.38)
- FCARMB Municipal Emergency Management Plan (v3.2)
- FCARMB Pandemic Influenza Action Plan (2020)
- FCARMB Operational Service Level Manual (2020).

These have been incorporated, where appropriate, to maximise safety within the resort for guests and our workforce during this COVID-19 pandemic.

FCARMB recognises and acknowledges the National COVID-19 Safe Workplace principles in the foundation of its instructions to staff, as they relate to rights to a healthy and safe working environment.

In addition to other materials supporting the organisations OH&S protocols, FCARMB advises of the following set of key actions to reinforce increased awareness during this COVID-19 pandemic.

In alignment with the National principles the organisation will:

- Enhance safety and hygiene measures in the workplace to protect staff wellbeing, ensuring that staff are complying with health advice.
- Provide the necessary materials and induction information to staff to inform them of their obligations during this period (refer to WHS Online Induction).
- Continue to consult, through both the OH&S committee and with all staff to ensure they are informed of practises, together with health and safety measures that directly or are likely to directly affect them.
- Make staff aware of the risks of coronavirus (COVID-19) and their responsibilities for protecting themselves and others from those risks.
- Provide training on measures being undertaken to eliminate or reduce those risks.
- Implement measures and provide readily accessible information for both staff and the public on the requirements of physical distancing and increased hygiene.
- Respond immediately, appropriately, effectively, and efficiently with the advice from health authorities as it relates to control, prevention, and the possibility of cases of COVID-19 in the workplace and the resort.

What is coronavirus (COVID-19)

How Coronavirus (COVID-19) Spreads

Health authorities around the world believe the virus is spread from **close contact with an infected person**, mostly through face-to-face or between members of the same household. People may also pick up the virus from **surfaces contaminated by a person with the infection**.

The virus is spread by people with symptoms when they cough or sneeze. That's why **the best way to protect others is to practise physical distancing and good personal hygiene**.

'Close contact' means having face-to-face contact for more than 15 minutes with someone who has a confirmed case of coronavirus (COVID-19) – **or alternatively sharing a closed space with them for more than two hours**.

Close contact can happen in many ways, but examples include:

- Living in the same household
- Direct contact with the body fluids of a confirmed case
- Being in the same room or office for two hours or more
- Face-to-face contact for more than 15 minutes in some other setting such as in a car or a lift or sitting next to them on public transport.

How Long Coronavirus (Covid-19) Survives on Surfaces

Studies suggest that coronavirus (COVID-19) may persist on surfaces for a few hours or up to several days. This may vary under different conditions such as the type of surface, temperature, or humidity of the environment.

If you think a surface may be infected, clean it with a common household disinfectant to kill the virus.

In general, to avoid contact with the virus, clean your hands with an alcohol-based hand rub or wash them with soap and water often, and avoid touching your eyes, mouth, or nose.

How to Reduce Your Risk of Contracting and Spreading coronavirus (COVID-19)

If you have any of the following symptoms of COVID-19, however mild, you must not come to work. You might infect others and put the continued operation of Falls Creek resort at risk.

Instead, you should:

- Call your supervisor to discuss your situation.
- Seek advice and get tested. To get further advice, call the 24-hour coronavirus hotline 1800 675 398 or your general practitioner.

The symptoms to watch out for are:

- Fever
- Chills or sweats
- Cough
- Sore throat
- Shortness of breath
- Runny nose
- Loss of sense of smell

In certain circumstances headache, muscle soreness, stuffy nose, nausea, vomiting and diarrhoea may also be considered.

Keep your distance – stay 1.5 metres away from others

- Stop shaking hands, hugging, or kissing as a greeting.
- Ensure a distance of at least 1.5 metres is kept between yourself and others.
- Where you can stay at home, you should stay at home.

Practice good hygiene

Good hygiene is critical for stopping the spread of coronavirus. Stay healthy with good nutrition, regular exercise and sleep well. Limit alcohol intake and smokers may consider quitting.

Everyone should be taking the following hygiene actions:

- Wash your hands often with soap and water for at least 20 seconds, especially after you have been in a public place, or after blowing your nose, coughing, sneezing, or using the toilet. If soap and water are not readily available, use a hand sanitiser that contains at least 60 percent alcohol.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Cover your nose and mouth with a tissue when you cough or sneeze. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow.
- Do not share drink bottles, crockery or cutlery.

Cleaning

Wash your hands or use hand sanitiser when you get home, arrive at friends or family's houses, or arrive at work.

- Clean and disinfect high touch surfaces regularly e.g. phones, keyboards, door handles, light switches, bench tops.

Actions to Help Make FCARMB's Workplace and The Resort COVIDSafe Work from home if possible

- Workers who can effectively work from home have been given the option to do so. At risk employees have been provided with alternative roles, or adjustments to normal tasks during this time.

Physical distancing

- Posters have been placed around the workplace and the resort on keeping at least 1.5m distance between everyone at the workplace.
- Signs have been placed at the entrances to reception areas, meeting rooms, lunchrooms, public shelter etc., to ensure the current maximum safe capacity is not exceeded.
- Where appropriate divisional staffing/rostering have implemented shift arrangements so less staff are in the workplace, or high concentration areas (i.e. Lockers, staff lunch areas) at once.
- The FCARMB OH&S committee have reviewed regular deliveries and implemented reduced/contactless delivery practices.
- The VIC and RMB office has social distancing markers on the floor in areas where customers line up or where workers perform tasks.

Handwashing and hygiene

- FCARMB have placed hand sanitiser stations at entry and exit points and around the workplace and at all public venues.
- FCARMB will ensure bathrooms are well stocked with hand wash and paper towel.
- Posters with instructions on how to hand wash / hand rub have been placed in all facilities.
- VIC and all retail outlets have posted signage regards accepting only cashless transactions.

Cleaning

- Our cleaning contractor (4Site) will ensure all areas frequented by workers or others (e.g. visitors to the resort) are cleaned as prescribed in their COVIDSafe Operating Plan.
- All workers are required to wear gloves when cleaning and wash their hands thoroughly with soap or use an alcohol-based hand sanitiser before and after wearing gloves.
- High touch locations, mainly VIC and reception are to clean frequently touched areas and surfaces several times a day with a detergent or disinfectant solution or wipe. This includes Eftpos equipment, elevator buttons, handrails, tables, counter tops, doorknobs, sinks and keyboards.
- All workers are to clean personal property that comes to work, such as sunglasses, mobile phones, and iPads with disinfectant, such as disinfectant wipes. Supply is coordinated through Procurement officer.

Monitor symptoms

- Signs about the symptoms of COVID-19 have been placed in prominent locations throughout the workplace and all public areas.
- As instructed ALL workers are to stay home if they are sick, and if they are displaying symptoms of COVID-19 ask them to call the National Coronavirus hotline (1800 020 080).
- It is imperative staff advise their colleagues or manager immediately if they are displaying symptoms of COVID-19, have been in close contact with a person who has COVID-19 or have been tested for COVID-19.

What to Do If You Think You Might Have coronavirus (COVID-19)

If you have serious symptoms, such as difficulty breathing, call 000 and ask for an ambulance and tell the if you also have a fever or a cough, sore throat or respiratory illness.

If you have any of the symptoms, however mild, you should seek advice and get tested. To get further advice, call the 24-hour coronavirus hotline 1800 675 398 or phone your doctor to arrange for testing and appropriate care.

The symptoms to watch out for are:

- Fever
- Chills or sweats
- Cough
- Sore throat
- Shortness of breath
- Runny nose
- Loss of sense of smell

In certain circumstances headache, muscle soreness, stuffy nose, nausea, vomiting and diarrhoea may also be considered.

Feeling tired or fatigued is common with a lot of illnesses, including coronavirus (COVID-19). If you are feeling tired and have any of the symptoms above, you should see your doctor about getting tested for coronavirus (COVID-19).

For further information - refer to the Falls Creek Alpine Resort coronavirus (COVID-19) Testing, Isolation and Quarantine Action Plan (page 21)

Risk Planning

Risk management is an integral part of FCARMB’s daily operations.

The integration of process and procedure to consider the likelihood of an event and the consequences of that event occurring within the resort are forefront in the organisation’s values.

The development of a risk and action plan, in the context of a person becoming exposed to and or contracting coronavirus (COVID-19) whilst at Falls Creek Alpine Resort has been developed.

The whole of resort risk and actions register applies the following identification scheme.

Risk Level	Description	Likelihood
Very High	Requires ongoing oversight. The level of risk warrants that all possible mitigation measures be analysed in order to bring about a reduction in exposure.	Very Likely
High	Action plans and resources required. The level of risk is likely to endanger capability and should be reduced through mitigation strategies where possible.	Probable
Medium	This level of risk should not automatically be accepted for risk mitigation but rather a cost-benefit analysis is required to determine if treatment is necessary.	Possible
Low	Treatment when resources are available. The risk should be managed via existing controls and normal operating procedures.	Unlikely

The referenced approach is consistent with the Falls Creek Alpine Resort Management Board Policy 1.5 (a) Risk Management Framework. This has been used to evaluate, as far as is reasonably practical, all possible exposures within the resort to which actions can be applied to mitigate the risk of contracting coronavirus (COVID-19).

The attached risk and actions register (Appendix 2) has been informed by the FCARMB Divisional plans using the National COVID-19 Coordination Committee risk template, the Australian Ski Resorts COVID-19 Operating Safety Plan 1.0, WorkSafe Australia and Worksafe Victoria prevention and management of exposure to coronavirus resources.

Below are the top 9 risks

Top Level Risks & Control Strategies

No.	Risk	Risk mitigation
1	Capacity Management & Resort Access	Implementation of Capacity Management protocols - relating to resort entry and access to resort lifting. Resort capacity will be supply side managed each day and pre-sold to those limits in advance to enable social distancing on the available lifting capacity in each Resort and to satisfy density quotient estimates for the resort and village. This will provide staff and stakeholders with a clear indication of expected visitor numbers on each operational day. Communication of this approach is to be shared with adjoining townships. This will enable operating at similar capacities, generally providing for social distancing in accommodation, restaurants and retail facilities and in resort transport. It should be noted that the achievement of social distancing in each of the sectors will be the responsibility of the responsible facility or business operator.
2	Awareness of Industry Social Distancing & Control Measures	<p>Guest and staff communication strategies will outline the social distancing requirements within the Resorts in advance of visiting the resorts and reinforced in resort.</p> <p>All public shelters and venues to post signage (and distance markers where applicable) that will provide the required guidance to staff and guests. Resorts will coordinate with relevant local authorities (Alpine Shire, Regional Roads Victoria) and destination marketing agencies (Tourism North East, Visit Victoria) to ensure messaging remains consistent.</p> <p>Staff will be on hand to advise and assist guests at ski lifts and the Resorts will reserve the right to remove day passes from guests for breaches of compliance.</p> <p>Limitations on access to transport services will be applied using ticketing and staff education.</p>
3	Venue Density Breaches	<p>All public spaces and venues will have established building capacity (in line with requirements) and compliance to personal space requirements for both guest and staff facilities.</p> <p>Signage to be posted on all access doors to venues.</p> <p>Poor weather days will require active capacity constraints to avoid places of shelter overcrowding.</p> <p>On days where the weather becomes progressively inclement the Resorts will progressively close to ensure a safe and gradual exit of guests from the resort without overcrowding resort buildings.</p>
4	Prior COVID-19 infections	<p>Activation of COVID-19 testing site within the resort, coordinated through Falls Creek Medical Centre & Alpine Health.</p> <p>Clear communication via social channels, collateral and stakeholder COVIDSafe plans of the need for guests not to visit the Resorts, if they</p> <ul style="list-style-type: none"> o Have travelled o/seas in 14 days o Have been in contact with someone's whose been o/seas in 14 days o Have been in contact with a person confirmed with COVID-19 o Have flu like symptoms & to check temperature before leaving home <p>Dedicated staff will be trained to manage guests appropriately in the event of an incident, including immediate reference to medical authorities, the isolation of the person and the staff who have been in contact and notification to relevant authorities.</p>
5	Contact Tracing	<p>Promotion of the COVIDSAFE app amongst staff and guests both prior to arrival and in resort.</p> <p>FCARMB contact tracing through resort entry data collection.</p> <p>Falls Creek Ski Lifts (FCSL) through its RFID ticket scanning on lifts and online sales requiring personal details for each ticket holder. The Resorts will provide the relevant data to health agencies where the agency has the legal authority to request it.</p>

6	Public perception of safety	<p>Highly visible and enforced capacity management in venues. Use of Perspex screens at Point of Sale (POS) where social distancing is not achievable - i.e. Visitor Information Centre, Resort Entry Booth and Lift ticket counter.</p> <p>In resort transport & transfer will ensure driver isolation barriers, capacity limits per vehicle, hand sanitiser and enhanced cleaning protocols applied.</p> <p>Hygiene & DHHS approved posters in all public spaces and amenities.</p> <p>Resort cleaning and sanitisation teams highly visible, particularly in high-touch, indoor locations.</p>
7	COVID-19 transmission - contaminated surfaces	<p>Enhanced cleaning and sanitising programs and PPE for staff responsible for cleaning and sanitising. Provision and promotion of hand washing facilities and hand sanitiser stations.</p> <p>Additional uniform and laundry facilities available for guest-facing staff.</p>
8	Positive COVID-19 case - staff	<p>In the event of COVID-19 detection of an employee the response will be co-ordinated as per Victorian Department of Health and Human Services directive. This will involve immediate isolation of the impacted individual and a trace and track procedure to identify all at-risk people, including work colleagues, who may also be required to enter a period of isolation. At the direction of DHHS where adequate measures exist to reduce the transfer of the virus, and DHHS are satisfied that it would be appropriate to do so, businesses would continue operation.</p> <p>As a guideline for planning the response will consist of:</p> <ol style="list-style-type: none"> 1. Isolation of the impacted employee that is confirmed or suspected of being COVID-19 positive. 2. Notify the appropriate Department of Health & Human Services (DHHS) 3. Ensure the employee has appropriate transport arrangement in place. 4. Undertake rapid tracing of close contacts and ask them to self-isolate for 14 days. 5. Undertake reactive cleaning protocols as directed by the appropriate authority. 6. Review current workplace procedures for preventing the spread of COVID-19.
9	Positive COVID-19 – resort guest/visitor	<p>In the event of COVID-19 detection of a visitor the response will be a co-ordinated one involving the relevant state state/territory Health Department. This will involve isolation of the impacted individual and a trace and track procedure to identify all at-risk people who may also be required to enter a period of isolation.</p> <p>As a guideline for planning the response will consist of:</p> <ol style="list-style-type: none"> 1. Notify the Department of Health & Human Services 2. Assist with the rapid tracing of close contacts. 3. Undertake reactive cleaning protocols as directed by the appropriate authority in collaboration with venue/accommodation plan 4. Review current workplace procedures for preventing the spread of COVID-19. 5. Implement 4Site COVID Safe Waste Management protocol for COVID-19.

