

# ZOOS VICTORIA

# COVID-19 SAFE PLAN

**Our Zoos are open**

## ZV COVID -19 Safe Plan Document Control

Version	Date	Detail
22.0	22/11/2021	Revised following further clarification from the Premier's announcement 18/11/2021
21.0	19/11/2021	Revised following Premier's announcement 18/11/2021
20.0	29/10/2021	Revised following next phase of Victoria's Roadmap from 6pm 29 October 2021
19.0	25/10/2021	Revised following Premiers announcement 17/10/2021
18.0	03.09.2021	Revised following Premiers announcement 02/09/2021
17.0	11.08.2021	Revised following Premiers announcement 11/08/2021
16.0	27/07/2021	Revised following Premiers announcement 27/07/2021
15.0	21/07/2021	Revised following Premiers announcement 20/07/2021
14.0	08/07/2021	Revised following Premiers announcement 07/07/2021
13.0	10/06/2021	Revised following Premiers announcement 09/06/2021

12.0	27/05/2021	Revised following Premiers announcement 27/05/2021
11.0	25/05/2021	Revised following Premiers announcement on 25/05/2021
10.0	14/04/2021	Revised following Premiers announcement on 09/04/21
9.0	26/03/2021	Revised following Premiers announcement on 26/03/21
8.0	18/02/2021	Revised following Premiers announcement on 17/02/2021
7.0	15/02/2021	Revised following Premiers announcement on 12/02/2021
6.0	14/12/2020	Revised following Premier's announcements on 06/12/2020
5.0	23/11/2020	Revised following Premier's announcements on 22/11/2020
4.0	19/10/2020	Revised Version, preparation of Open Phase detail.
3.0	25/09/2020	Revised version
2.0	05/08/2020	Revised version
1.0	11/06/2020	Prepared to meet 24th May 2020 CHO direction and associated reopening on 1/6/2020

To note: This is a working document and will be updated regularly to reflect government and health advice. Future phases in this plan should be used as a guide only, and each phase will be reassessed dependent on restrictions and advice received.

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# 1. Introduction

## 1.1 Purpose

The purpose of a COVIDSafe Plan is to provide clear direction to both our staff and volunteers on how we will re-open in a responsible manner adhering to government guidelines as defined by [WorkSafe Victoria and the Victorian Chief Health Officer](#). Our objective is to ensure we manage the risks of a person (staff, visitors, volunteers or contactors), contracting or spreading COVID in any Zoos Victoria managed property through the following key principles:

## 1.2 Current restrictions and related Reference Documents

### Current restrictions:

Our zoos are open with normal visitation caps in place.

The key messages are:

- COVID Safety
  - All visitor facing staff and volunteers are double COVID–19 vaccinated as per the requirements under the Roadmap.
  - All essential animal welfare and property grounds staff (entire ZV workforce) will be double vaccinated by 26 November as per current Directions.
  - If staff or volunteers have any COVID-19 symptoms, they will not come into work or be sent home and will be asked to get tested and isolate until they have received a negative result.
  - All visitors over the age of 12 years and two months, contractors, suppliers, delivery drivers etc are required to show proof of COVID–19 vaccination to enter our properties and to check in via QR code.
  - It is a requirement to carry a fitted face mask and to wear it where physical distancing cannot be maintained, unless a medical exemption applies. Mask will still be required to be worn in our Retail shops until 15 December 2021.
  - Checking in via QR code, social distancing of 1.5 metres and COVID safe hygiene and cleaning practices are still requirements.
  - Specific detailed information for each property can be found in Property COVID Safe Plans.

### Reference documents:

- Current Victoria’s Roadmap – Delivering the National Plan guidelines.
- Current Directions - *COVID-19 Mandatory Vaccination (Workers) Directions (No. 4)*
- Melbourne Zoo COVID Operational Plan
- Werribee Open Range Zoo COVID Operational Plan
- Healesville Sanctuary COVID Operational Plan
- Corporate teams COVID re-opening Plan
- ZV Management of a suspected or confirmed COVID case protocol
- ZV COVID Fitted Face Mask protocol
- ZV Disease Risk Analysis
- Zoo and Aquarium Association Australasia (ZAA) guidelines Operating during COVID

## 1.3 Objectives

The objectives that apply to the COVIDSafe Plan are to:

- Ensure the safety and well-being of our staff, visitors and animals
- Re-gain the support of our members and visitors
- Rebuild our financial position
- Ensure we reduce the risk of the introduction and spread of coronavirus (COVID-19) in our workplaces
- Maintain records of everyone who comes to the work premises
- Ensure the appropriate level of Personal Protective Equipment (PPE) is worn at our work premises
- Activate our processes to respond to a suspected or confirmed cases of coronavirus (COVID-19) at the work premises, if required
- Continually review our responsibilities and obligations.

