



POVG COVID-19 POLICY, PROCEDURES & WORK INSTRUCTIONS

PERTH OBSERVATORY

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2 BACKGROUND

The Perth Observatory Volunteer Group Inc. (POVG) is a not-for-profit organisation that manages the Perth Observatory as a business that conserves the astronomical heritage of Western Australia and provides education and tourism services to the public.

The disease, COVID-19, resulting from infection by the SARS Cov-2 virus, presents a risk to the POVG volunteers, staff, and customers. This policy has been developed in the knowledge that:

- Vaccination is the primary defense in combating the impact of the disease and the transmission of the virus.
- Some customers or volunteers may have a government requirement to be vaccinated due to their employment, such as quarantine and border workers and health workers.
- It is likely some customers, staff or volunteers are particularly vulnerable to the health impact on them of COVID-19, e.g., people over 70, and people with underlying medical conditions.
- The POVG business will result in face-to-face interaction between operators, staff, customers, and the public, particularly interaction with people vulnerable to the impact of COVID-19

3 PURPOSE

The purpose of this policy and procedures is to safeguard as far as possible the health of our customers, volunteers, staff, and the wider community from the disease COVID-19.

4 STATEMENT

COVID Safety Plans help ensure businesses actively mitigate the risks of COVID-19 in line with the best available health advice.

5 SCOPE

This policy applies to all POVG staff, volunteers, and visitors.

6 POLICY

1. Perth Observatory Volunteer Group Inc. will adhere to current guidelines set in place by the Western Australian Government and monitor daily for any changes or updates.
2. All customers, employees, and volunteers are required to show proof of full vaccination by 28 February 2022 to enter the Perth Observatory premises, unless they have a valid medical exemption:
 - Customers who have a booking and cannot meet the vaccination requirements will have their ticket refunded.
 - Employees who do not meet the vaccination requirements will be placed on unpaid leave until their employment status is determined.
 - Volunteers who do not meet the vaccination requirements will be noted as inactive until they have notified the POVG Membership Secretary of a change to their status.

7 COMMUNICATIONS PLAN

This plan has been communicated to all POVG volunteers via email and is available on the POVG SharePoint site.

Members will be informed of any changes via email and they will be discussed at Monthly Training Meetings. Any changes to procedures, once reviewed and accepted, will be placed on SharePoint.

8 PROCEDURES

8.1 Maintaining Contact Registers

The POVG will maintain a contact register of their staff and patrons for COVID-19 contact tracing for those that are unable to check in by SafeWA or Service WA apps.

These records will be managed, stored, and disposed of in accordance with WA health directives.

8.2 Physical Distancing

The POVG will encourage physical distancing in line with WA health directives.

All staff, volunteers and visitors are encouraged to wash hands, use hand sanitiser, practice physical distancing of 1.5m and avoid shaking hands. Posters to this affect are situated around the premises.

8.3 Mandatory Vaccinations

Proof of vaccination are required for people aged 16 and over to enter Perth Observatory. Visitors are required to be fully (double at this stage) vaccinated to enter the site, and Staff and Volunteers will be required to have had at least their first vaccination by 31 January and a second vaccination by 28 February 2022.

8.4 Evidence of Vaccinations

Evidence of vaccination are required from everyone to enter our site. Staff and volunteers need to provide evidence of their vaccination details to the Manager prior to attending the site. Visitors and contractors will need to present the necessary evidence. If they cannot, or will not, then they cannot enter. Acceptable forms are a COVID-19 vaccination certificate, immunisation history statement, or medical contraindication statement, any of which may be:

- Stored in the Service WA app or Medicare Express app;
- Stored in a digital wallet, plus acceptable form of ID;
- Presented as a paper copy, plus acceptable form of ID.

The Business Vaccination Policy is that proof of vaccination must be stated at the booking stage. An alteration has been made to the website booking page where customers must select “yes” to “fully vaccinated” to progress to payment. Confirmation of proof of vaccination must be sighted at the door before entry.