FCARMB Action Plans

FCARMB is responsible for a variety of functions and services. Central to this is the role it plays in the development, promotion and managing the use of the resort for alpine activities, and to perform all its functions in an environmentally safe way.

Insofar as this overview and plan is concerned, action plans, policies and protocols have been prepared in relation to the following key areas.

Capacity

Implement resort wide capacity planning and management in conjunction with key Stakeholder representatives prior to and throughout the snow season. Refer to Appendix 8 for further details.

Communications

Implement a consistent communications program through Tourism North East in conjunction with the other Victorian Alpine Resorts, emphasising the key messages of pre booking all aspects for activation at the resort, book online in advance, maintain social distancing, stay home if you have COVID-19 symptoms

Reinforce these messages through resort web sites, social media, eDM's and text messages and resort app communications.

Encourage midweek visitation to avoid crowds during peak capacity management periods.

Display prominent signs on the major routes to the resorts reinforcing the need to book online and advising when the resorts have reached capacity.

Resort Entry

Check that vehicles have a valid pre-purchased resort entry permit and that all passenger names and telephone contact details have been provided.

Ensure/check that vehicles are carrying wheel chains as required.

Advise visitors when tobogganing field is not operational or not permitted.

Refer to Appendix 9 for greater details.

Parking

During peak entry periods, ensure parking staff maintain 1.5m distance from all visitors where practicable.

Guide cars to park in a manner which means visitors are not close to others when exiting vehicles (e.g. where practicable park every second space, then allocated empty spaces as rows/lots fill).

Transport

Carpark Transfers. Provide services in accordance with the FCARMB Transport Plan.

Oversnow Transport. Provide services in accordance with the FCARMB Transport Plan.

In addition – Appendix 12 - 4Site COVIDSafe Plan.

Day Shelters

Adjust the number of tables & chairs in each day shelter to no more than the maximum defined capacity (refer to FCARMB Capacity Management Protocol Appendix 8).

Display maximum capacity signs and instructions on all day shelters. Place additional bollard signs within each shelter facility, with QR codes for additional messaging channels for upto date information.

As far as is practicable, implement capacity controls (periodic monitoring on quiet days, staff controlling access points on busy days, queueing areas where necessary with social distancing).

Where possible implement one-way pedestrian flows on entering and exiting day shelters and public buildings.

Clean day shelters, public buildings and FCARMB controlled public toilets in accordance with the cleaning & hygiene guidelines (see Appendix 5).

Public outdoor areas

Adjust the number of tables & chairs and their position within FCARMB controlled public outdoor areas to maintain social distancing.

Monitor that visitors are maintaining social distancing.

Events

Cancel all regular events (ie Season opening fireworks, Thursday night shows, Village Markets, Kangaroo Hoppet, McKayos, fundraising events – Light the Night etc.) Until further notice, no new events will be programmed.

Visitor Information Centre & ATS Terminal

Provide information to visitors.

Display maximum capacity sign and instructions

Implement queueing area where necessary, with social distancing.

Lost & Found

Lost property is often found by staff or by visitors who hand it in at the Visitor Information Centre.

While there are valuables (keys, wallets, credit cards) and some equipment, the majority is clothing (beanies, gloves, neck warmers, goggles), this years process will be as follows:

Advise ATS, guest services or lift company staff, VIC staff or the finder of the lost property to dispose of any lost & found clothing as rubbish rather than retaining it for collection.

For valuables – if handed in at ATS or VIC, place items in zip lock plastic bags, contents written, including time and location found, the zip locked bag is then stored in the VIC storage room in Slalom Street. These items are recorded on the google docs shared directory and collected by Victoria Police weekly.

Advise all guest facing staff of the protocol change this season.

Waste Management

FCARMB, as one of its services, is responsible for the collection and management of recyclables, organic and general household waste across the resort.

North East Victorian Regional Waste Management Group has provided guidance in relation to handling waste from properties where a confirmed case of coronavirus (COVID-19) has been recorded. This will be implemented as follows:

General household waste and organic waste from the Living Bin program is unimpacted by the changes and should continue to separate waste as per normal practise to assist in diversion from landfill.

All disposable items (tissues, cleaning cloths, masks and gloves) used within the premises of the confirmed case should be placed into thick black heavy-duty plastic bag available from 4Site. In the event of needing to clean a premise for these purposes, call 4Site directly to collect contaminated waste. Double bag, seal and leave outside the door of the premise. 4Site will collect directly and dispose of accordingly. Paper, cardboard and other recyclables that have been in contact with these disposable items should be placed in the same black heavy-duty plastic bag.

People should immediately wash their hands for 20 seconds using soap and water immediately after handling disposable items or items that have been in contact with them.

The FCARMB's service provider 4Site will then collect and dispose of this waste in a safe manner in accordance with the 4Site COVIDSafe plan and their internal OHS protocols.

Refer to the FCARMB Operational Service Manual COVID Supplement (Appendix 13).

<https://www.newrrg.vic.gov.au/2020/04/23/north-east-councils-and-alpine-resorts-coronavirus-covid-19/>

Ski Patrol

Falls Creek Ski Patrol are a vital component of the resorts guest safety and wellbeing when on the ski field.

The resort Risk & Ski Patrol Manager has prepared a comprehensive COVIDSafe plan for the 45 ski patrol members at Falls Creek. This can be found in Appendix 11.

Resort COVID-19 Testing Facility & Falls Creek Medical Centre (still to include section on Isolation facilities).

Falls Creek Resort Management, the Dept of Health and Human Services and Alpine Health will be responsible for the establishment of a coronavirus (COVID-19) testing facility.

The venue is the Reservation Centre in the Gully Gateway Building. This is near to the Falls Creek Medical Centre at the bottom of the Gully Chair.

FCARMB will provide signage and collateral distributed to all commercial venues and staff accommodation quarters.

As far as is practicable, FCARMB will source appropriate PPE for both centres.

Referrals to the Falls Creek COVID-19 Testing Facility will be co-ordinated through the Falls Creek Medical Centre. Refer above to page 15 for further details.

Child Care

The Falls Creek Child Care centre has been closed to external bookings. FCARMB cannot satisfy its risk mitigation approach that accepting places outside of those already committed for the season, could as far as is reasonably practicable, ensure the safety of its staff and community users.

Additional measures have been implemented under the centres COVIDSafe plan, with significant operational changes to procedures for pick and collection of children, centre hygiene, managing capacity, daily cleaning regime, student welfare and pre arrival temperature checking etc.

All shared activities, like cooking and shared meals, excursions and bush kinder, have been cancelled as per Dept of Education directives.

Community Gym

The Falls Creek Community Gym will remain closed until the end of the season.

PRIMARY ACTION PLANS

Falls Creek Resort coronavirus (COVID-19) Testing, Isolation and Quarantine

Who Should Be Tested?

Currently when at Falls Creek testing is for symptomatic persons only. There is currently no testing of asymptomatic people at Falls Creek Alpine Resort. However, any changes to this approach is subject to the advice of the Victorian Chief Health Officer.

At present, staff or patrons should seek advice and get tested if

(a) they have been advised by DHHS to get tested

or

(b) they have symptoms of coronavirus (COVID-19)

Up-to-date information regarding indications for testing are available
<https://www.dhhs.vic.gov.au/getting-tested-coronavirus-covid-19#should-i-get-tested>

In general, members of the public are advised to seek advice (Falls Creek Medical Centre – is the referral agent for testing) regarding testing if they have any of the following symptoms

- Fever (37.5 degrees or above)
- Chills or sweats
- Cough
- Sore Throat
- Shortness of breath
- Runny nose
- Loss of sense of smell and taste
- Headache, muscle soreness, stuffy nose, nausea, vomiting and diarrhoea may also be considered.

Where there are questions about whether an individual should be tested advice is available by calling the 24-hour coronavirus hotline on 1800 675 398, through the person's local doctor, or by using the online self-assessment tool.

COVID-19 Testing Locations

At Falls Creek, the Department of Health & Human Services is working to ensure that tests will be available for any staff or visitor in resort who exhibits coronavirus (COVID-19) symptoms. These tests will be free of charge and undertaken at the Gully Gateway facility, by Alpine Health qualified staff.

There are testing facilities also available at the following towns on route to Falls Creek:

- Bright
- Mt Beauty
- Myrtleford
- Mansfield – GP practice
- Wangaratta
- Benalla

Self-Isolation for Staff And Visitors While Awaiting Test Results

Individuals who have symptoms of coronavirus (COVID-19) and are awaiting test results are required to isolate whilst they are awaiting test results. Close contacts of confirmed cases will also need to self-quarantine.

Detailed advice on self-isolation and quarantine is available at <https://www.dhhs.vic.gov.au/self-quarantine-coronavirus-covid-19>

There are complexities to self-isolation if already at Falls Creek Alpine Resort either because:

- staff may live in high-density accommodation with shared facilities
- visitors may be staying in accommodation with shared facilities, and with individuals or groups that they do not normally reside with
- these individuals may not have a home in close proximity for self-isolation.

For Visitors

Visitors should consider returning home.

However:

1. Visitors staying in self-contained accommodation* can self-isolate in that space if there is no possible alternative, so long as 1.5 metres physical distancing can be maintained (including while asleep).
2. Visitors staying in accommodation where their sleeping space or amenities (for example, bathroom, kitchen, living area) are shared with others, should make provisions to self-isolate elsewhere. This may include booking self-contained accommodation.
3. Where visitors cannot reasonably return home (for example because their home is interstate) and cannot book alternative accommodation, RMBs will endeavour to assist these visitors. This might include supporting the visitor to book alternative self-contained accommodation.

For Staff

1. Staff who are living in self-contained accommodation* can self-isolate in that space if there is no possible alternative, so long as 1.5m physical distancing can be maintained (including while asleep) between themselves and the rest of their household.
2. Staff who are staying in dormitory-style accommodation where their sleeping space or amenities (for example, bathroom, kitchen, living area) are shared with others will need to isolate in self-contained accommodation provided by their employer.

*Self-contained accommodation is defined: where the only people you share a bedroom, bathroom, kitchen or living area with are those you ordinarily live with (such as your family), or your intimate partner.

For Both Visitors And Staff

If individuals need to receive assistance due to their age, disability or a chronic health condition then a service provider, carer, or family member can visit or stay if required to provide them with assistance.

Those who are sharing a room with a person awaiting a COVID-19 test are not required to self-isolate provided they do not have symptoms.

Quarantine for Staff And Visitors Who Test COVID-19 Positive

People who test positive for coronavirus (COVID-19) must quarantine by themselves.

Falls Creek Alpine Resort Management Board will endeavour to provide facilities to those who cannot return to their home or are awaiting to be transferred home. This consideration will be on a case-by-case basis in collaboration between Falls Creek Alpine Resort Management Board and the Department of Health and Human Services.

FCARMB Staff Accommodation Management for coronavirus (COVID-19)

FCARMB provides a variety of staff accommodation facilities on mountain, to staff and contractors, for year-round and its seasonal workforce. The accommodation types include rooms, apartments, and buildings.

The accommodation is allocated to staff for their use for the duration of the season, in effect creating “households”.

The buildings located within Falls Creek Alpine Resort, are and managed in accordance with the prescribed accommodation provisions in the **Public Health and Wellbeing Regulations 2009**.

Management

All FCARMB buildings are to be managed in accordance with COVIDSafe directions, including applying the 4sqm rule, provision of sanitiser stations, COVID signage, density quotients etc.

A Building Manager is assigned to each facility where staff/contractors are housed.

All Building Managers and supervisors are to have undertaken detailed training on the approved cleaning schedules and practises as prescribed by DHS guidelines. “House Rules” will be displayed and updated as required, displayed in prominent locations within the accommodation facility.