## 1.4 Governance

- Delivery of each phase of the Zoos Victoria COVIDSafe Plan will be directed by the Victorian Government and the ZV Board.
- The Zoos Victoria COVIDSafe Plan is approved by SET and delivered through operational plans for each of the three Zoos Victoria properties.
- Zoos Victoria COVID Committee of the Board provides guidance and input to the executive.

## 2. Ensuring the safety of our staff, volunteers, visitors and animals

### 2.1 Guiding Principles (Key strategies)

1. All visitor facing staff and volunteers are double COVID–19 vaccinated as per the requirements under the Roadmap.
2. All essential animal welfare and property grounds staff are either double or single COVID–19 vaccinated. All other remaining (entire ZV workforce, including volunteers) will be double vaccinated by 26 November as per current Directions.
3. Ensuring all visitors over the age of 12 years and 2 months, contractors, suppliers, delivery drivers etc are required to show proof of COVID–19 vaccination to enter our properties and check in via QR code..
4. Ensuring that physical distancing and fitted face mask requirements are met by staff, volunteers, visitors, contractors and others visiting any of our workplaces and everyone is required to check in via the QR code.
5. Instituting good hygiene procedures and practices for everyone entering our properties.
6. Implementing and maintaining a cleaning schedule to reduce the risk of transmission of coronavirus.
7. Ensuring anyone who is ill or showing symptoms, or who has been instructed to quarantine or self-isolate does not come to the workplace.
8. Providing information, training and supervision on how the risks of COVID-19 are to be managed and ensure all processes and procedures are applied by all staff, volunteers and contractors.
9. Providing visitors with information and instruction on what they need to do to minimise the risk of transmission during their visit.
10. Ensuring the safety of our animals is actively considered and managed during the re-opening process
11. Providing and using personal protective equipment (PPE) as directed by the CHO – including but not limited to face masks.
12. Keeping records of our people working or visiting our zoos for the purposes of contact tracing and the management of any infections.

### 2.2 Physical Distancing and Fitted Face Masks

The **physical distancing** measures will be determined by ZV Senior Executive Team in accordance with recommendations from the Victorian Government and CHO and may vary at different phases of the plan but current arrangements are:

- Visitation numbers will be capped at each property.
- Physical distancing will be based on people (staff and visitors) keeping 1.5 meters apart
- Activities that encourage people to gather in groups will be managed as per guidelines.

**Face Masks** - responsibility for wearing a fitted face mask rests with the individual. A fitted face mask must be worn when physical distancing cannot be maintained and in our Retail stores until 15 December 2021, unless an exemption applies.

## 2.3 Hygiene

Hygiene will be managed to the standards recommended by WorkSafe Victoria and the ZV Disease Risk Analysis.

Key elements will be:

- Hand washing facilities will be available to everyone on properties
- Hand sanitiser will be available at key locations for staff and visitors
- Physical contact will be discouraged
- No cash transactions
- Hygiene messages will be communicated through posters, signage, and verbally at appropriate locations (e.g. toilets, staff rooms, admissions areas)
- Physical distancing indicators within the visitor queuing area
- Sanitiser and usage signage available in visitor spaces
- Sanitisers located at all property entries and all food areas
- Limit number of people in enclosed spaces, including retail
- Additional staff on properties for disinfection of public area touch areas
  - Handrails
  - Seats and tables
  - Toilets and taps including bubblers
  - Glass viewing windows
  - Air lock doors
  - Retail Stores

## 2.4. Staff General

- All staff, volunteers and contractors must use the Victorian Government QR Code Service from 19 April 2021 to maintain electronic record keeping.
- Staff are to stay at home if not well and to get tested for COVID. HR to be alerted if COVID positive OR in contact with positive/suspect case of COVID. The ZV Management of suspected or confirmed COVID case protocol will be implemented in these circumstances.
- Practice physical distancing and hand hygiene - wash OR sanitise hands frequently.
- Use own equipment where possible, including tools and stationery.
- Where practical, staff should use own personal utensils. Any shared utensils should only be used after wash in hot dishwasher.
- If tools and equipment are shared, wash with warm soapy water or sanitised wipes in between use.
- Daily review and replenishment of surface sprays and cloth/towel for staff areas.
- Cleaning of staff areas by each team for surfaces, door handles – each area has a cleaning kit.
- Daily review and replenishment of disinfection information for all staff areas.

## 2.5 Cleaning

Each property will develop a cleaning regime that ensures all visitor and staff areas are cleaned to WorkSafe Victoria and the ZV Disease Risk Analysis. Additional cleans of touch points and bathrooms in visitor areas will be scheduled during the days to minimise the risk of disease transmission and to inspire confidence in our visitors.

## 2.6 Managing illness

Staff will be asked to stay at home if they become ill or have symptoms. They should get tested for Coronavirus.