8.5 Hygiene and Cleaning

All staff and volunteers are expected to:

- wear a face mask at the observatory. Masks can be removed to present or talk on the phone
- practise physical distancing (keep at least 1.5 metres or two arms lengths from each other)
- practise good personal hygiene (wash hands often with soap and water, or hand sanitiser and cover coughs and sneezes with a tissue or use your elbow)
- stay home if unwell and if experiencing flu-like symptoms get tested for COVID-19
- use the ServiceWA (external site) or SafeWA app (external site) on arrival at site

If a staff member or volunteer are unwell, they need to notify the Manager as soon as possible, get tested and not come into the workplace. They may only return to the workplace when they have a negative result and are feeling well.

Perth Observatory is cleaned and sanitised by a professional cleaning company four times per week. In addition, daily cleaning of high traffic areas will be required as shown at the end of this policy. Any deep clean that is required following a positive covid case will be undertaken in accordance with the WA Health Department guidelines at that time

It is a requirement of the POVG that certain staff and volunteers have obtained a Covid Hygiene Certificate through the Tier 2 AHA course – <https://hospitalityhygiene.com/aha-covid-19-hygiene-officer-course/>

9 INCIDENCE RESPONSE

9.1 Staff

If a member of staff tests positive to Covid-19 the Perth Observatory office must immediately close. Following WA Health directives, all staff, close volunteer contacts and visitor contacts must remain at home in quarantine and be tested as required by the WA Health Department. Those well enough will be encouraged to work from home. If staff are too unwell to work, remote assistance will be requested from the volunteer base. Professional Cleaners will be contracted to do a deep Covid clean of the premises. The office will be re-opened following the deep clean and negative Covid-19 results.

9.2 Volunteers

If a volunteer tests positive to Covid-19, Perth Observatory will immediately follow WA Health directives and ensure all close contacts remain at home in quarantine and be tested as required by the WA Health Department. Professional Cleaners will be contracted to do a deep Covid clean of the premises.

If either a member of staff or volunteer has visited an identified exposure site they must abide by the requirements of the WA health department as identified for the particular site. Staff and volunteers must keep abreast of the location of exposure sites on the Healthy WA Website

9.3 Customer

If a customer tests positive to Covid-19, Perth Observatory will immediately follow WA Health directives and ensure all close contacts from the Volunteer Group remain at home in quarantine and be tested as required. Professional Cleaners will be contracted to do a deep Covid clean of

the premises undertaken in accordance with the WA Health Department guidelines at that time. All tours will be halted until the deep clean has been completed.

9.4 Tours

If a customer or tour volunteer has a positive Covid-19 result, all immediate tours will be cancelled with customers offered a refund until the premises have been cleaned.

10 WORKING INSTRUCTIONS

Administration and/or Maintenance will ensure that:

- There is hand sanitiser on the table for the sanitising officer.
- Each hand sanitising station has a WHO poster on hand rubbing.
- COVID posters are up and visible.
- Hand sanitiser is available for each dome/scope.
- Crosses in glow in the dark tape are placed at the top of steps, bottom of steps and crisscrossed at 1.5m distances where people are likely to queue e.g. the foyer and shop entrances.

10.1 Night Sky Tours, General Day Tours, Sunday Guided Tours

The Tour Administrator will inform Clients with the following text –

COVID-19

The Perth Observatory Volunteers Group is looking after your safety and the safety of their members with special procedures for COVID-19 safety. Please follow social distancing by staying 1.5m from other groups, wear a mask and use hand sanitiser provided on entry to the Observatory AND to the domes. Please do not come to the Observatory if you are not well. Please understand that if you are displaying Covid-19 symptoms you and your group will not be admitted to the Observatory. In that instance you will be able to rebook without charge.

If you feel unwell and inform us via email or you phone during office hours, within 2 hours of the tour starting, you will be able to rebook at no charge.