Refer: <https://www.dhhs.vic.gov.au/business-sector-coronavirus-disease-covid-19#cleaning-and-disinfecting-for-business-and-constructions-sites>

Bedrooms

Bedroom occupancy shall be the lessor of, 1 person per 4sqm and the conditions in the prescribed accommodation provisions.

Division 2 Section 17.3

If persons are accommodated in prescribed accommodation for a period of more than 31 days, the maximum number of persons permitted to occupy a bedroom in respect of the period after the thirty-first day is—

(a) in the case of a bedroom with a floor area of less than 12 square metres, one person;

(b) in the case of a bedroom with a floor area of 12 square metres or more, 2 persons and an additional person for every 4 square metres of floor area that exceeds 12 square metres.

All bedrooms will have signage indicating the permitted occupancy level affix to the bedroom doors.

Bathrooms Ensuites

Restricted to use by the allocated tenant/occupants of the bedroom.

Shared Bathrooms (including showers)

Allocated to a restricted number of people who are required to undertake a “wipe down process” prior to and after each use. Cleaning & Disinfecting process to include:

- Daily cleaning of all communal showers and hand basins should be undertaken using a cleaning agent that is designed to remove scum. This may be followed by a disinfectant.
- All other surfaces in the bathrooms should be cleaned using a detergent followed by a disinfectant wipe.
- All showers and bathroom surfaces should be wiped between users using a detergent or a detergent/disinfectant based wipe.
- Where applicable, an allocation of bathrooms to individual rooms is to be enforced.

Shared Kitchens

Kitchen use to be rostered.

Kitchen users to maintain 1.5m rule at all times.

Kitchen users are required to wipe down and clean prior to and after each use. The wipe down and cleaning process to include:

- All kitchen surfaces should be cleaned daily using a neutral detergent.
- This should be followed by using a disinfectant (sanitiser) that is safe to use in areas where food preparation occurs.

Shared Living

Where possible all furniture to be rearranged to meet social distancing guidelines.

Display signs indicating the maximum number of people allowed in that area are to be prominently displayed.

Hand sanitiser dispensers at entry, exit and available within communal areas.

Drying Rooms

Where applicable, staff are to be allocated a designated location in the drying room and social distancing and the 4sqm rule signs are to be displayed and observed. Hand sanitiser should be located at the entrance for use before and after entry.

Restricted to use for ski boots, outerwear and gloves (when wet only). Gloves to be sanitised prior to placement in drying room.

All gloves (when dry), goggles, helmets and face wear to be taken and stored in bedrooms.

Clean and disinfect all common surfaces on a daily basis.

Laundries

Social distancing and 4 square metre rule should be observed.

Clean and disinfect common surfaces on a daily basis.

Visitors

In both the ATS and Monastery buildings, visitors are not permitted at any time. Under no circumstances are guests allowed into the facility.

Maintenance/contractors or the like are to have contact details recorded where attendance exceeds 15 minutes.

Access control on all facilities is enable either via electronic fob or pincode.

Signage indicating '**No Authorised Entry – Resident Only**' to be displayed on all access point.

Cleaning

Typical Cleaning Schedule

Room Type	Cleaning Type	Frequency	Responsible
Bedroom	Clean	Weekly	Occupants
Bathroom Ensuite	Clean + Disinfect	Every three days	Occupants
Shared Bathroom	Clean + Disinfect	Daily	Cleaner /Manager
Shared Kitchen	Clean + Disinfect	Daily	Cleaner / Manager
Shared Living / Dining	Clean + Disinfect	Daily	Cleaner / Manager
Drying Room	Clean + Disinfect	Daily	Cleaner / Manager
Laundries	Clean + Disinfect	Daily	Cleaner / Manager
Entries/High Touch areas	Clean + Disinfect	2x Daily	Cleaner / Manager

Cleaning records shall be maintained for each building.

The Building Managers at the ATS and Monastery are to coordinate and confirm that cleaning and disinfection is undertaken in accordance with these guidelines.

Refer the environmental cleaning fact sheet contained on the DHSS website:

<https://www.dhhs.vic.gov.au/business-sector-coronavirus-disease-covid-19#cleaning-and-disinfecting-for-business-and-constructions-sites>

Building Density Tables

Monastery		Allowed	Actual	
Self Contained Aptmt	4 pax	4		Risk & Ski Patrol Manager (family unit)
Bedsit	3 pax	1		Monastery Manager
Room 1	2 pax	2		Ensuite
Room 2	2 pax	1		Shared bathroom
Room 3	2 pax	1		Shared bathroom
Room 4	2 pax	1		Shared bathroom
Room 5	2 pax	1		Shared bathroom
Room 6	2 pax	2		Ensuite
Room 7	2 pax	2		Ensuite
Room 8	2 pax	1		Shared bathroom
Communal Area	11 pax	11		Signage to be displayed indicating Density Quotient, furniture as per density protocol
ATS		Allowed	Actual	
Level 2 Communal Area	20 pax			Will be used as ATS lunchroom in lieu of tearoom area – cleaned after each shift
Crash Room	6 pax		4	Ski Patrol – cleaned post each use (rostered)
Room 4	3 pax		1	Snow clearing quarters
Room 5	5 pax		2	4Site - contractor
Room 6	6 pax		2	4Site - contractor
Room 7	6 pax		2	4Site - contractor
Room 8	4 pax		1	Childcare Manager
Apartment 1	6 pax		6	4Site – contractor
Apartment 2	6 pax		6	4Site – contractor
Apartment 3	6 pax		6	4Site – contractor
Terminal Area				
Ground Floor Arrival	20 pax			Terminal Area is managed as per the 4Site COVIDSafe Plan - Section 2.3.2
Top Office	3 pax			
Main Terminal	33 pax			
Boarding Area	15 pax			
Tea room	3 pax			
Bottom Office	2 pax			

FCARMB Transportation Plan for coronavirus (COVID-19)

Context

FCARMB provides a variety of transportation solutions, these are:

- Transferring visitors from carparks to / from the village / or around the village. These typically involve a trip time of 5 - 15 minutes and are mostly complimentary (i.e. covered by their resort entry fee). Vehicles used are passenger vans (Toyota Hiace 10 seater AWD/VW Transporter 10 seater AWD /Toyota Trooper Carriers 10 seaters).
- Transporting overnight visitors and their luggage from the Accommodation Transfer Service (ATS) to their accommodation is on a fee for service basis. Service is normally provided on a shared cabin basis. Vehicles used are Prinoth Huski oversnow tracked vehicles, typically carry up to 12 passengers
- Staff transportation usually operates all year round and significantly increases during the snow season. It typically involves travel between Mt Beauty and Falls Creek Resort. The trips are 45 minutes, but can be up to an hour during winter. Transport is complimentary and provided utilising Toyota Hiace 10 seater AWD vans. While there can be some change, the same staff usually take the same transfer each day. NOTE: Under COVIDSafe directions – staff transportation provisions have been cancelled during Season 2020.

Charter, tour & route coaches also bring visitors to/from the resorts. FCARMB has developed protocols and procedures with these operators in relation to accessing the resort and in respect of ensuring contact tracing details, along with COVID specific questions and in some case temperature readings are taken and available for all passengers.

Queueing

Visitor queues. Visitors are required to maintain 1.5m separation, which is to be actively monitored by staff where possible. ATS arrival apron management practises to be implemented, along with signage re density are predominantly displayed.

Signs are installed at major queuing locations reminding visitors to maintain 1.5m spacing.

Refer to the 4Site CovidSafe Plan - Section 2.3

Driver Safety

Where possible, people in vehicles should endeavour to maintain a distance of 1.5m, however this is not always practical. All carpark shuttle vehicles have signage with respect to passenger numbers. These have been limited to 3 per shuttle and 4 per Oversnow. Exemptions apply to family units or groups travelling or known to one another who've shared commuting responsibilities on route to resort.

Where possible, vehicles have been fitted with screens to separate drivers from passengers.

Requirements For All Vehicles

Heating, ventilation and air conditioning systems are to be checked as operational on a weekly basis and maintained in accordance with the recommended service intervals. The recycled air function is to be disabled, enabling appropriate fresh cabin air is always ventilated.

Vehicle interiors are to be cleaned, wiped down and disinfected post each transfer - including seats, seat belts, windows, doors, handles and other frequently touched surfaces.

Signs are placed on all vehicles advising that passengers must not board if they have coronavirus or flu like symptoms.

Passengers are to load and unload their own luggage where practicable.

Hand sanitiser should be readily available where practicable. All passengers must be seated.

Visitor Transportation

Refer to Section 4 of the 4Site COVIDSafe Plan – Carrying Capacity

Staff Transportation

Season 2020 – all staff transportation services have been cancelled. Staff have been provided with mountain staff passes expediting the entry of their vehicles in to resort and allocated designated parking areas.

Charter, Tour & Route Coaches

Operators have been instructed to incorporate passenger manifests for each passenger (name and contact details) into their booking platform, for guests they transport to/from the resort. The operators have been instructed to ensure their passengers maintain 1.5m separation when queueing. Where applicable and the bus service is not a transit service, the operators are to be instructed to enable passengers to return to the vehicle (charter or tour) at any time if the weather is poor and they cannot find a suitably available indoor space or public shelter within the resort village precinct.

All passenger manifests are to be provided to FCARMB Finance no later than 24 hours prior to the service departing its depot or facility.

Supplementary Transportation Services Information: 4Site (contractor)

ATS Terminal Operational Procedure – Covid-19

1. Purpose

To outline the operational procedure for the Falls Creek ATS 2020 Snow season.

2. Scope

Relevant for all 4SITE Staff working at the ATS terminal, operating plant and equipment and transporting guests throughout the village.

3. Definitions

Point: The 4SITE staff member who greets guest to Village on the Road

Greeter: The 4SITE staff member who greets guest as they park at the ATS Building (located on the Deck)

Freight Terminal: upstairs and down stairs in the freight terminal

Freight: goods delivered to the freight terminal by external contractors and goods delivered to the ATS building for delivery on weekends

4. Principles

a. Number of staff allowed in different areas in the building will be defined by signage at the entrance of each facility

- b. Number of customers allowed in different areas in the building will be defined by signage at the entrance to each building. The locations for guest will be defined by marks on floors or by physical barriers where possible
- c. Flu shots will be provided to staff at no cost these are not mandatory but highly recommended
- d. Masks will be provided to staff and in defined situations will need to be worn
- e. Masks will be made available to guest if they choose to wear them
- f. Access to all 4SITE operated facilities including toilet facilities has to be monitored and controlled as part of the guest movement procedure.
- g. All staff will be temperature tested before they start any shift (if the temperature is beyond a defined level they will be rechecked and if required be asked to go home)
- h. Staff will need to complete a form at the start of their shift to confirm that they are well.
- i. Staff that show any signs of illness will be asked to go home or not start work.
- j. No PPE will be shared between staff or members of the public
- k. Social distancing where possible will be enforced via physical barriers
- l. Social distancing guidelines between staff, staff and guests will need to be maintained at all time during shifts
- m. Cameras may be installed to monitor guest and staff movements within facilities to establish contact between people if a positive COVID case is confirmed
- n. Sanitizing stations will be developed to ensure all guests and staff are sanitized as they move from one area of the operation to another
- o. All drivers of 4SITE vehicles will have barriers between them and guests being transported
- p. Sanitizing liquid will be available for any staff member or guest to use before they access any vehicle controlled by 4SITE
- q. All vehicles will need to be sanitized before another group of people have access to the vehicle
- r. No guest or staff member is allowed to sit beside the driver in any 4SITE Vehicle unless there is a physical barrier installed
- s. No guest or staff member is allowed in the any vehicle without sanitizing their hands or gloves
- t. Access to 4SITE operated facilities will have restricted access to the general public and Falls creek stake holders
- u. 4SITE Staff during shifts will have limited access to non 4SITE operated facilities

- v. A family group will be considered as a group of people that have travelled up the mountain together in the same vehicle
- w. All overnights car parks will be uphill (Day car parks can be used when there are no more overnight parks)

Customer Arrival: Transport to Accommodation

- a. Point will explain to people where they are to park if they are using the ATS services
- b. Arrival bays will be defined by tape as per the ATS drawings
- c. Before people exit from their car they will be greeted by a 4SITE staff member. The operation of the service will be explained to them.
- d. A simple step by step instruction sheet will be handed to each carload of guests
- e. People are able to exit their car but need to stay within the barrier
- f. A sanitized trolley will be given to the group by a 4SITE staff member
- g. Staff will need to check with the driver that they have a valid overnight car park sticker and that it is attached to the windscreen of the vehicle
- h. The driver of the vehicle can move the car to the uphill car parking sign on the other side of the road to be parked
- i. Car park staff will meet the guest at the sign and have cars follow them to car parks.
- j. These staff will need to ensure that they only take enough cars that enable them to bring back drivers within the carrying capacity of there vehicle.
- k. During busy times a staff member may be used to manage the cars and carpark staff at the uphill parking sign
- l. The drivers will be returned to the ATS as soon as possible to ensure that there group is not delayed
- m. The Greeter will direct the guest into the building when there is enough space for them to enter to buy their tickets
- n. Once the guest have their tickets they can move through the ATS as per marked areas
- o. Staff to manage physical barriers to let people through each of the stages that are defined on the site map
- p. Guests will be offered access to masks as they move through the ATS
- q. On arrival a snow CAT will be unloaded and guest will move out of the exit door
- r. Guests are to load each of the cats as staff sanitize the CAT before they enter the machine

- s. Individual people can access the CAT and sit in the four corners of the vehicle, 2 groups of two can sit in the CAT two on one side and the other group on the opposite side and on the other side Family groups greater than these numbers will travel as a single unit in the CAT
- t. The driver will open the door on exit but ensure they keep a safe distance Guest will be required to unload their baggage
- u. The driver returns to the ATS and assistance other staff to sanitize the CAT ready for the next group

Customer Departure: Transport To Car Park

- a. Drivers will be despatched to collect guest by dispatch as normal
- b. CATS will need to be disinfected before they are dispatched
- c. CATS need to be dispatched in a manner to ensure that CATS are staggered for their arrival
- d. Groups will be picked based on the booking system
- e. Only people that have been booked in can entry the vehicle
- f. It is assumed if those number are correct, they can be considered as a family group, couples or individuals
- g. No extra people can be transported
- h. Refer to vehicle capacity safety instruction and do not load more people than defined
- i. If there are issues with numbers, please contact dispatch for clarification
- j. On arrival at the ATS the door of the vehicle will be opened by a 4SITE staff member at the process for exiting will be explained before any guest leaves the vehicle
- k. Guest will need to pack their own trolley that have already been disinfected by 4SITE staff. Guest will need to go to a confined pick up area at the front on the building
- l. The driver will be picked up and transported to their car
- m. If possible based on numbers of guests, Capacity of vehicles and waiting times groups of guests can be transported with their luggage directly to their cars
- n. if we have only transported the driver on their return the guest will pack their car and move off
- o. If Guest are not returning quick enough from collecting their cars then guest and their luggage will be able to be transported to their cars by 4SITE staff. This strategy may be used when cars need to be dug out due to snow levels.