ZV has developed an Incident process which will be followed if an employee, volunteer, contractor or visitor is diagnosed with COVID

## 2.7 Staff information, training and supervision

Staff (including where necessary volunteers and contractors), will be provided with access to all plans and documents, will be trained in the implementation of all COVID safety measures and will be properly supervised.

## 2.8 Provide visitors with information and instruction

Each property will develop and install appropriate signage to inform our visitors about COVID-19 vaccination requirement to enter the properties, physical distancing, fitted face masks and hygiene measures being taken at that property, and how we are asking them to support these measures. Zoos Victoria will take all reasonable steps to ensure visitors over the age of 12 years and 2 months are fully vaccinated, or have a valid medical exemption.

Our website and social media tools will be used to inform visitors of the measures at each property.

Information signage will include:

- COVID-19 Vaccination requirement
- General ZV Physical Distancing and Fitted Face Mask signage at all property entries (ZV Brand)
- Signage at each closed experience/area – ZV Branded
- Signage at each sanitisation location /area – ZV Branded
- Decals at all potential queuing areas – ZV Branded
- No cash signage at all retail and catering - ZV Branded
- Instructions for how to book admission online- ZV Branded
- One way entry and exit through precincts – ZV Branded

All visitors and staff must use the Victorian Government QR Code Service to maintain electronic record keeping.

## 2.9 Animals

A risk assessment of the possibility of transmission of the coronavirus has been conducted and recommendations implemented by properties.

An assessment of the pre-conditioning of collection animals to the return of visitors has been conducted and the recommendations implemented by properties.

### 2.9.1 Animal Areas for Animals at Risk (Non-Human Primates, Big Cats, Otters, Meerkats)

- 1) Keepers must wear a face mask when within 1.5m of an 'at risk' animal. If you are spending prolonged periods in a closed room with an 'at risk' animal with little air flow (e.g. gorilla/orang/baboon/arboreal/big cat dens) then you should wear a fitted face mask. If you touch your face or mask during a training session you must wash your hands again.
- 2) Discard or wash fitted face masks if they are dirty or damaged
- 3) When possible handle the fitted face mask by the ear tabs/strings. If you touch the central panel you must wash your hands.



- 4) Wash hands before entering an 'at risk' animal area and immediately prior to preparing food or doing a training session.
- 5) Gloves are only to be worn in same circumstance as BAU. When worn, gloved hands must be washed immediately prior to preparing food or doing a training session with an 'at risk' animal.
- 6) Hand sanitiser can be used if no hand washing station is available at exhibits (e.g. a tamarins, snow leopards). If hand sanitiser is unavailable then a box of gloves should be held at the exhibit to be worn only immediately prior to entering the exhibit or handling food.

## 2.10 Visitation

The visitation per property will be in accordance with visitor caps and safe physical distancing requirements as determined by ZV Senior Executive Team in accordance with recommendations from the Victorian Government and CHO. Currently we are able to open at 100% visitor capacity.

## 2.11 Catering

### Catering, Retail, Functions Practices

**Trading hours** for catering outlets will be subject to projected visitation numbers. Caterer to manage trading hours daily based on actual visitation numbers in consultation with the relevant Property Catering Representative.

Trading hours to be reported and reviewed weekly and adjusted by mutual agreement between the property and the caterer.

Action
1. Perspex barriers remain at the POS.
2. Sanitisers made available to visitors in proximity to the outlet.
3. Face masks to be worn when serving customers
4. Decals installed on the floor to guide social distancing requirements.
5. Indoor venues require a COVID Check-in Marshal
6. Counter areas will be cleaned and sanitised regularly throughout the day. Caterer has a cleaning schedule that achieve COVID Safe requirements.
7. Self-serve ice cream freezers. Packaged impulse ice cream will be available from freezers. Freezers to be maintained and cleaned frequently.
8. Self-serve food displays (closed) (Giraffe Café and Elephant Kiosk only). Customer will order food and beverage and crew will deliver takeaway order to customer at register.
9. Refillable coffee cup is now accepted, with contactless pour by barista
10. Condiment station are (closed) and condiments provide to guests
11. Buzzers if used will be sanitised between reuse or table service provided where possible
12. Maître d' (COVID Marshal) will be at Lakeside and WORZ Bistro to ensure capacity limits and QR codes are scanned at entry. Giraffe will have marshal to manage queue in peak times
13. Post mix facilities now in use, with frequent cleaning

## **MZ/WZ Seating Restrictions Hospitality**

### **Food and drink facilities:**

- COVID Check-in Marshal is required
- COVIDsafe Plan is required
- All guests need to be fully vaccinated 12yrs+
- Masks are only required inside

All density limits have been removed from outlets / function spaces as all visitors and guest to Zoos Victoria need to be fully vaccinated 12+ years & 2 months above

## **Function procedure – Melbourne and Werribee Zoo**

### **Prior to Event Commencement**

- All event rooms/locations high touch surfaces cleaned with all-purpose cleaner and then sanitised after cleaning with ProQuat and left to dry
- Sanitisation station **must be placed at entrance** of the venue
- COVID safe signage and QR Code to sign in.