Thank you for your patience and your understanding. We are all in this together.

10.2 Extra COVID-19 safety procedures.

10.2.1 Arrival of Host.

- Ensure that there is sufficient hand sanitiser at all stations.
- Place sign to indicate social distancing at top of the lower steps.

10.2.2 Arrival of Operators, Till operators, Trainees

- Ensure each person sanitises their hands and is wearing a mask.
- Appoint a hygiene officer (this may be the host).
- Appoint a greeter who will check vaccination certificate, can be the host, cannot be the hygiene officer.

- Remind operators to ensure everyone sanitises their hands on entry to the dome, approach of the telescope.
- Remind operators to sanitise ladder arms between groups

10.2.3 Arrival of Guests

- Greeter, outside the building checks vaccination certificates and ensures everyone sanitises their hands and is wearing their mask properly. No one from a group arriving together may enter the building until all people in the group have been checked.
- If a person showing flu like symptoms is present, the person must be politely refused entry and asked to return home to follow WA Health advice. If they have arrived with a person or people, those people must, likewise, be politely refused entry. Should part of the same booked group have arrived separately, and are not unwell, they may join the tour.
- On entry, people are required to sanitise their hands and wear masks. The Hygiene Officer will explain the COVID restrictions to each group. The Host reiterates this in the introductory remarks. The COVID restrictions are
 - Keep at least 1.5m from other groups
 - Sanitise your hands when entering a dome of the shop
 - Keep masks on inside buildings
- When heading up to the dome, people should be reminded about social distancing and again when gathering on the concrete apron.

10.2.4 Telescope entry (operators)

- Ask people to sanitise their hands. If they refuse (which they may do) then the Ladder must be sanitised after the use of that person.
- Between each group the ladder must be sanitised but, except for the above, sanitising of ladders is not required between each person.
- After each person, the eyepiece must be sanitised. This will be done by wiping isopropyl alcohol onto the eye relief cover of the eyepiece. There must be 30 seconds for the eyepiece to be free of virus (and the alcohol).¹
- The EAA display will not require hand or eyepiece sanitising.

10.2.5 Completion of the Night

- Guests are thanked profusely for putting up with all the cleaning and delays, and reminded they are doing this for each other and for us too.
- Remind everyone to socially distance on the way down to the main building.
- Explain the shop will be open, however attempt to limit crowding. Request that people refrain as much as possible from touching items.
- Operators take out eyepieces, sanitise and put away.
- After dome closure, sanitise ladder handles.
- WNT – hot chocolate. A member of the team will serve the hot chocolate. They will be issued a pair of disposable gloves, serve the chocolate and, on completion, dispose of the gloves.

10.2.6 Cloudy Night

- Groups will be split into two. The lecture theatre must be set up to have chairs appropriately socially distanced.
- All domes visited must have doors opened and pegged so there is no reason to touch doors.

- A hand sanitising station must be available at the entrance to the Astrographic, the Uni Dome (if used) and the bottom of the Lowell steps to sanitise hands. Visitors must be reminded to use hand sanitiser prior to everyone ascending.

10.2.7 Closing up

- Sanitise surfaces, tabletops, shop bench, atlas glass, asteroid, tables in foyer and hot chocolate trolley.

10.2.8 Extra Closing activities for Cloudy Nights

- Sanitise chair arms in Lecture theatre.
- Sanitise stair handrails in Astrographic and Uni Dome (if used). This may be done by the operator on the way out if following the group.

10.3 COVID-19 Procedures for Staff meetings and Training Sessions

10.3.1 Arrival of Host/Organizer

- Ensure that there is sufficient hand sanitiser.
- Place sign on backdoor that only Front door will be accessible (door locked).

10.3.2 Arrival of Operators, Till operators, Trainees

- Ensure each person sanitises their hands and is wearing a mask.