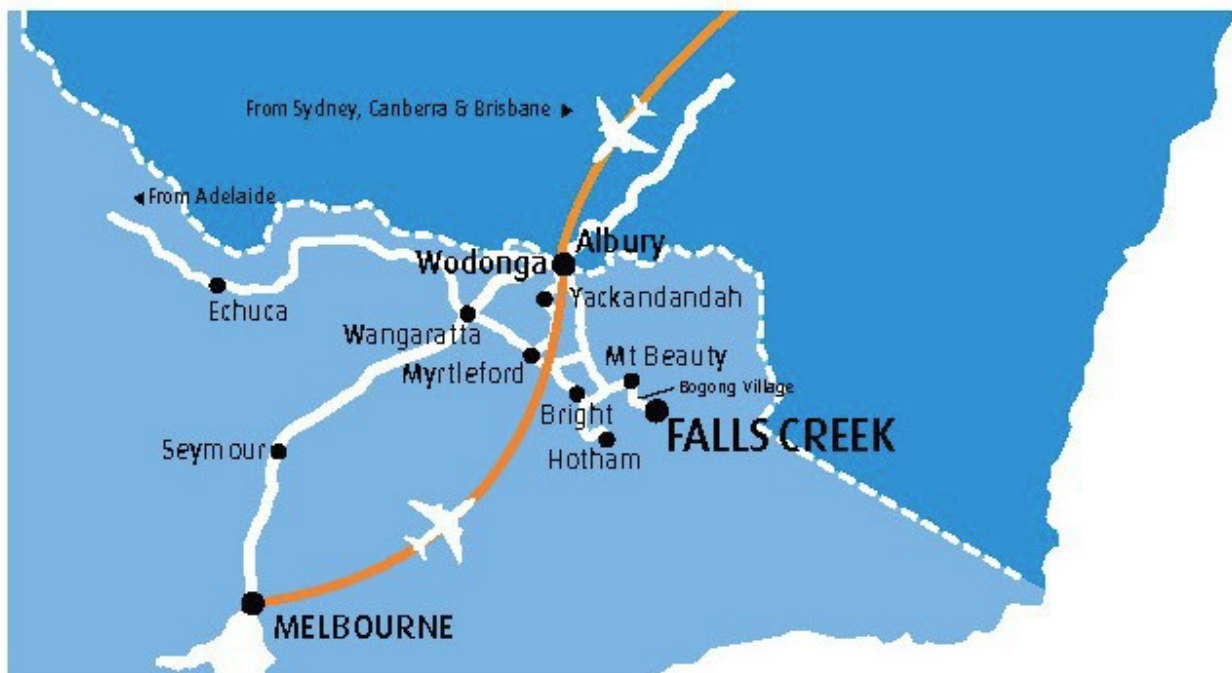
Falls Creek Resort Capacity Management Guidelines

FCARMB is applying the following approach in accordance with the industry-wide Australian Ski Resorts COVID-19 Operating Safety Plan, which identified pre-purchasing products and services as critical in helping the resorts manage capacity.

Access to ski lifting is the significant driver of visitation and will be the key qualifying criteria for resort entry purposes for downhill activities. A separate and controlled allocation of cross-country skiing access will be managed in accordance with the facility capacity at Windy Corner whilst also ensuring compliance with density quotient modelling for the resort and the Windy Corner YMCA cafeteria, ski hire and shelter areas. **NOTE: YMCA COVIDSafe Management Plan (needs referencing)**

Visitor Domains

Domains are key areas that visitors pass through or utilise during their visit to an alpine resort (e.g. neighbouring Shire, point of arrival / carparks, village, ski area). The map below outlines the most common route taken to Falls Creek and the key points and townships along the route.

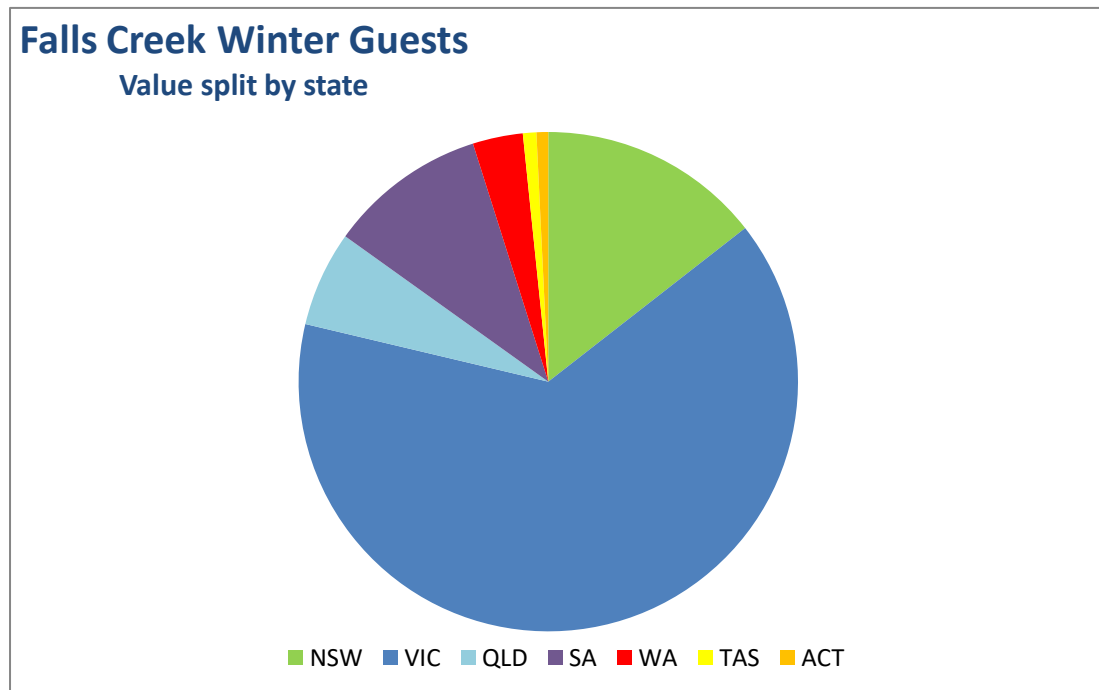


Source: FCARMB

In understanding the visitation profile of resort users, the following chart provides an approximation of the state split of visitation and user profiling. Work has also been undertaken reviewing postcode analysis from resort entry data to key epidemiological data provided daily by DHHS (Victoria only) with the aim to cross match and highlight potential key visitation hotspots from data available per Shire/Council region.

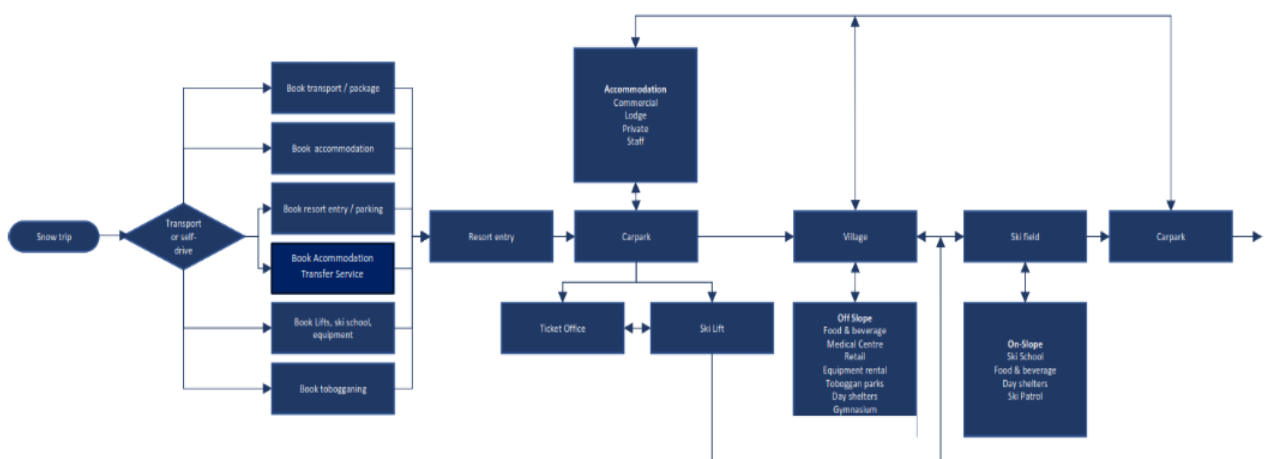
Within the catchment area of the surrounding shires: Alpine, Wangaratta, Wodonga, Benalla, Indigo – the incidents of COVID-19 cases have been low, with the risk rated as low by DHHS. (This operational overview and action plan will be shared with these key regional partners.)

It can be concluded, that based on the post code data that constitutes the majority of the Falls Creek user group, the cross match and overlay suggests there is a low risk (as per DHHS epidemiological mapping criteria) of exposure. Nonetheless, all necessary precautions are being implemented.



Visitor Journey

The visitor journey has been mapped and the services and facilities that have a physical limit in accordance with the COVID restrictions have been identified. The journey includes the Howmans Gap resort entry gate, Oversnow and Parking transfers & transport, VIC & ATS ticket offices, ski lifts, ski area, restaurants, take-away food outlets, public toilets, public shelter, Windy Corner toboggan, accommodation venues and the medical centre. The maximum visitor capacity has then been calculated for each of the key elements within the visitor journey.



Determining Daily Resort Capacity (Supply)

FCARMB will work with key Stakeholders to determine the maximum capacity of the resort (ie supply volumes) on a daily basis through the season, based on consideration of each element of the visitor journey with particular regard to visitor safety, wellbeing and experience in that order.

This will be done by considering factors such as the current COVID related restrictions (which prescribe social distancing and density quotient requirements), snow levels (which could impact ski area and ski lift capacity), weather (which could impact demand for public shelter), and transportation (which could impact the number of visitors who can be transferred in a timely manner). It is anticipated that resort capacity will increase over the course of the season as the snowpack increases and if COVID restrictions are further eased.

See Appendix 9 for further details.

Determining Demand

The anticipated demand can be estimated with a high degree of confidence based on historical records of snowfall and visitation patterns. The FCARMB will work with key Stakeholders to continually predict the expected level of demand (daily) based on the latest snow and weather conditions. This is to include the anticipated demand from residents, day visitors, overnight visitors, visitors with season resort entry permits, and visitors with season lift tickets or multi-day lift tickets.

Limiting Capacity

Capacity limits along the customer journey could result in the number of visitors having to be restricted on certain days. This is likely to occur on peak weekends or when poor weather is forecast.

Booking In Advance

To the maximum possible extent, all sales (resort entry, transport, accommodation, lift tickets, ski school) are to be booked in advance. This will minimise the number of visitors just arriving at resort entry or a particular activity and having to be turned away. To the maximum possible extent, visitors booking their resort entry are to provide the names and telephone contact details of all people coming within the vehicle so as to help monitor actual visitor numbers and for traceability purposes. This also applies to visitors with season resort entry permits, who are to provide the names and contact details of all people coming within the vehicle each time they come to the resort.

Refer to Appendix 8 for further details

Resort Entry

Where demand appears likely to exceed capacity in carparking, transport, public toilets or public shelter, then FCARMB must limit the number of single day resort entry permits available for sale. Mechanisms to do this could include progressive release, or by only making day permits available 1 - 2 days in advance. In extreme cases, the RMB may also have to limit usage by visitors with season resort entry permits. The FCARMB may also have to limit the number of visitors who can come on route, tour or charter buses on a given day. Refer to Appendix 9 for further details

Lift tickets

Where it appears likely that demand will exceed capacity of the ski area or ski lifts, Vail Resorts (the Lift Company) must limit the number of single day lift tickets available for sale. This could be done via progressive release, or by only making day lift tickets available 1 - 2 days in advance. In extreme cases, the Lift Company may also have to limit usage by visitors with season lift tickets or multi-day lift tickets.

