

ZOOS VICTORIA

COVID-19 SAFE PLAN

Our Zoos are open

ZV COVID -19 Safe Plan Document Control		
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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 ZV COVID Vaccination policy.
 - 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 staff who have been working from home can return to the office.
 - 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.
 - Social distancing of 1.5 metres and COVID safe hygiene practices are still requirements.
 - Specific detailed information for each property can be found in Property COVID Safe Plans.

Reference documents:

- Victorian Government Attraction and Entertainment Sector Guidance.
- 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 ZV COVID Vaccination policy.
2. Ensuring that physical distancing and hygiene practices are met by staff, volunteers, visitors, contractors and others visiting any of our workplaces.
3. Instituting good hygiene procedures and practices for everyone entering our properties.
4. Implementing and maintaining a cleaning schedule to reduce the risk of transmission of coronavirus.
5. Ensuring anyone who is ill or showing symptoms, or who has been instructed to quarantine or self-isolate does not come to the workplace.
6. 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.
7. Providing visitors with information and instruction on what they need to do to minimise the risk of transmission during their visit.
8. Ensuring the safety of our animals is actively considered and managed during the re-opening process
9. Providing and using personal protective equipment (PPE) as directed by the CHO
10. Improving indoor air quality where possible.

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. It is strongly recommended that a fitted face mask be worn when physical distancing cannot be maintained or in indoor settings, unless an exemption applies.

A face mask is not mandatory in the following situations:

- Infants and children under 8 years of age.
- Persons who have a physical or mental health condition, or disability, which makes wearing a face covering unsuitable, including persons with obstructed breathing, a serious skin condition of the face, an intellectual disability, a mental health condition or persons who have experienced trauma.
- Persons communicating with those who are deaf or hard of hearing and visibility of the mouth is essential for communication.
- Persons for whom the nature of their work means that wearing a face mask creates a risk to health and safety.

- Persons for whom the nature of their work means that clear enunciation or visibility of their mouth is essential. For example, broadcasting.
- The person is working by themselves in an enclosed indoor space such as in an empty classroom unless or until another person enters that space.
- The person is a professional sports person when training or competing.
- While engaged in any strenuous physical exercise such as running or cycling.
- When riding a bicycle or motorcycle.
- When consuming medicine, food, or drink.
- When smoking or vaping (including e-cigarettes) while stationary.
- When undergoing specific dental or medical care or treatment to the extent that such care or treatment requires no face mask be worn.
- When receiving or providing a service and it is not reasonably practicable to receive or provide that service wearing a face covering.
- The person is a prisoner in a prison, subject to any policies of that prison.
- The person is detained in a remand centre, youth residential centre or youth justice centre, subject to any policies of that centre.
- The person is a resident in a post-sentence facility while they are at the facility, subject to any policies of that facility.
- When escaping harm or the risk of harm, including harm relating to family violence or violence of another person.
- When asked to remove the face mask to ascertain identity. For instance, when asked by police, security, bank, or post office staff to remove a face mask to ascertain identity.
- For emergency purposes.
- When required or authorised by law.
- Where doing so is not safe.

You do not need a medical certificate stating that you have a lawful reason for not wearing a face mask. If you have a lawful reason for not wearing a face mask, you do not need to apply for an exemption or permit.

If you are stopped by police in a setting where face masks are mandatory, they will ask you to confirm the lawful reason you are not wearing a face mask.

2.3 Hygiene and air quality

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

Improve indoor air quality

Improving indoor air quality can reduce the risk of COVID-19 transmission in the workplace. Strategies available to business include:

If natural ventilation is available:

- Open windows and leave doors open in hallways and corridors to increase outdoor airflow into the space.
- Place a fan away from openable windows or door to increase air circulation within a space.

If mechanical ventilation is available:

- Maximise the amount of air being provided into the space at all times by disabling any control systems that vary the amount of fresh air based on occupancy.
- Change the settings to increase the proportion of outdoor air recirculating in the space.
- Install a higher-grade filter within the air handling unit.

2.4. Staff General

- 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.
- All staff who have been working from home can return to the office.
- 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 physical distancing and hygiene measures being taken at that property, and how we are asking them to support these measures.

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

Information signage will include:

- General ZV Physical Distancing
- 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

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 with visitor caps in place.

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. Decals installed on the floor to guide social distancing requirements.
4. Indoor venues are open
5. Counter areas will be cleaned and sanitised regularly throughout the day. Caterer has a cleaning schedule that achieve COVID Safe requirements.
6. Self-serve ice cream freezers. Packaged impulse ice cream will be available from freezers. Freezers to be maintained and cleaned frequently.
7. Self-serve food displays will be open.
8. Refillable coffee cup is now accepted, with contactless pour by barista
9. Condiment station are (closed) and condiments provide to guests
10. Buzzers if used will be sanitised between reuse or table service provided where possible
11. Post mix facilities now in use, with frequent cleaning

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

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

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
 - o All unpackaged food away from guests
 - o Guests can select package food (Salads / Drinks)
 - o 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. 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
2. 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.
3. Contractors shall keep a daily log of movements onsite until further notice.
4. 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.
5. 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