

Iceworld Covid-19 Safe Plan

Background: The Iceworld Olympic Ice Rinks at Acacia Ridge and Boondall ceased operations as of midday on the 23 March 2020 as per the Australian Governments directive. The directive was in response to the Covid-19 pandemic announcement from the World Health Organisation on the 12th March 2020.

With both operations ceasing on the 23rd March notification was given to all casual staff and contracted coaches that they were being stood down until further notice. The Australian Government announced on the 30th March 2020 that assistance would be provided for businesses who met a loss of income criteria to provide a Jobkeeper subsidy for eligible staff.

The rinks met these criteria and once the legislation was passed through parliament on the 8th April 2020, Iceworld had the required documentation completed and the initial JobKeeper payment to eligible staff was made on the 23rd April 2020. All subsequent payments have been made weekly since this date.

Once the JobKeeper payments had been made, confirmation from the Queensland Government that staff could be utilised for maintenance projects was confirmed. Staff were contacted and have since been completing a variety of maintenance tasks.

On the 8th May 2020 the Queensland Government released a Roadmap to easing Queensland's restrictions and subsequently updated the map on the 30th May 2020 and again on the 3rd November 2020. This document will form the basis of the Iceworld and Ice-Skating Qld Covid-19 Plan.

Road Map for Easing Restrictions:

Queensland's COVID Safe Future

Unite & Recover

STAGES 1–4 Easing

HOW FAR WE'VE COME...

Due to Queenslanders' hard work, strong borders, testing and rapid response, restrictions have eased.

- We can go for dinner or drinks at our favourite pubs, clubs, cafés and restaurants.
- Our kids can go to school and play sport.
- All Queensland businesses and activities are able to open and run with appropriate measures in place.
- We can attend both big and small events.
- We can travel freely across Queensland, staying for as little or as long as we like.
- Visitors and returned travellers from five of the seven other states and territories can enter Queensland without having to complete mandatory quarantine.
- We have a multidisciplinary team of experts prioritising exemptions for medical reasons.
- We can have gatherings in our homes and public spaces across Queensland.
- We can dance at weddings and formals.
- Our elderly can enjoy excursions from aged care facilities.

If there is community transmission in Queensland, measures in impacted parts of the State may include:

- Gatherings reduced to 10 in homes and public spaces
- Increased testing
- Wearing of masks
- Aged care, disability accommodation, hospitals and corrections restrictions put in place
- Increased use of PPE in aged care facilities and hospitals
- People need to be seated in indoor venues
- Dancing at weddings will be reduced.

COVID
Safe
Check
Point

STAGE 5

Subject to results of
COVID Safe Check Point
From 1am 3 November 2020

COVID
Safe
Check
Point

STAGE 6

Subject to results of
COVID Safe Check Point
From 1am 1 December 2020

BORDERS

NSW: Visitors and returned travellers from New South Wales (excluding people who have been in the **32 Sydney Local Government Areas** identified as hotspots in the last 14 days) can enter Queensland with a valid **Queensland Border Declaration Pass** without having to complete mandatory quarantine.

Victoria: Visitors and returned travellers from Victoria can enter Queensland with a valid **Queensland Border Declaration Pass** and are required to complete the mandatory 14-day quarantine.

UPDATE: from 4pm 17 November 2020

- **Gatherings:** Increase gatherings in homes and public spaces from 40 to 50 people across Queensland.
- **Indoor premises:** Increase from one person per 4m² to one person per 2m² (e.g. restaurants, cafés, pubs, clubs, museums, art galleries, places of worship, convention centres and Parliament House). Indoor play areas within a premises can open too.
- **Wedding ceremonies:** Up to 200 people can attend a wedding and all guests can dance (both indoors and outdoors).
- **Funerals:** Up to 200 people can attend a funeral.
- **Indoor events:** Seated, ticketed venues to increase from 50% to 100% with patrons to wear masks on entry and exit (e.g. theatre, live music, cinemas and indoor sports). Performers can reduce distance from audience from 4m to 2m, except choirs which remain at 4m from the audience.
- **Outdoor events:** Increase outdoor events from 1000 to 1500 with a COVID Safe Event Checklist. Larger events require a COVID Safe Plan.
- **Open air stadiums:** Increase seated capacity from 75% to 100% (with a COVID Safe Plan).
- **Outdoor dancing:** Outdoor dancing allowed (e.g. outdoor music festivals, beer gardens).