### **During Event**

- COVID Check – In Marshal to make sure all guests to sign in VIC GOV QR app
- Regular cleaning and sanitisation will take place throughout the event, e.g. door handles, bench tops and all high touch surfaces.
- Employee serving customer must wear a face mask

### **After Event Concludes**

- All event rooms/locations tables and chairs cleaned with all-purpose cleaner, and sanitised after cleaning with ProQuat and left to dry
- All event rooms/locations high touch surfaces cleaned with all-purpose cleaner, and sanitised after cleaning with ProQuat and left to dry

### **Contractors/Supplier Procedures**

- Suppliers need to complete Zoo Venue Location Vic Gov QR Check-in prior to entrance of the premises (Note this is different to the QR code at main entrance)

### **Family Day Events (Additional Points)**

- Food and Beverage stations to be set up
  - All unpackaged food away from guests
  - Guests can select package food (Salads / Drinks)
  - Food station to be easy access to customers, no queuing next to guests seated. If possible, station to be outside
- Clear Entry and Exit signage to food station to be displayed
- Sanitiser to be placed for customers on entrance to food station
- Salads / sauce served in take away containers
- Food to be served on disposable plates

- Staff to ask guests what food they would like and get that from the BBQ and give it to the customer
- Customers then select a soft drink from the table which is replenished by F&B staff

### **Cleaning Requirements**

- Frequent cleaning of high touch area, including tables, trolleys, coffee machines, staff handheld devices.
- Must ensure that shared spaces and spaces open to members of the public are cleaned on a regular basis.
- Frequent cleaning and disinfecting of toilets and bathrooms, hourly during peak periods.
- Tables to be cleaned after every service.

# Appendix 1 – Covid Contractor Management Guidelines

**These guidelines apply to Property and Corporate contractors.**

1. ZV Procurement has been in contact, via a letter, to notify all ZV suppliers that they must be fully vaccinated.
2. Contractors entering site are not to have travelled or knowingly been exposed to anyone who has tested positive. Health and display of COVID-19 symptoms will be monitored closely
3. Contractors and all business contacts (visiting and undertaking works) must check-in with both the Vic Gov QR code and the relevant property sign-on system.
4. Contractors shall keep a daily log of movements onsite until further notice.
5. Delivery drivers are required to be vaccinated by the Vic Gov. Delivery drivers will need to scan the QR code at the point of entry. Usual COVID safe measures apply – driver to drop goods at relevant store and leave site.
6. Whilst on property there is also the ongoing requirement to adhere to the COVID Safe practices as per our COVID Safe plan which includes:
  - Maintaining 1.5 metres physical distancing
  - Adhering to hygiene standards
  - Not entering our properties if you are unwell
  - Not going to any areas of our properties where you are not working

## Checklist for Contractors

**Have you been COVID – 19 vaccinated and can you show proof of this?**

All contractors will be required to show proof of their COVID-19 vaccination status before entering any of our properties.

**Have you been in close contact (as defined below) with a confirmed case and you have not completed the required self-quarantine period?**

**Primary Close Contact:**

A primary close contact is defined as an individual who:

- had face-to-face contact with a confirmed case during their infectious period;  
or
- shared a closed space with a confirmed case during their infectious period, where there is reasonable risk of transmission based on a risk assessment

The infectious period is from 48 hours or 2 calendar days before symptoms start (or, if no symptoms, 48 hours or 2 calendar days before they were tested).

Close contact is defined as face-to-face interaction of more than 15 minutes or a group meeting lasting more than two hours with someone confirmed to have COVID-19 in the 24 hours before they showed symptoms, or once

they showed symptoms. In this case, you will need to self-isolate at home for the quarantine period (currently 10 days).

**Do you have cold or flu-like symptoms?**

If you are feeling unwell please do not enter our properties. Zoos Victoria would require that the work is postponed until contractors are well.

**Are you aware of ZV's Physical Distancing Requirements?**

- Minimum Individual Contact (MIC) – No congregating in an enclosed / closed space room.
- No direct face to face conversations.
- Reducing staff density in all areas ie: office, work, lunch areas.
- Leave specific doors and windows to be left open to allow increased air flow.
- Avoiding shaking hands.
- Increase hygiene measures and clean work spaces thoroughly throughout the day. And please be reminded to wash your hands frequently.
- If work requires you to work longer or closer than the minimum individual contact please speak to your ZV contact that has engaged the work to determine if the work can proceed.