Communications

FCARMB has arranged variable message signs on the routes to the resort, displaying messages about visitors booking in advance, when the resort is fully booked and therefore closed to visitors without a booking, and when wheel chains are required. These messages have been communicated via fallscreek.com.au, social media and communications.

The Victorian RMB's in collaboration with Regional Roads Victoria, have agreed on unified messaging across a portfolio of electronic visual messaging signs that been installed on route to all Victorian Resorts. Each contains consistent messaging to all motorists of the need to pre purchase resort access, or be denied entry.

On route to Falls Creek, these are located at Myrtleford (Great Alpine Road), Wodonga (Baranduda – Keiwa Valley Highway), Mt Beauty (Bogong High Plains Road).



In addition, Falls Creek have provided an additional unit at the crossing on Pretty Valley/Fainters Creek (the yellow bridge).

Public Buildings

FCARMB has installed signs on all public buildings indicating the maximum number of people who can be within each confined space at the same time.

Adjust the number of tables & chairs in each day shelter to no more than the maximum defined capacity (refer table below).

Display maximum capacity signs and instructions on all day shelters. Implement capacity controls (periodic monitoring on quiet days, staff controlling access points on busy days, queueing areas where necessary with social distancing).

Implement one-way pedestrian flows on entering and exiting day shelters and public buildings where practicable.

Clean day shelters, public buildings and RMB controlled public toilets in accordance with the cleaning & hygiene guidelines The RMBs are not required to capture the names and contact details of people entering public buildings.

Neighbouring Shires

All resort visitors travel through a neighbouring Shire, which provide food, beverages, fuel and accommodation to many resort visitors and therefore play an important role in minimising the risk of COVID-19 transmission to and from people who visit or work at the resorts. While Shires are responsible for COVID SAFE plans within their boundaries, FCARMB will:

FCARMB will provide a copy of this plan to help inform the Shire's own plans;

FCARMB will provide updates on the resorts' estimated visitation and capacity constraints so that the Shire's can communicate appropriately with their own constituents;

FCARMB will engage regularly with Shire representatives to discuss any emerging issues and review performance of their respective COVID SAFE plans.

Emergency Services

Emergency Services providers (Police, Ambulance, CFA, Hospitals, SES) are critical in maintaining safety and responding to emergency situations within the resort. The Police are also the only body permitted to enforce the government's COVID restrictions. Ambulance Victoria is responsible for transferring critically ill patients off-mountain and to hospital.

FCARMB will:

Provide Emergency Services providers with a copy of this plan to help inform their own plans and operations.

Provide Emergency Services providers with weekly updates on the resorts' estimated visitation and capacity constraints so that they can amend their operations as required.

Engage periodically with off-mountain Emergency Services representatives to discuss any emerging issues.

Engage regularly with the Police stationed in-resort to discuss any emerging issues and review enforcement of COVID restrictions.

Engage regularly with the Falls Creek Medical Centre and Ambulance Victoria representatives stationed at the resort to discuss any emerging health and treatment issues.

Meet regularly with CFA representatives stationed at Falls Creek to discuss any emerging issues.

FCARMB – Key Infrastructure & Operational COVIDSafe Planning

Introduction

The intent of this section is to present what the Falls Creek Resort Management Infrastructure & Mountain Response directorate (DIMR) undertakings are to keep staff, guests and the community safe within the Falls Creek Alpine Resort.

This section provides specific guidance on safety protocols being used by DIMR to support this objective.

This section will be updated as required to ensure it represents the most up to date Road Maps/Alert Levels information based on recommendations from State and Federal and governing bodies.

This section does not provide specific guidance on impacted service levels at Falls Creek Alpine Resort – refer to the OSLM COVID19 supplement for more information (link to website).

FCARMB Specific Safety Protocols

Ski Patrol

Detailed Ski Patrol COVID-19 protocols are contained in the attached Safety Plan Appendix 11

Transport/Waste Services

Detailed Transport Services, Freight, Waste Services and public Cleaning Services COVID-19 protocols are contained in the attached 4Site documentation – Appendix 12

Public Area Snow Removal

This function has a small degree of public interaction and COVID19 safety steps are:

- A. When clearing public areas of snow, do not interact with members of the public for > 15minutes at any time.
- B. When using equipment (such as shovels or mini snow blower) ensure touch points have been cleaned using sanitary wipes.
- C. Do not share shovels or other hand tools during your shift.
- D. Use work gloves when operating equipment at all times.
- E. Ensure your radio has been sanitised prior to use and then again when put on charge at the end of your shift.

Snow Clearing and Grooming

This function has minimal public interaction and COVID19 safety steps are:

- A. When using plant ensure touch points have been cleaned using sanitary wipes at the start of your shift and again at the end of your shift.
- B. Use of plant will be scheduled as a single operator per shift where possible. Where this is not possible, sanitising touch points are required when changing over between operators.
- C. If using a handheld radio, ensure your radio has been sanitised prior to use and then again when put on charge at the end of your shift.
- D. A maximum of 2 people only is permitted in any truck cab or grooming cab at any time.

Treatment Plant Operations

This function has minimal public interaction and COVID19 safety steps are:

- A. Use of specific vehicle for treatment plant operations (refer to below).
- B. When responding to village water or wastewater issues, this must not include entry to any buildings without the prior approval of Asset & Operations Manager. Specific steps may need to be taken in this eventuation.

Transport Vehicles

- A. Operational utes must not have more than 2 pax at any time (1 driver and 1 passenger).
- B. Before use, sanitise touch points in the vehicle with sanitary wipes:
 - Steering wheel
 - Drive shifter
 - Door handle
 - Control panel
- C. When refuelling, use a glove if possible. Otherwise sanitise hands immediately after touching the fuel nozzle.

Meetings/Gatherings

- A. Shifts will be set up to avoid interaction with other functions in the changeroom area:
 - Grooming: 6am to 4pm (nominal)
 - Ski Patrol: 7:30am to 5:30pm
 - Snow Clearing: 4am to 4pm (nominal)
 - Public Area Clearing: 6am to 4pm
- B. No more than 10 pax are to be in the downstairs lunchroom area at one time, including the locker area.
- C. The Admin Day Shelter will be used exclusively by FCRM to allow properly spaced operations meetings to occur. No more than 20 pax are to be in the Day Shelter area at any one time.
- D. Toolbox meetings for Snow Services will be nominally 9:30am to avoid interaction with Ski Patrol use of this area.
- E. Use the hand sanitiser when entering and exiting the meeting room area.
- F. Keep all meeting/lunchroom areas clean at all times.

Appendix 11: Ski Patrol COVID19 Safety Plan

Appendix 12: 4Site Falls Creek COVID19 Policies and Procedures

Appendix 13: Operations Service Level Manual COVID19 Supplement

Appendix

Appendix 1: Stakeholder list

Falls Creek Alpine Resort Management Board & Employees

Victorian Government – Dept of Environment, Land, Water & Planning, Dept Health & Human Services, Dept of Jobs, Precincts and Regions

Falls Creek Alpine Resort residents and community stakeholders

Falls Creek Ski Lift Company

Falls Creek Chamber of Commerce – Commercial operators and stakeholders (accommodation and retailers) & apartment/property owners

Falls Creek Alpine Association – Member Lodge Sector and Shared Lodge Sector

Emergency Services – SES, Victoria Police, CFA, Ambulance Victoria, Falls Creek Medical Centre

Falls Creek Ski Patrol

4Site Australia

Disabled Wintersports Australia

Surrounding Shires and Townships: Alpine Shire, Indigo Shire, Wangaratta Shire, Benalla Shire, Towong Shire, Albury City Council, Wodonga City Council

Falls Creek Post Office

Falls Creek Primary School

Falls Creek Alpine Academy

Falls Creek Race Club

Tour Operators, Bus Companies & Passenger Transfer services

Freight & Delivery Companies

Appendix 2: FCARMB – Whole of Resort Risk & Actions Register



A5DBB153.pdf

Appendix 3: Tourism Industry Guidelines for coronavirus (COVID-19) – May 31st 2020

<https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/tourism-industry-guidelines-for-coronavirus-covid-19>

Appendix 4: Hospitality Industry Guidelines for coronavirus (COVID-19) – May 26th 2020

<https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19>

Appendix 5: Cleaning & Hygiene Guidelines

These guidelines have been approved by the Department of Health & Human Services

<https://www.dhhs.vic.gov.au/business-sector-coronavirus-disease-covid-19#cleaning-and-disinfecting-for-business-and-constructions-sites>

Appendix 6: Alpine Activities Guidelines for coronavirus (COVID-19) – 21 June 2020.

These guidelines have been approved by the Department of Health & Human Services

<https://www2.delwp.vic.gov.au/coronaviruspubliclanduse/home/snow-skiing-and-snow-activity-on-public-land>

Appendix 7: FCARBM Visitor Journey – Altered Resort Entry Process

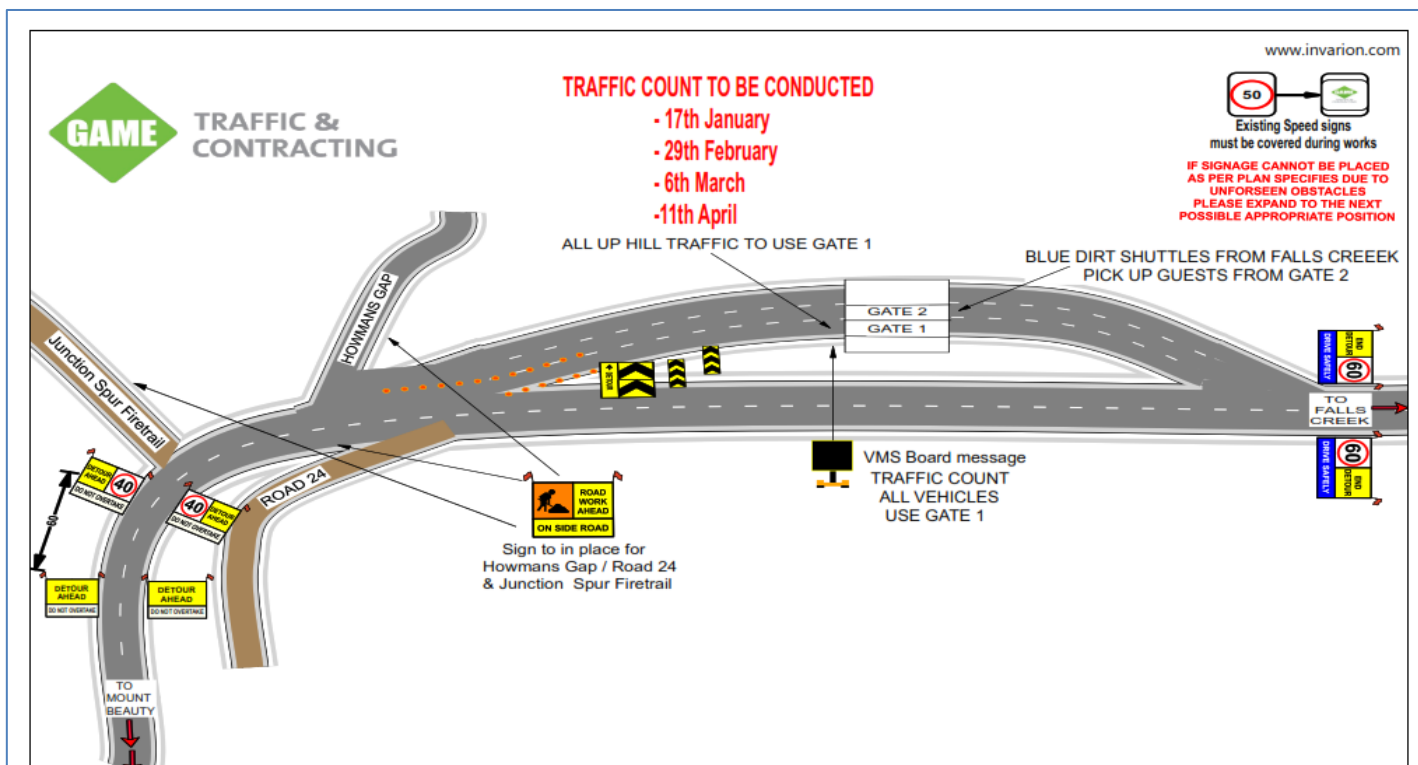
The visitor journey within the resort varies depending on day or overnight visitor profile (refer to FCARMB Transportation Plan for coronavirus (COVID-19)).

To ensure compliance with the access protocols, FCARMB Traffic Management has implemented an approved road management plan at the Howmans Gap Resort Entry gate, requiring all vehicles to pass through the facility for compliance and reporting purposes.

ALL authorised, mountain staff, resident and season pass holders who have registered online, utilise Lane 3 and are not required to stop. Tour coaches and buses will also utilise Lane 3, proceeding to the ATS or dedicated bus parking area on BHP Road opposite resort management administration.

All other resort entry holders will be required to pass through Gates 1 & 2, where they will be checked to ensure confirmation printouts are displayed on their dashboards along with cross checking of passenger numbers are correct with the displayed dashboard pass.

Vehicles without a valid resort entry pass will be denied access.