BORDERS

Local Government Areas (LGAs) (unless they are a declared hotspot): Visitors can enter Queensland with a valid **Queensland Border Declaration Pass** without having to complete mandatory quarantine.



Borders, from 3 November 2020.
For more information,
visit COVID19.qld.gov.au

THE 'NEW NORMAL'



Maintain physical
distancing (1.5m)



Wear a mask when
distancing is not possible
(particularly in enclosed spaces)



Maintain good
hand hygiene



Stay at home
when sick



Collection of contact
details to allow for
effective contact tracing



Rapidly
responding
to outbreaks



Travel restrictions
from hot spots



COVID Safe Plan or
Checklist in place



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Conducting Business

	Stage 5
Facilities	<p>Display appropriate educational material within rinks (good hygiene practices posters for business, good hygiene is in your hands, hand washing guidance, keep that cough under cover and physical distancing behaviours (e.g. no huddles, constant movement, not talking in people's faces, keep to yourself)</p> <p>Ice Sports to provide their own Covid-19 Safe Plans prior to accessing the rink in any capacity</p> <p>The facility will adopt a number of mechanisms to abide by social distancing of 1 person per 2 sqm</p> <ul style="list-style-type: none">○ floor markings○ strategically placed seating○ designated areas for coaching○ segregation of incoming and outgoing customers○ implementation of a flowing floor plan○ counting and limiting the number of patrons accessing the 1800m² as per Health Directives <p>Professional signage will be purchased for use throughout the facility.</p> <p>Marking will be placed on the floors to demonstrate the flow</p> <p>Barrier will be placed to restrict access to non-accessible areas along with assisting with patron's movement patterns</p> <p>Manage psychosocial risks including customer aggression</p>

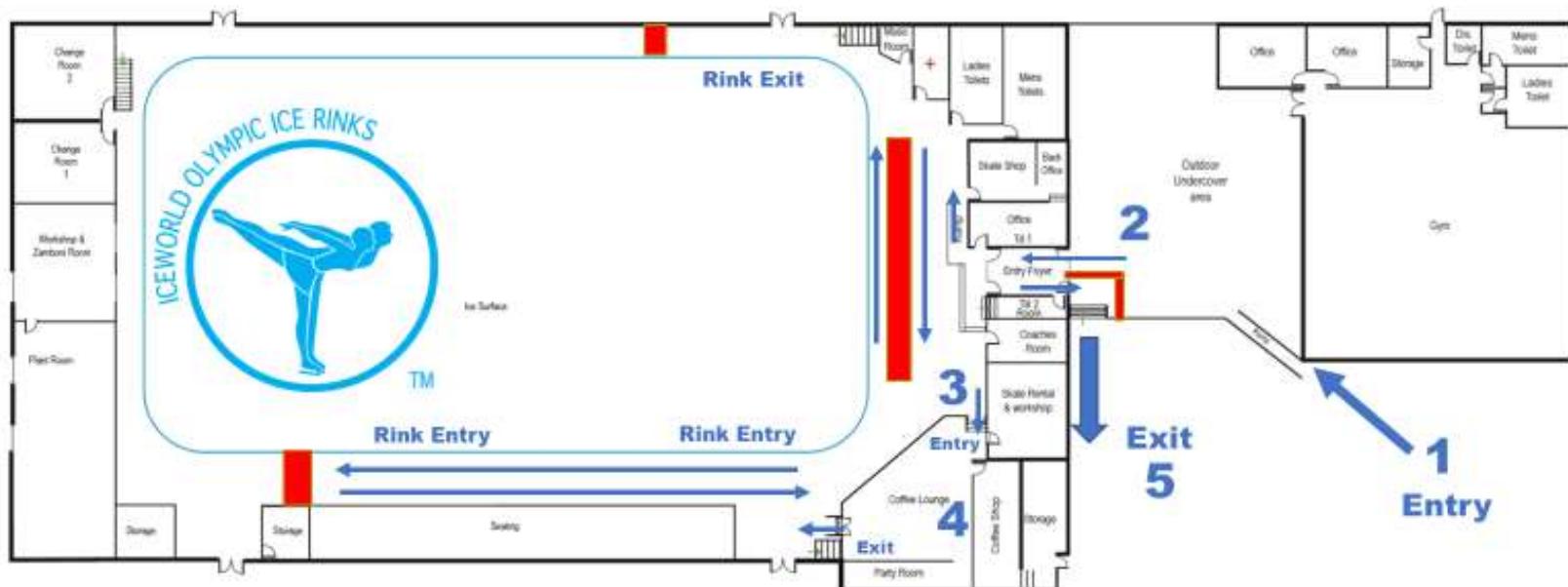
	Stage 5
Playing Spaces	<p>Rink access will be limited to</p> <ul style="list-style-type: none"> • Figure Sessions - 150 total coach's, skaters and spectators • Synchronised – 150 total coach's, skaters and spectators • Ice Sports – 150 total coaches, skaters, team officials and spectators • Public – 1 person per 2 sqm maximum of 200 plus two birthday party up to 20 patrons/party • Supervisors of children and family groups attending Iceworld are allowed complimentary access. This is approved by Iceworld staff upon patrons checking in for a public session. Online bookings for skaters remain essential and any supervisor receiving complimentary access to the rink will be required to provide their details upon entry (name, phone number and email). ICEWORLD reserves the right not to grant complimentary access to the rink at any time should it be deemed the individual is not there for the sole reason of supervising their family/group. <p>Access to the rink will follow the flow diagrams as per facility access</p>