10.3.2.1 Closing up

- Host/Organiser calls for any suggestions for COVID safety from the team, document and share with other hosts, operators and administration.
- Sanitise surfaces, tabletops, chair arms in Lecture theatre.

10.4 Methods of, and triggers for, modification of the Plan.

10.4.1 Triggers for Modification

- A message will be sent to POVG Management, Hosts and Operators at the end of an event.
- This will be reviewed and, if a problem is found, it will be discussed and a solution recommended.
- This triggers a modification.

10.4.2 Method of Modification

- A volunteer will be called for to document the solution in this document.
- POVG Management will review the modification.
- When all are satisfied the Mod record will be updated and the document will be placed on SharePoint and volunteers will be notified in accordance with the communication plan.

10.5 School Day Tours

All volunteers in a school group attending the site must be vaccinated and use the WA Safe app or Service WA app.

10.5.1 School Day Tours (SDT) extra COVID-19 safety procedures.

Note: A sign is to be placed on the gate notifying visitors when a School Tour is progress. No other visitors should be on site during the tour.

10.5.2 Arrival of Host

- Ensure that there is hand sanitiser on the table for the sanitising officer.
- Ensure sanitisers are available for each activity area.
- Sanitise frequently touched items in toilets.

10.5.3 Arrival of Presenters, Sanitisers

- Ensure each person sanitises their hands.
- Appoint a hygiene officer (this may be the host).

10.5.4 Setting up equipment

- Collect sanitiser wipes.
- If the children are working at tables where possible have at least two tables so the children can be spread out.
- Sanitise any tables to be used.
- Take one set of equipment and put where it is needed.
- If needed, collect a container for used equipment and put it somewhere handy to where the main equipment is.
- Put the second set of equipment away from the activity.
- At the end of the activity, put used equipment in the designated place.
- Sanitise any surfaces that have been touched, e.g. meteorite, stair railings
- Sanitise the tables.
- Sanitise your hands.
- Put out the second set of equipment.

10.5.5 Arrival of School

- Host requests the list of students. Adults may use a WA Safe or Service WA QR code at the Observatory or complete the written log in.
- The Host includes COVID safety in the introductory remarks. The remarks should be directed more at the Teachers and assistants. The COVID restrictions are:
 - Engage in social distancing where necessary.
 - Sanitise your hands if asked to.
 - Refrain from touching items other than those being used in the activities.
 - Do not share equipment.
 - Only high school students are required to wear a mask.

10.5.6 Activity Sessions

- Ensure used equipment is separated out to be sanitised.
- There will be at least two sets of equipment for each activity.
- Avoid more than one child using a piece of equipment.
- Keep a safe distance from the students.

10.5.7 Sanitising between activities

After two activities, during the breaks, all the used equipment will need to be sanitised.

- Sanitise surfaces, and any used equipment.
- Return to the equipment box.

- When students are back to activities, Host or Gatekeeper to sanitise frequently touched items in toilets and elsewhere as necessary.

10.5.8 Closing up

- Sanitise surfaces, tabletops, and any used equipment.
- Sanitise used surfaces in the kitchen.
- Sanitise chair arms in Lecture theatre if used.
- Sanitise any stair handrails that have been used. This may be done by the operator on the way out if following the group.
- A short review should be held by the team to discuss the pretty, the good, the bad and the ugly. Host will document and share with SDT volunteers.

11 GENERAL SITE CLEANING ON A DAILY BASIS

11.1 Public Areas

11.1.1 For Gatekeeper and evening / weekend Till Operators

Clean / sanitise the following areas on opening:

- Entrance Door handles front and back
- Coffee machine front and chocolate dispenser
- Gate keeper phone and Computer
- Shop counter and scanner
- Sign in sheet book and tables
- Museum cabinets after high traffic visits

11.1.2 Staff and Volunteers when on site

- Sanitise kitchen utensils and area used
- Sanitise kitchen doors
- Sanitise own work areas