Appendix 8: FCARMB Capacity Management Protocol

Capacity determination - The Victorian Government’s focus is currently on the health & wellbeing of Victorians while rebuilding the Victorian economy. FCARMB can control visitor access to the resorts, which means it can limit the number of visitors on a given day to minimise the risk of a COVID transmission occurring within the resort.

When dealing with capacity constraints, FCARMB is cognisant of its role in generating expenditure within regional Victoria to support regional economies and jobs.

At times this may require a focus on high yielding visitors over low yielding visitors.

With this guidance, FCARMB will work with key stakeholders on a daily basis through the season, given due consideration to each element of the visitor journey, in particular, with particular regard to visitor safety, wellbeing and experience - in that order.

Capacity management within the resort is effectively implemented via supply side constraints. Under the current directions and limitation while applying COVIDSafe priorities and adhering to prescribed social distancing and density quotient requirements, these will remain in place.

It is anticipated that resort capacity will increase over the course of the season as the snowpack increases and if COVID restrictions are further eased.

With this in mind - FCARMB has developed a capacity management protocol that (in summary form) takes into consideration, the following variables:

- 1) The available inventory and supply of lift tickets is the primary driver in the determination of the Ski field Density Quotient (DQ^S).

This inventory then informs and feeds into several other factors.

- 2) The available supply of beds is the primary driver for the determination of the Village Density Quotient (DQ^V).

Falls Creek has the following Bed numbers for the determination of Bed Supply.

Accommodation Style	Bed #
Club Lodge with shared facilities	459
Commercial Lodge with shared facilities	595
Commercial Lodge with partially shared facilities (catered meals and ensuites)	739
Apartments	3,484
Hotel Style	64
Staff Accommodation – Lodge Style	346
Total	5,649

This is then matched to the Commercial Area data for validation of density assumptions for the entire establishment.

To account for service rooms, kitchens, bathroom, storage etc, where defined commercial area has not been assessed a discount factor is used to estimate the available square metre venue capacity using the Fully Enclosed Commercial Area. Overlaying 4sqm then determines the number of people who can safely occupy any premise.

Resort Day Traffic (RDT) is then the product of DQ^S minus Overnight Stays (OS) and DQ^V , where Overnight Stays are determined from the Intouch Resort Entry system (see above). Overnight Stays are calculated by filtering each accommodation venue multiplied by length of stay per unique resort entry user.

The Output – is then an aggregate total which provides a moving average of what is referred to as the Resort Density Quotient (DQ^I).

An additional multiplier of 25% is then applied to this figure for the grossed-up number of resort guests that complies with the capacity management protocol.

Historically, resort visitation numbers and skier days data have varied by this factor. This considers that not all people entering the resort are downhill skiers. There is a combination of cross country, snow play and members of the guest party who do not participate in lifted terrain skiing.

The RDT is then provided daily (estimated 72 hours in advance) which sets the allocation of daily resort tickets available. This practise will be modified and adapted as the directions from the Victorian Government permit.

The data capture component of the mandatory resort entry booking systems (Step Four), provides a drop down “Activity” box which will assist in managing the availability of passes outside of the downhill market.

The requirement this season of all resort entry season pass holders to register their intent to visit also ensures we capture regular visitors, who would otherwise not be required to utilise the resort entry process. To assist in ensuring a secondary match can be applied to the DQ^S the primary contact is required to acknowledge they have a valid ski pass for the days of entry. The presumption being that most lift ticket season pass holders will have registered, confirmed their validation for lifted access prior to entering the resort.

A combination of all these measures is then used to comply with mapping of safe density quotients for the entire resort and provides confirmation of the estimate for the number of resort passes that can be issued on any one day.

The overriding principles in the determination of capacity are visitor safety, wellbeing, and experience - in that order!

Exogenous factors, namely snow levels (which could impact ski area and ski lift capacity), weather (which could impact demand for public shelter), and transportation (which could impact the number of visitors who can be transferred in a timely manner) will impact the determination of resort capacity outside of the applied metrics explained above.

Consequently, guest and user safety as it relates to the requirement of venues and shelters to be able to meet the obligations under gathering and distance requirements is the ‘safety overlay’ which curbs the ability to supply unlimited access.

This is most relevant in the event of poor weather or emergency circumstances i.e. Roadblocks, avalanches/landslip, services outages etc, which can delay exit from the resort for extended periods of time.

Public Spaces as at June 22, 2020	Sqm	<u>Pax per sqm</u>
Day Shelter	81	20
QT Pulic Shelter	68	17
Boardroom	99	25
Gateway Public Shelter	135	34
Race Club	25	6
Windy Corner Day Shelter	119	30
Café	58	15
Ski Hire	56	14
Ski Store Room	21	5
ATS		
Downhill Arrival	79	20
Main Terminal	132	33
Uphill Boarding	63	16
		166

The above table indicates the limited ability of public venues to cater to large numbers whilst also complying with social distancing and gathering rules. To increase the ability of the resort to facilitate as many day visitors as possible, other venues are taken into consideration, such as restaurants with seated and also standing areas that can house or provide shelter to visitors who do not have an accommodation venue to retreat to.

In terms of venues – i.e. restaurants, bars etc, there are 32 places which can seat and comply with the 4sq metre rule equating to 640 spaces/seats.

As of June 22nd, under the increased gathering rules, but still retaining the 4sq metre rule, those with appropriate fully enclosed commercial areas would be able able to take up to 1600 people. Noting however, in many cases, 50 patrons cannot be accommodated. So, the maximum available seats are 1592.

Venues	FECA	Comm.Area	Pax @ 4sqm	Seats 20	Seats 50
Bazaar	1405	422	105	20	50
Stingrays	764	458	115	20	50
Fixx	90	54	14	20	50
The Pass (outside venue)	outdoor venue		0	20	50
Last Hoot	425	255	64	20	50
Pretty Valley - not opening	250	150	38	20	50
Cock & Bull - not opening	90	54	14	20	50
Lilli Pilli Café - not opening	65	39	10	20	50
Elk	110	88	22	20	50
Apartment 3	80	65	16	20	50
Nelse Lodge	823	165	41	20	50
SomePlace Else	332	199	50	20	50
The Man	496	297	74	20	50
Husky	199	139	35	20	50
Astra	240	144	36	20	50
Falls Creek Hotel	1475	295	74	20	50
Frying Pan Inn	1298	779	195	20	50
B E Foodstore	185	111	28	20	50
Summit Ridge	148	89	22	20	50
Milch	89	53	13	20	50
Feathertop	152	91	23	20	50
Attunga	252	151	38	20	50
Diana Lodge	1115	223	56	20	50
Chop House	183	110	27	20	50
Easy Eats Brewhouse	Included in public shelter			20	50
Snownuts (outside venue)	outdoor venue			20	50
Cloud 9	2341	1171	293	20	50
Dicky Knees	332	199	50	20	50
Blue Brumby	250	150	38	20	50
YMCA Windy Corner	Included in public shelter			20	50
Falls Creek Country Club	590	354	89	20	50
JB's Restaurant & Bar	106	63	16	20	50
*Estimate			1592	640	1600

The Falls Creek village area is 22ha in total.



The thatched red area is the Village Precinct – equating to 22ha or 220,000sq metres.

The total resort is 1535ha (as represented by the grey shaded area).

The lifted terrain consists of 450ha (approximated by the blue encircled area).

The entire resort has substantial and expansive areas for recreation purposes. The simple application of 4sq meters per hectares is not an appropriate approximation for capacity, as evidenced above.

Appendix 9: Traceability & Booking in Advance

Traceability is essential so that if there is a confirmed COVID-19 case, government officials can use the resorts traceability data to identify others who have encountered an infected person. This data needs to be retained for 28 days. Key elements are:

- a) FCARMB strongly encourages that all people working at or visiting the resort to download the Federal Government’s “COVID Safe” App and have it active while they are within the resorts.
- b) FCARMB via its resort entry portal will capture the names and telephone contact details for every visitor entering the resort (refer to process outlined below).
- c) FCARMB via its resort entry portal RMB will capture and retain the registration number, dates and times of vehicles entering the Resort Entry.
- d) Stakeholders involved in providing accommodation, restaurant operations, equipment rental and retail are required to obtain the names and telephone contact details of guests and all other people coming into their workplace to the maximum possible extent.

To enable the efficient capture of guest information, the FCARMB Resort Entry online purchasing, POS, ticketing and reservation software platform known as “Intouch”, has been extensively modified to enable dynamic capacity management for the resort, as well as capture contact tracing information of every guest in any vehicle entering the resort.

RESORT ENTRY STEP ONE

RESORT ENTRY PASS

Day and Overnight Vehicle Access & Resort Entry for you and your passengers. Please note that resort entry or the last two days of the season, Sat, 5th & Sun, 6th Oct, are discounted and only available at point of sale in the resort

Resort Entry Pass
 Choose this option if you are visiting Falls Creek by car for one or more days. This Pass is for both overnight stays at Falls Creek or leaving the mountain at the end of the day.

Arrival date

Departure date

Arrival time

Number of adults

Number of children

2 days - \$118

Arrival date

Departure date

Arrival time

Number of adults

Number of children

2 days - \$118

RESORT ENTRY STEP TWO – Contract Tracing Capture of Information

YOUR SHOPPING CART

Qty	Product	Total			
1	Resort Entry Pass (2 days)	\$118.00			
Valid for: 19 Jun 2020 - 20 Jun 2020 Arriving: Before 5pm					
Look up a previous vehicle registration					
License plate no.	State	Make	Model	Colour	Year
1DB2MM	VIC	BMW	x1	White	2015
Adult 1	First name	Last name	Mobile number		
Child 1	First name	Last name	Mobile number		
					\$118.00

If you are driving a rental vehicle, please call Resort Management on 03 5758 1200.

DISABLED WINTERSPORT AUSTRALIA DONATION

Falls Creek is a proud supporter of Disabled Wintersport Australia and any season pass purchase includes a \$1 donation to this organisation. If you would prefer not to donate please enter the code DWAOUT in the promotion code box below to remove this \$1 value from your purchase.

Promotion Code

RESORT ENTRY STEP THREE – Confirmation

IMPORTANT: Please ensure you understand each of the following and check in with our Terms & Conditions for this year under the coronavirus pandemic

BEFORE YOU PROCEED PLEASE

- Ensure your dates, vehicle registration and contact details of each guest are correct as you cannot change these once the purchase is complete
- Ensure you have access to an A4 printer to streamline your entry to resort, if you don't you will be asked to select that you will need this printed at resort. **NOTE:** the online discount will be void.
- Please ensure you have read the refund policy and terms and conditions
- Falls Creek suggests that you download the COVIDSafe app prior to your arrival

RESORT ENTRY STEP FOUR – Accommodation Venue & Activity Capture – Contract Tracing

SUMMARY OF PURCHASE

Qty	Product	Valid for	Vehicle Information	Total
1	Resort Entry Pass (2 days)	19 Jun 2020 - 20 Jun 2020 (Before 5pm)	1DB2MM (VIC) 2015 BMW x1 White 1 occupant	\$118.00
Total price (incl. GST of \$10.73)				\$118.00

ACCOMMODATION DETAILS

Please specify your accommodation provider *

Information collected is for analytic purposes only.

PLANNED ACTIVITY

Which activity will you be partaking in? *

DELIVERY OPTIONS

Please select your preferred method of delivery *

- Print at Home
Select this option if you print your dashboard pass at home and bring it for your visit to the resort. **Note: You cannot use this option if you don't have a suitable printer at home that you can use!**
- Pick up from – Falls Creek Howman's Gap Resort Entry, ATS or Visitor Information Centre
Select this option if you are unable to print your DASHBOARD PASS before arriving at the resort. Ensure you have your confirmation email available when arriving at Howman's Gap Resort Entry. You will be required to read out your receipt number (S1008?...) to the staff member at the gate and your pass will be printed.
- Registered Post (\$7 Postage & handling charge)
Postal delivery is not available for those where proof of age, club membership or other identification is required. Please see T&C.

* denotes mandatory fields.

I have read and agree to the terms and conditions at fallscreek.com.au/termsconditions.
I understand that online purchases are non-refundable and non-transferable.

I acknowledge I have read and understood [this condition](#) to purchasing my 2020 Resort Entry Pass.

Back


Next

The process is then further augmented by the development of proprietary license plate capture system that validates information taken of vehicle registration numbers and crossed matched the locator manifest from the Intouch system.

Ranger Services (undertaken by 4Site) will then verify all vehicles in the resort can be matched against records of registered entry and traceable details.

Where anomalies exist FCARM VIC staff will provide a courtesy call to the register vehicles owner, or where these details are not available, refer the matter to Victoria Police for further action.

Falls Creek License Plate Recognition System



Data Table:

- Name
- Mobile
- Number Plate
- Valid Status

Quick View List:

- Number Plate
- Valid Status
- Colours

Status: Authorized

Either Manual or LPR have verified the number plate to be valid in the resort

Status: No Match:

Only returned by LPR. This could mean either there was no photo match or the number plate is invalid

Status: Unauthorized


Only returned by Manual. This means the number plate is invalid and no ticket has been purchased.