Stage 5	
Facility Access	<p>Social distancing rules apply</p> <p>A condition of access to the facility, is that the person allows Iceworld to collect their name, contact number and date/time of attendance, and to retain that information for 56 days.</p> <p>Public sessions will be accessed through an online booking system. No booking no entry.</p> <p>Contractors/service personnel will only be authorised to access the facility during the hours when there are limited patrons. All contractors accessing the facility will be required to sign in and out, providing their name and contact details.</p> <p>Figure sessions will see skaters register via iPad's which are located at the front of the rink. It is a condition of entry that an individual's correct details will be provided at the time of entry. Each person will be required to swipe on for each session.</p> <p>Synchronised Skating and Ice Sports will be required to provide written attendance lists for each session (Iceworld iPad's will be available to sports should this be a preferred option of the sport). The details required will be the name of the person and contact details.</p> <p>The Session Manager utilise the list to grant access to the rink and will ensure these records are kept in a locked filing drawer in date order sequence, and they are destroyed/securedly disposed of, as soon as practical, after 56 calendar days.</p> <p>Incoming and outgoing patrons will be segregated with a 15-minute change over adopted to reduce co-mingling.</p> <p>Spectators access for Figure and Synchro sessions will be granted 10 minutes after the session commences with all spectators directed to an allocated seat. The spectator will receive a seat number. They are to retain that seat number until the conclusion of the session unless accessing Iceworld facilities. You will be required to provide that number on request of Iceworld staff. Spectators will be required to leave 5 minutes prior to the conclusion of the session. There is to be no waiting in the rink for skaters and if more than one session is being attended you are to vacate the rink and re-enter with a new seat number being provided on entry. Spectators must adhere to the above condition along with those in the ice etiquette document:</p> <ul style="list-style-type: none"> • Coaching by parents from the barrier is not allowed at any time or on the ice unless accredited. <p>Failure to comply will see your removal from the rink with the CEO imposing an extended break from accessing the rink. The rink will not jeopardize our operation because people do not want to follow the rules.</p> <p>Boondall, Patrons will enter via the main door and exit via the gym and function room doors.</p> <p>Acacia Ridge, Entry will be via the right main door and exit will be via the left main door. The entry exit area will be clearly divided.</p>

	<p>Skaters and Coaches must enter the rink ready to go with a 'get in, train and get out' approach. All skaters need to have warmed up prior to entering the rink to avoid injury. A warmup area will be designated at each rink for this purpose, which will be large enough to allow for social distancing.</p> <p>Change rooms will be available to sports who include these room in their COVID-19 plan and have clear movement flows to restrict co-mingling.</p> <p>Coaches and Club Rooms will now be available with restrictions of 1 person per 2 sqm being applied. On leaving such an area, the user is to spray hard surfaces with disinfectant and wipe clean.</p> <p>Barriers and markers will be placed to show directional instructions</p> <p>These Instructions will be emailed to all ISQ members and Ice Sports and on display for the public. Additional staff will be rostered to help ensure compliance.</p> <p>Managers, staff, coaches and team personnel should monitor health of skaters and staff before, during and after sessions/shifts and report to a staff member if a participant becomes unwell.</p> <p>Any patrons displaying any respiratory symptoms (cough, sore throat, fever or shortness of breath) will be refused access</p> <p>The person with respiratory symptoms will be handed a mask, asked to leave and must be tested for COVID-19 and cleared before returning.</p> <p>It is advised, when returning to work/training after a respiratory illness (whether or not the person has been tested for COVID-19), the individual must:</p> <ul style="list-style-type: none">○ Allow at least 10 days to pass from the start of the illness;○ Have no symptoms for 72 hours; and○ Have clearance by a doctor <p>Toilets will remain opened and sanitised after each session</p> <p>Skates will be put on in the rink seating area with this area being cleaned and sanitised after each use.</p> <p>Skates will be removed in the rink seating area with the area being cleaned and sanitised after each use.</p> <p>Staff room will be disinfected and cleaned by the staff member after each use.</p>
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ACACIA RIDGE ICE RINK COVID-19 ACCESS PLAN / STAGE 3

Note - Social distancing is to be practiced at all times and as per directed by the session manager. Failure to adhere to rink process/guidelines will result in immediate eviction from the premises.