Valid	Plate	Full Name	Mobile	Credit
Authorized	BAQ491	LUCAS SMITH	0438020211	Thursday
Authorized	1FX4LY	PETER CARTER	0438794673	Thursday
Authorized	YAA790	DALE - CRAIG	0437090353	Thursday
No Match		Manual Reser...	Manual M...	Thursday
Unauthorized	93KT	Unauthorized	Unauthorized	Thursday
Authorized	1CUR784	DARRYN EDWARDS	0427964274	Thursday
Unauthorized	ABC123	Unauthorized	Unauthorized	Thursday
Authorized	8274P	FRANKIE OAK	0491975445	Thursday
Authorized	108M3	RAYMOND DICK	0487668154	Thursday

Manual Input

e.g. ABC123

Manual Submit



Capture

Submit

Refresh

PANIC ALERT

Capture:

The capture button, takes the image in the camera window and sends it to the capture window for preview before Submitted to the LPR system.

Submit:

This button will send the image in the capture window to the LPR system to be converted to a number plate and then checked against the database of valid plates.

Refresh:

This button will refresh the data in the "Quick List View" and also "Data Table"

App Platform: (Android/iOS)

The Ranger LPR app is platform agnostic!

There are two versions available (Tablet and Phone) and both versions will run on Android and IOS devices.

PANIC ALERT:

When triggered send the current GPS coordinates via Email/SMS to mountain staff to immediately attend the Rangers Location.

Manual Submit

Number Plate is entered manually into the manual input window. This is used for hard to see Plates or to check "No_Match" LPR results.

Captured Photo:

This a preview of the image to be uploaded to LPR. Quick visual check to ensure the plate is visible

Camera:

This is the output of the tablet camera, showing what will be captured when capture is selected.

Appendix 10 – COVID at the Workplace

swa.gov.au/coronavirus

updated: 29 April 2020

COVID-19 at the workplace

You are not expected, and should not try, to diagnose people. However, you have a work health and safety duty to minimise the risk of workers and others in the workplace being exposed to COVID-19, so far as reasonably practicable.

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

The person you are concerned about is at the workplace



1. ISOLATE

Prevent the spread. Isolate the person from others and provide a disposable surgical mask, if available, for the person to wear.



2. SEEK ADVICE

Call your state or territory helpline. Follow advice of public health officials.



3. TRANSPORT

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



4. 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 PPE when cleaning.



5. IDENTIFY & INFORM

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



6. REVIEW

Review risk management controls relating to COVID-19 and review whether work may need to change. Consult workers on WHS issues.

The person you are concerned about was recently at the workplace



1. SEEK ADVICE

Call your state or territory helpline. Follow advice of public health officials.



2. IDENTIFY & 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 their close contacts have been. Do not use those areas until this process is complete. Use PPE when cleaning.



4. REVIEW

Review risk management controls relating to COVID-19 and review whether work may need to change. Consult workers on WHS issues.

If anything is unclear, see detailed guidance on the Safe Work Australia Website

Remember:

- > 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 hand hygiene procedures.
- > Consult with workers and allow them to raise concerns.
- > Do you need to notify your [WHS regulator](#)? See our [Incident Notification fact sheet](#).
- > Comply with privacy obligations. See [guidance from the OAIC](#).
- > Follow the advice of health officials at all times.

State and territory health department helplines:

New South Wales
1300 066 055

Queensland
13 432 584

Victoria
1800 675 398

South Australia
1300 232 272

Western Australia
(08) 6373 2222

Tasmania
1800 671 738

Australian Capital Territory
(02) 5124 9213

Northern Territory
(08) 8922 8044

Source: Safework Australia

Appendix 11 – Falls Creek Ski Patrol coronavirus (COVID-19) Safety Plan

Contents

Introduction	55
Mandatory coronavirus (COVID-19) online training for ski patrollers	55
COVID-19 infection control training	55
PPE for combined contact and droplet precautions	55
How to clean your hands with soap and water.....	55
How to clean your hands with hand sanitiser	55
Before Work.....	55
Respiratory illness prevention.....	55
COVIDSafe app	55
Do not come to work if you are or potentially are sick.....	56
Travelling to and from work.....	56
Checks for all patrollers before the commencement of each shift.....	56
UHF radio.....	57
Changing in and out of patrol uniform and ski boots	57
During Work.....	57
General safe work practices	57
Interacting with AV.....	58
Assisting VicPol with callouts on the Bogong High Plains or other backcountry areas	58
Openings	58
Sweeps	58
Night skiing	58
Tobogganing.....	58
Morning meetings.....	59

Operating out of patrol base throughout the day..... 59

Dispatch..... 59

Lunch and coffee breaks..... 59

Visitors to patrol base..... 60

Walk-in patients to patrol base..... 60

Pens, pencils, textas, etc. 60

Cups, coffee/tea mugs, eating and cooking equipment 60

Tea towels 60

Helmets, goggles and gloves..... 60

FCRM snowmobiles 60

FCRM vehicles including the side-by-side 60

After Work61

UHF radio..... 61

After work debriefing 61

Responding to an incident.....61

PPE and sanitising items that must always be carried by patrollers this season 61

Approach to the patient 61

Aerosol-generating first aid procedures are not permitted this snow season 63

First aid procedures still permitted this snow season 63

Transporting 64

Handing over a patient to the MC 64

Sanitising equipment and doffing PPE after handing over a patient to the MC 65

Procedure for a breach in PPE..... 65

Introduction

Due to the increased health risk to ski patrollers this snow season with the ongoing coronavirus (COVID-19) pandemic, changes will be implemented to the ski patrol's operations to help ensure a safe working environment for us all. These changes are outlined in this Safety Plan document and will impact many areas of our team's operations including but not limited to the use of PPE, approach to the patient, first aid procedures, patient transport and handover procedures, and equipment cleaning procedures. Furthermore, as the coronavirus (COVID-19) environment and Government requirements evolve, and our ski area operations commence, amendments to this Safety Plan may be required.

For the health and safety of us all, the new policies and procedures outlined in this Safety Plan are not optional, they are mandatory, so please ensure that you become very familiar with them and adhere to them at all times while patrolling. This includes keeping abreast of any changes made to these policies and procedures as they are communicated to the team throughout the snow season.

Mandatory coronavirus (COVID-19) online training for ski patrollers

All patrollers must complete the following coronavirus (COVID-19) online training before their first day of ski patrolling this winter.

COVID-19 infection control training

<https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>

This 30-minute online training module from the Australia Government Department of Health is for health care workers in all settings. It covers the fundamentals of infection prevention and control for COVID-19. Users must register, but registration is open to anyone.

PPE for combined contact and droplet precautions

<https://www.youtube.com/watch?v=qk6ai3JUL9U>

Source: NSW Government Clinical Excellence Commission

How to clean your hands with soap and water

<https://www.youtube.com/watch?v=3PmVJQUCm4E&feature=youtu.be>

Source: World Health Organisation

How to clean your hands with hand sanitiser

<https://www.youtube.com/watch?v=ZnSjFr6J9HI&feature=youtu.be>

Source: World Health Organisation

Before Work

Respiratory illness prevention

It is strongly recommended that ski patrollers receive a seasonal influenza vaccine to help reduce the chances of them contracting influenza this snow season.

COVIDSafe app

It is strongly recommended that ski patrollers install and use the Australian Government's COVIDSafe app to assist the Victorian health authorities in finding and containing any outbreak more quickly.

Do not come to work if you are or potentially are sick

If you have any of the following symptoms of COVID-19, however mild, you must not come to work. Doing so you might infect others and put the continued operation of Falls Creek ski resort at risk.

- Fever (temperature above 37.5C)
- Chills or sweats
- Cough
- Sore throat
- Shortness of breath
- Runny nose
- Loss of sense of smell

Instead, you should:

1. Call your supervisor to discuss your situation.
2. Seek advice and get tested. To get further advice, call the 24-hour coronavirus hotline 1800 675 398 or your general practitioner.

Travelling to and from work

- There will be no FCRM provided minibus transport to and from Falls Creek this snow season.
- Preferably do not carpool with another patroller to or from Falls Creek, except for patrollers who are members of the same family. If you must carpool, screen each other with the coronavirus (COVID-19) questions before getting in the car, and ideally have the passenger sit in the back seat to maximise distancing to the driver.

Checks for all patrollers before the commencement of each shift

- Before they can start each shift, each patroller must answer the following questions:
 1. Are you experiencing any of the following symptoms?
 - Chills or sweats
 - Cough
 - Sore throat
 - Shortness of breath
 - Runny nose
 - Loss of sense of smell
 2. Have you taken any medication for a fever, cold or flu-like symptoms?
 3. Have you had any known close contact with a confirmed case of COVID-19 within the past 14 days and not consulted with the 24-hour coronavirus hotline or your general practitioner?

- *“Close contact” means having face-to-face contact for more than 15 minutes with someone who has a confirmed case, or alternatively sharing a closed space with them for more than two hours.*
- All patrollers must also have their temperature tested each day before they leave the FCRM administration downstairs lunchroom. If they test above 37.5C, while adhering to strict social distancing, remove a layer of warm clothing, wait 10 minutes, then retest temperature.
- All answers to the above questions and temperature tests must be logged.
- **If a patroller answers yes to any of the above questions, or if their temperature remains above 37.5C after a second temperature check, then that patroller cannot work that day.** Instead, immediately contact your supervisor for that day to discuss your situation.

UHF radio

- Each patroller will be allocated their own radio and charging dock position to be used exclusively by that patroller for the duration of this snow season.
- Use a sanitising wipe to wipe down your UHF radio after taking it from the charging rack.
- No sharing someone else’s UHF radio at any time during the day.

Changing in and out of patrol uniform and ski boots

- While the current Government restriction of one person per 4m² indoors remains in effect, there can no more than 10 people in the FCRM administration downstairs lunchroom and lockers area at any time. As such we will be rostering 2 different start and finishing times for patrollers, as much as these can be adhered to due to the team’s workload at the end of a given day. Our 2 early start patrollers will continue to start at 05:45, 4-6 patrollers will be rostered to start at 07:30, and the remaining 4-6 patrollers will be rostered to start at 07:45.
- Please do not hang around in the FCRM administration downstairs lunchroom – get changed, get your radio, then get out.

During Work

General safe work practices

- **Practice good hygiene.** This includes:
 - Avoid touching your face unless you just washed or sanitised your hands.
 - Wash your hands frequently (or use hand sanitiser as the second-best alternative).
 - Sanitise your hands when entering and exiting any patrol building.
 - Cough or sneeze into your elbow.
 - No shaking hands or hugging.
 - Keep commonly shared areas like tables, kitchens, desks and toilets clean and sanitise them frequently.

- Sanitise shared equipment like phones, keyboards and tools with sanitising wipes before and after each use.
- **Social distancing.**
 - Practice social distancing as much as you can. Only go within 1.5m of a patient and touch them when necessary. Use TOTAPS if possible. Always try to minimise the time spent with any one patient to under 15 minutes. Maintain at least 1.5m between people inside any patrol building at all times.
- **PPE.**
 - Always carry the required PPE, use it according to our current protocols, and doff it safely.
- **Avoid “close contact”.**
 - Keep all meetings and training sessions at patrol base to under 15 minutes. Don’t hang around in patrol base unless you’re on your morning break or lunch break. Don’t exceed the current maximum of 13 people in patrol base (9 in the staff area and 2 in the dispatch office).

Interacting with AV

- The ski patrol will only be responding to call-outs in lodges if it is an emergency and AV are unavailable to respond in a timely manner. Full PPE must be worn when attending every call-out to a lodge this season including a P2/N95 face mask and surgical gown.

Assisting VicPol with callouts on the Bogong High Plains or other backcountry areas

- Currently no change.

Openings

- Currently no change.

Sweeps

- We have asked FCSL to stop loading any beginners up Halleys lift after 4:00pm (i.e. 1 hour before Halley’s closing), to help reduce the number of beginners the Ski Patrol needs to provide courtesy transports for down Wombats Ramble.

Night skiing

- To be advised as to activation and procedural changes to be discussed with FCSL and Falls Creek Medical Centre.

Tobogganing

- There will be no tobogganing in the ski field head lease area this snow season, meaning no beginner’s toboggan slope in the Bowl.

- The Windy Corner toboggan slope is snow dependent. Activation however will not be occurring prior to July 13th.

Morning meetings

- Keep morning meetings as brief as possible and under 15 minutes, while maintaining at least 1.5m between all patrollers.

Operating out of patrol base throughout the day

- While the current Government restriction of one person per 4m² indoors remains in effect, there can no more than 11 people in the staff area at base and no more than 2 people in the dispatch office at any time.
- Wash or sanitise your hands on entering and leaving patrol base.
- Maintain at least 1.5m between anyone inside patrol base at all times.
- Personal items (helmet, gloves, etc.) must be kept either in your daypack hanging on a wall hook or in your allocated storage space.
- Do not dry gloves on the metal drying rack above the wood stove this winter. Take them home and dry them overnight if needed.
- Sanitise workshop tools with sanitising wipes before and after each use.
- Be very diligent at always keeping the kitchen area, lunch table, coffee bar and toilet clean and sanitised throughout each day.

Dispatch

- Do not have more than 2 people in the dispatch office at any time.
- At the start of your dispatching shift you will be responsible for sanitising the dispatch area including the chair, desk, keyboard, radios, phones with sanitising spray and wipes.
- At the end of the day before they leave patrol base, the afternoon dispatcher must also sanitise the dispatch area, the kitchen, the kitchen table and the coffee bar.
- The toilet room must also be sanitised around sweep time each day, a duty to be shared amongst the team (not to be done by the afternoon dispatcher).