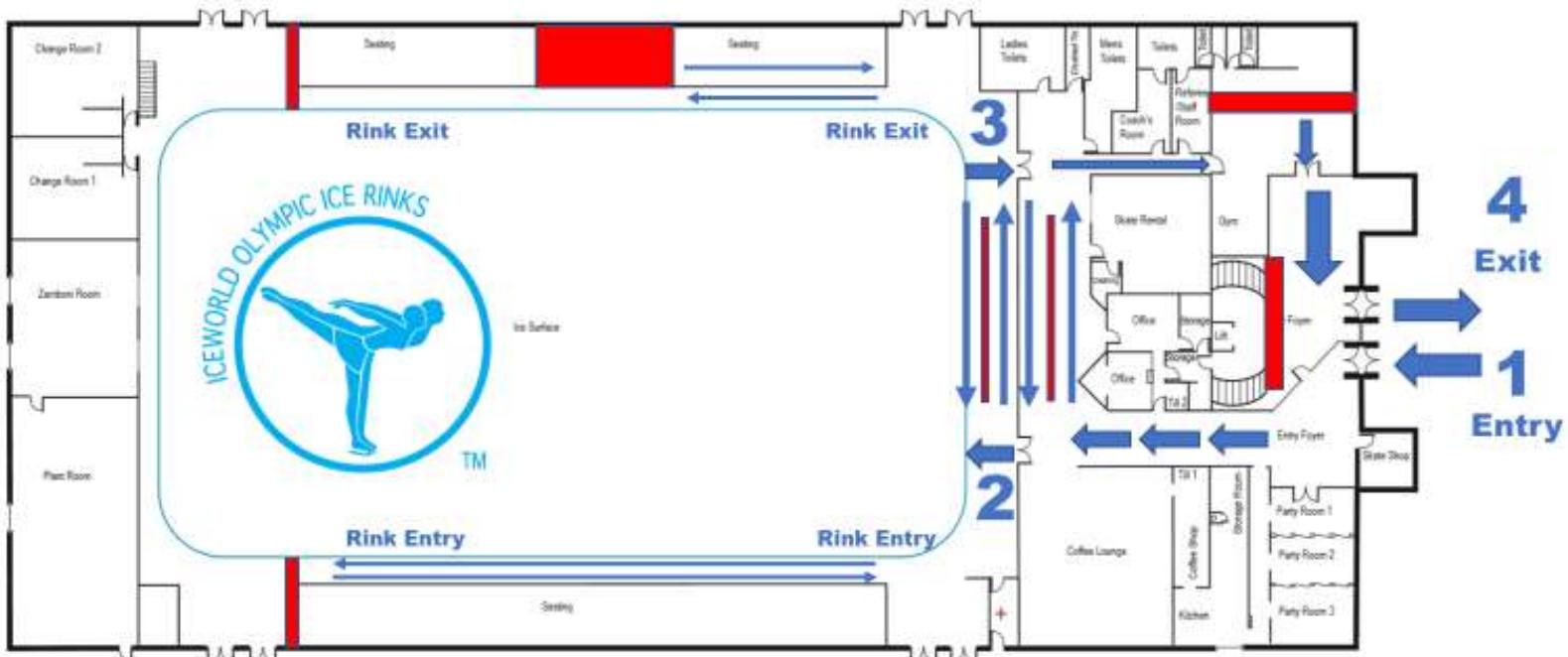


- 1 – Patrons enter rink via marked outdoor area
- 2 – Patrons enter building though right foyer door
- 3 – Patrons follow direction marks to obtain skates

- 4 – Patrons can enter/exit coffee shop using designated doors
 - 5 – Patrons exit building using right side of foyer {from their perspective} and exit down stairs
- Note – Patrons are to follow all instructional directions/markings inside the rink

BOONDALL ICE RINK COVID-19 ACCESS PLAN / STAGE 3

Social distancing is to be practiced at all times and as per directed by the session manager. Failure to adhere to rink process/guidelines will result in immediate eviction from the premises.



1 – Patrons enter premises via main door and obtain skates following arrows

2 - Patrons follow instructional signs/arrows in rink via door 2

3 – Patrons exit ice rink via door at 3 (for toilet use patrons exit via door 3 and re-enter using door 2)

4 – Patrons leave rink and follow arrows to exit rink via gym/function room foyer

Stage 5	
Hygiene	<p>Personal and hand hygiene emphasised and enforced</p> <p>Cleaning will be completed to physically remove germs (bacteria and viruses), dirt and grime from surfaces using a detergent and water solution.</p> <p>Disinfecting will be completed using chemicals to kill germs (bacteria and viruses) on surfaces. A disinfectant containing ≥ 70% alcohol, quaternary ammonium compounds, chlorine bleach or oxygen bleach will be used on hard surfaces.</p> <p>Disinfectant dispensers located strategically throughout the rink.</p> <p>Thorough cleaning and disinfecting at the conclusion of each session of all surfaces accessible by patrons/staff</p> <ul style="list-style-type: none"> ○ Facility Door handles ○ Counters ○ Terminals (EFTPOS / Swipe) ○ Bench tops ○ Seating used for entering and exiting the rink ○ Rink Barriers ○ Rink Door Handles ○ Toilets ○ Gym and Seating ○ Office desks/equipment essential if shared equipment ○ Exit Door Handles <p>Promote good hygiene practices throughout facility.</p> <ul style="list-style-type: none"> ○ Hand washing / disinfecting ○ Utilise hand towels and decommission hand dryers <p>Support for additional supplies can be obtained from</p> <ul style="list-style-type: none"> ○ Iceworld Commercial Cleaners ○ Affiliated clubs and their suppliers ○ Alternative distributors and retailers to our current supplier. <p>All staff will undergo training and instructions prior to accessing the facility</p> <p>Staff will work with limited physical interaction and sneeze screens in place</p>

	Stage 5
Managing Unwell Patron	<p>Any patron/staff member who attends the rink with respiratory symptoms (cough, sore throat, fever or shortness of breath) will be refused access.</p> <p>The patrons/staff members will be separated from any other persons, supplied a mask and must obtain a test and be cleared before returning to the rink.</p> <p>If a patron or staff member is being tested for COVID-19, they must self-isolate until they have received the results.</p> <p>If an individual has had a confirmed case or been in contact with a confirmed active case, the individual must: self-quarantine for 14 days (unless cleared by negative swab test), have no symptoms for 72 hours, and obtain a medical clearance prior to returning to the rink.</p> <p>Should a confirmed Covid-19 case arise the facility will immediately close, notify Queensland Health and follow their instructions.</p>
Managing a COVID-19 Contact	<p>All persons using the rink are to be told, that if they test positive to COVID-19 in the next two weeks, that they must provide the rink's contact details to Queensland Health.</p> <p>All people attending the rink will be provided with a small wallet sized card that says:</p> <p style="padding-left: 40px;">I attended [Rink] Iceworld Olympic Ice Rink on [Date].</p> <p style="padding-left: 40px;">Contact details for Iceworld are: The CEO, [rink phone number].</p> <p style="padding-left: 40px;">Please retain this card for the next 56 days.</p> <p>The CEO (or their delegate) will coordinate providing information of possible contacts to Queensland Health, using the attendance records, POS System and FoundU records.</p> <p>The contact of possible contacts will be left to Queensland Health.</p> <p>The CEO will notify Council in the event of this occurring, and he will take appropriate steps to minimise transmission as advised by QH at the time.</p>

Risk Management Plan

Hazard	What is the harm that the hazard could cause?	What is the likelihood that the harm would occur?	What is the level of risk?	What controls are currently in place?	Are further controls required?	Actioned by	Date Due	Date Complete	Maintenance and review
COVID-19 from customers who are infected	Staff or other customers catching COVID-19 (could result in serious illness or death).	Low, there have been few cases locally.	Moderate, while there are only a few local cases the consequences may be severe.	<p>Cleaning and disinfecting in accordance with guidance from Safe Work Australia and public health authority.</p> <p>Frequently touched surfaces including counters, doors, till, phones, keyboards and EFTPOS facilities, barriers are regularly cleaned.</p> <p>Physical distancing – floor has markings to keep workers and customers at least 1.5m apart from each other. No more than 250 customers are allowed into the rink at a time to ensure physical distancing. Signs placed around the rink advising of these rules.</p> <p>Customers are kept back from counters.</p> <p>Payments are only accepted via swipe cards or tap and go when adding additional credit to the card.</p> <p>Alcohol based hand sanitiser is provided at all work areas and on entry to the rink.</p> <p>Posters on hand washing are prominent in the rink and hand</p>	<p>Encouraging contactless delivery.</p> <p>Customers who bring their own equipment are asked to clean and disinfect prior to returning to the rink.</p>	Keith Fullerton	12/06/2020	Click here to enter a date.	Review to be completed after the initial sessions.

				washing facilities are available in the bathrooms.					
COVID-19 from staff who are infected	Other staff or customers catching COVID-19 (could result in serious illness or death).	Low, there have been few cases locally.	Moderate, while there are only a few local cases the consequences may be severe.	<p>Cleaning and disinfecting is done in accordance with guidance from Safe Work Australia and Health authorities.</p> <p>Frequently touched surfaces including counters, doors, tills, phones, keyboards and EFTPOS facilities have all been identified for regular cleaning.</p> <p>Staff have been briefed on symptoms of COVID-19 and have been told to stay home if they aren't feeling well.</p> <p>If a staff member becomes unwell at work, a process is in place to isolate them and arrange for them to be sent home to receive medical attention.</p> <p>Staff don't have contact with delivery drivers, all paperwork is completed electronically.</p> <p>Soap and water for hand washing and paper towel for hand drying is available in bathrooms, break rooms, with instructional signs on hand washing.</p> <p>Alcohol based hand sanitiser is also available in all staff areas including bathrooms, break rooms and office space and signs are displayed on appropriate use.</p>	<p>Update roster so staff are rostered with the same colleagues each shift to minimise exposure.</p> <p>New automatic soap dispenser ordered and installed.</p>	Keith Fullerton	12/06/2020	Click here to enter a date.	Consult with workers at next staff meeting for any feedback on revised roster and effectiveness of new soap dispenser

				<p>Where staff meetings are required, they are held utilising technology.</p> <p>Break times are staggered to minimise the number of staff using break room at one time.</p>				
Persistent use of hand sanitiser	Dermatitis	Moderate, many staff will not have used hand sanitiser regularly before	Moderate, effected individuals may have a significant reaction	Staff are encouraged to wash hands with soap and water for 20 secs where possible as an alternative to hand sanitiser in non-medical situations	Ask staff if they have a history of dermatitis or allergy to alcohol	Keith Fullerton	9/06/2020	
Persistent use of latex gloves	New or aggravated latex sensitivity	Low, most gloves will not be latex-based	Moderate, effected individuals may have a significant reaction	Staff are provided with non-latex gloves or remove gloves when not necessary.	Ensure latex free gloves are purchased.	Keith Fullerton	9/06/2020	