Lunch and coffee breaks

- Lunch breaks will be staggered where possible this winter to maintain room density limits and social distancing requirements, with 4-5 patrollers at a time at 12:00pm, 12:30pm, and 1:00pm. Flexibility will obviously be required here according to the patrol team's overall workload and an individual patroller's workload around the lunchtime period.

Visitors to patrol base

- Only ski patrollers, other FCRM staff members, Falls Creek Medical Centre staff members, and emergency services members will be allowed to enter ski patrol base this snow season, unless its unavoidable, e.g. a contractor needs to inspect/repair something. Please no family or friends this year.

Walk-in patients to patrol base

- Whenever possible, assess and treat any walk-in patients to patrol base out in the workshop area and keep them out of the staff and dispatch areas.

Pens, pencils, textas, etc.

- No sharing of stationary items like pens, pencils, textas, etc. If you need to use a shared item like a stapler, sanitise it with a wipe before and after use.

Cups, coffee/tea mugs, eating and cooking equipment

- All patrollers must BYO cups, coffee/tea mugs, etc. No sharing of these items while at work.
- Use the dishwasher as much as possible to clean cutlery, plates, bowls and cooking equipment.

Tea towels

- Use paper towel to dry cups, mugs, cutlery, plates, bowls and cooking equipment. Tea towels are no longer permitted to be used.

Helmets, goggles and gloves

- No sharing of helmets, goggles and gloves while at work.

FCRM snowmobiles

- Always wear gloves while riding an FCRM snowmobile.

FCRM vehicles including the side-by-side

- Before driving any FCRM vehicle:
 - Use hand sanitiser to sanitise your hands after touching the external and internal door handles to enter the vehicle.
 - Use sanitising wipes to wipe down the steering wheel, gear stick, hand brake, wiper control, indicator control, headlight switch, etc.
- After driving any FCRM vehicle:

- Use hand sanitiser to sanitise your hands after exiting the vehicle.

After Work

UHF radio

- Use a sanitising wipe to wipe down your UHF radio before placing it back in the charging rack in your allocated position.

After work debriefing

- Debriefing in the FCRM administration downstairs lunchroom after work this snow season is not permitted. Please get changed and then get out of the locker room and FCRM administration downstairs lunchroom to make space for others. This snow season, the FCRM administration day shelter will be established as an alternate, larger FCRM lunchroom and meeting room to help facilitate better social distancing for FCRM staff, and after work debriefing can occur in here if everyone always practices appropriate social distancing, does not exceed the current 20 person limit for this room, and always keeps it clean.

Responding to an incident

PPE and sanitising items that must always be carried by patrollers this season

- Patrollers must always carry the following items this snow season:
 1. Medical gloves x4 pairs
 2. Surgical face mask x4
 3. P2/N95 face mask x1
 4. Safety glasses x1
 5. Surgical gown x1
 6. Hand sanitiser x1 small bottle
 7. Sanitising wipes x1 small packet
 8. Waste bags x4
- Patrollers are not required to carry a CPR pocket mask this snow season.

Approach to the patient

- **This snow season when possible two patrollers will respond as a pair to each first aid call-out.**
 - Responding in pairs will enable one patroller (patroller #1) to get within 1.5m of the patient and touch the patient if required to do their patient assessment and apply first aid, while the other patroller (patroller #2) can transmit radio calls and hand patroller #1 any first aid equipment as required, without both patrollers potentially contaminating their medical vests and other clothing items.

- Once patroller #1 has finished their patient assessment and applying first aid, if they don't have to transport the patient, patroller #2 can then assist patroller #1 by holding out a plastic bag for patroller #1 to doff their PPE into. This bag can be tied off to be appropriately disposed of later. The uniforms and radios of both patrollers should then be clean and so both patrollers are free to immediately get back into circulation.
- If the patient needs to be transported somewhere like the MC, then PPE will obviously be doffed after finishing the transport and any handover of the patient to the MC or AV.
- **Before you approach and touch any patient, while staying at least 1.5m from the patient, ask the following COVID screening questions:**
 1. Are you experiencing any of the following symptoms?
 - Chills or sweats
 - Cough
 - Sore throat
 - Shortness of breath
 - Runny nose
 - Loss of sense of smell
 2. Have you taken any medication for a fever, cold or flu-like symptoms?
 3. Have you had any known close contact with a confirmed case of COVID-19 within the past 14 days and not consulted with the 24-hour coronavirus hotline or your general practitioner?
 - *“Close contact” means having face-to-face contact for more than 15 minutes with someone who has a confirmed case, or alternatively sharing a closed space with them for more than two hours.*
- **If they answer “no” to any of these questions:**
 - Before patroller #1 goes within 1.5m of the patient they must don a surgical face mask, medical gloves and eye protection. This is the minimum PPE that must be worn this snow season every time you touch a patient regardless of their condition.
- **If they answer “yes” to any of these questions:**
 - Before patroller #1 goes within 1.5m of the patient they must don a P2/N95 face mask, surgical gown, medical gloves and eye protection.
 - Call the MC on a phone (do not broadcast over the radio) and tell them exactly what the patient failed in the above questions. The MC will then provide specific instructions to follow on how they want you to manage this patient.
- Every patient must put on a surgical face mask this season if a patroller needs to go within 1.5m of the patient to conduct a physical examination and/or apply first aid. Hand the patient a face mask and ask them to fit it on themselves (assist them only if necessary). If they refuse, then refuse assistance. If the patient is unconscious, you must fit a face mask on the patient.

- For anybody who is unable to speak (unconscious / no English) full PPE must be worn including P2/N95 face mask, surgical gown, medical gloves and eye protection.
- If a doctor, nurse or paramedic are on scene and performing an aerosol-generating procedure, then you must wear a P2/N95 face mask instead of a surgical face mask.
- A buff or fleece neck gaiter is not appropriate PPE in place of face mask.
- Medical gloves must be worn when touching every patient. If it's cold and you need to wear your insulated work gloves / ski gloves over medical gloves, the those insulated work gloves / ski gloves must be doffed appropriately into a plastic bag to be washed at home in a washing machine before reuse. Bring multiple pairs of insulated work gloves / ski gloves each day you patrol.
- As much as possible, maintain physical distancing of 1.5m from the patient and anyone else on-scene to reduce in-person contact. Instruct anyone else on-scene to also maintain physical distancing of 1.5m from each other.
- Avoid touching unless necessary. If you must touch a patient, then minimise the time you spend touching them. Use the TOTAPS (Talk, Observe, Touch, Active Movement, ~~Passive Movement~~, Skill Test) approach rather than physically examining a patient whenever you can.
- Only one patroller to interact with a patient whenever possible (again, aiming to minimise close contact).
- Ideally provide any first aid outside of any vehicle or building.

Aerosol-generating first aid procedures are not permitted this snow season

- Aerosol-generating procedures not permitted by ski patrollers this season include:
 - Artificial ventilation either by using a CPR pocket face mask or BVM (bag valve mask).
 - Delivery of oxygen via a Hudson mask or BVM.
 - Asthma relief involving delivering salbutamol via a nebuliser.
 - Suction.

First aid procedures still permitted this snow season

- First aid procedures still permitted by ski patrollers this season include:
 - For an unresponsive patient who is not breathing normally, compression-only CPR and an AED can still be used. A surgical face mask must be placed on the patient before compressions and/or AED is used.
 - Delivery of oxygen via nasal prongs only can be administered. A surgical face mask must be placed on the patient over the nasal prongs.

- Asthma relief can still be provided by delivering salbutamol via an asthma puffer + spacer, however whenever possible direct the patient to self-administer and assist from at least 1.5m away. Also, if the patient is located indoors, preferably move them outdoors before administering salbutamol (due to the patient having to remove their face mask and the increased risk of the patient coughing).
- Methoxyflurane can still be administered for pain relief but only if the patient is located outdoors (due to the patient having to remove their face mask and the increased risk of the patient coughing). Methoxyflurane in combination with oxygen is not to be administered.

Transporting

- Patrollers should tow behind snowmobiles whenever safe to do so and avoid riding pillion as much as possible.
- There are to be no pillion passengers on snowmobiles this winter except for ski patrollers. That means no courtesy transports by snowmobile for any guests or others like contractors. For guests who are “out of their depth” on a ski run, try to ski-guide them down to the bottom of a lift or walk them back up to the top.
- For any guest who must be transported out of the ski area, do so using either a snowmobile single trailer (the guest can sit up against the snow guard facing backwards) or laying down in an akja or cascade toboggan.
- Akjas, cascades and single trailers:
 - The rescue bags (“body bag”) have been removed from all akjas, cascades and single trailers to help avoid possible contamination by a patient. These have been replaced by a large vinyl sheet that can be more easily sanitised after each use.
- Double trailer:
 - Anyone riding on the double trailer to monitor a patient must be wearing full PPE including P2/N95 face mask and surgical gown.
- Patient transport 4WD (SJ):
 - Anyone riding in the rear of SJ to monitor a patient must be wearing full PPE including P2/N95 face mask and surgical gown.

Handing over a patient to the MC

- No patrollers are to enter the MC this winter unless asked to do so by an MC staff member.
- There is now a marquee at the rear of the MC which will serve as a patient waiting area this season.
- This season an MC staff member will meet every patient brought down by the ski patrol in the rear room of the MC (i.e. where we lower patients on to a gurney using our lifting winch). The MC staff member will triage each patient here, and either (a) arrange for MC staff to immediately move the patient into the main area of the MC, or (b) request the patroller(s) to move the patient into the marquee.

- Where possible, only patients who do not require monitoring by a doctor will be moved into the marquee.

Sanitising equipment and doffing PPE after handing over a patient to the MC

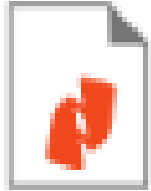
- There is now a small shipping container at the rear of the MC which will be used by the patrol to sanitise our equipment and doff our PPE.
- After handing over a patient to the MC, the patroller(s) will then go directly to the patrol's shipping container and:
 - Thoroughly sanitise any equipment used that touched the patient, e.g. single trailer, akja, SAM splint, box splint, vacuum splint, etc.
 - Doff PPE and disposed of it into the bin labelled "Waste".
 - Follow the printed instructions displayed in the shipping container on how to sanitise equipment and doff PPE.
 - Any single use items such as tri bandages, tape, etc. are to be disposed into the bin labelled "Waste".
 - Any used blankets are to be placed in the bin labelled "Laundry" in the shipping container to be laundered.

Procedure for a breach in PPE

- If a patroller detects a breach in their PPE resulting in likely contamination of their skin or uniform, they should:
 - Doff PPE at an appropriate location.
 - Wash any skin that may have been contaminated.
 - Contact their supervisor who may recommend additional decontamination, including showering and a complete change of uniform.
 - The potentially contaminated uniform must be bagged and machine washed with detergent in hot water.
 - The Ski Patrol Manager must be informed and will assess the level of possible contamination and whether the MC or DHHS should be consulted on whether the patroller should consult a general practitioner.

Appendix 12 – 4Site Australia COVIDSafe Plan

Note: Double click the embedded file to execute



8027904A.pdf

Appendix 13 – FCARMB Operational Service Level Manual – COVIDSafe Supplement June 2020.

Note: Double click the embedded file to execute



7326C540.pdf

Visiting us?

PLAN AHEAD



This winter will be 'business as unusual'. Follow these steps to plan your 2020 snow holiday at Falls Creek. If you have a lift pass and/or accommodation you will be able to obtain resort entry so don't panic!

1. LIFT TICKETS



Pre-purchase lift tickets online prior to leaving home
www.skifalls.com.au/lift-tickets

2. ACCOMMODATION



Book accommodation in Falls Creek (if staying overnight)
www.fallscreek.com.au/accommodation

3. RESORT ENTRY



Pre-purchase resort entry online prior to leaving home
www.fallscreek.com.au/resortentry

4. ATS



Book Accommodation Transfer Service (if staying overnight)
www.fallscreek.com.au/resortentry

5. PACK & PRINT



Pack or hire chains, print resort entry pass & park as directed

6. GO SHREDDING



Follow guidelines & have fun

We are following covid-safe measures to keep all our guests safe.



USE THE COVIDSAFE APP



STAY HOME IF UNWELL



MAINTAIN PHYSICAL DISTANCE



PRACTICE GOOD HYGIENE

more information at fallscreek.com.au/plan-your-trip

Authorisations and Document Parameters


Document Title:	Falls Creek Alpine Resort COVIDSafe Overview and Actions Plans		
Document Subject:	COVID Safe Planning – FCARMB Resort 2020		
Author:	Stuart Smythe	Owner (Title):	CEO
Contributors:	Falls Creek Resort Management	Authorised By:	
File Name:	T:\09. EDLM\COVID19\Falls Creek COVID Safe Resort Plan.docx		
First Adopted:	June 2020	Status:	Draft
Last Amended:		Next Review:	TBC
Last Amendment approved by:	FCARMB CEO	To be approved by:	DHHS
Revision No:	V4.0	Replaces:	V3.0




Caution: This document contains privileged and confidential information intended only for the use of the intended recipient.

If you are not the intended recipient of this document you are hereby notified that any use, dissemination, distribution or reproduction of this message is prohibited.

If you have received this document in error please notify Falls Creek Resort Management immediately.

 *Please consider the environment before printing this document*

 [Subscribe](#) to our newsletters and alerts

