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northscollective

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# CORONAVIRUS

The well-being of our members and staff remains at the forefront of our decision making as the Australian Government continues to provide advice on further public measures to reduce the spread of the Corona Virus within the communities in which we operate. Our Executive leadership team works closely with a risk management expert advising on a series of strategies currently implemented across all four of our properties.

This risk management planning process has also included advice from medical practitioners.

Norths Collective are undertaking the following measures:

## VENUE CLEANING

We have expanded our existing high standards of cleaning practices throughout each of our four Clubs and our Health Club businesses. Increases in cleaning frequencies, additional personnel deployed where necessary as well as upgrades in the sanitising products used by our staff and contractors have all been enacted.

We have paid particular attention to the numerous touch-points located in and around our properties. The significant increase in the sanitisation of all our bathroom facilities, all surface areas, balustrades, lifts, door knobs and ATM buttons to name just a few focal points that form part of our stringent cleaning programs. Our back of house spaces have not been overlooked. We are cleaning these areas with the same vigorous approach adopted throughout our guest facing spaces.

## HIGHEST FOOD SAFETY STANDARDS

We can assure our patrons we are adhering to best practice food safety guidelines in line with our awarded HACCP accreditation; Australia's most respected food hygiene certification.

## LARGE GATHERINGS

We continue to monitor official advice from the NSW Government as to the exact direction for non-essential organised gatherings of 500 people or more. If you have any questions or concerns about an event you are attending within our Clubs, please don't hesitate to contact us.

## HYGIENE PRACTICES

We encourage our members, guests, staff and community to remain focused on hygienic practices by washing their hands, sanitising regularly and additionally taking advantage of the various sanitisation stations within our venue.

We have a clear policy in place should any staff members, stakeholders or guests present with symptoms consistent with COVID-19 which includes but is not limited to immediate referral to a medical professional for treatment and further support.

## STAY UP-TO-DATE

Our leadership teams will continue to converse regularly and ensure we are doing all we can to minimise the likelihood of a case arising within one of our venues and be able to take decisive and effective action should any case present.

It is important to remain up to date on the progression of this virus through a range of sources including the [Australian Governments Department of Health](#), [The New South Wales Government Health Department](#) and [The World Health Organisation](#).

To reiterate, our primary focus is the health and wellbeing of all people under our duty of care. Please feel free to speak with our Norths Collective team members within any of our four properties should you have any questions.

FOR ANY FURTHER INFORMATION PLEASE CONTACT OUR VENUE MANAGER

Norths Collective believes in protecting the health of all its patrons, employees and contractors, when they arrive at any of its venues, and in providing and maintaining an environment without risks to their health and safety.

## WHAT IS COVID-19 CORONAVIRUS?

In December 2019, the World Health Organisation was alerted to several cases of pneumonia in Wuhan City, Hubei Province of China. Upon investigation, it was found that the respiratory illness was caused by a new Coronavirus.

Coronavirus is a respiratory illness which is believed to have initially spread from animals to humans but now is spreading from person-to-person contact. According to

the Centres for Disease Control and Prevention, it is unclear how easily or sustainably this virus is spreading between people.

Typically, respiratory viruses are most contagious when an individual is most symptomatic, but there have been reports of the virus spreading when the affected individual does not show any symptoms.

## WHAT ARE THE SYMPTOMS?

Common signs of infection include respiratory symptoms which may appear in as few as 2 days to as long as 14 days after exposure and may include:

- Fever and Sore throat
- Cough
- Stuffy nose
- Shortness of breath
- Breathing difficulties
- Middle ear infections (in children).

In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and sometimes, even death.

## HOW DOES IT SPREAD?

- The COVID-19 is transmitted from person to person
- The spread occurs when people are in close contact (less than 6 feet) with an infected person
- The virus primarily spreads via respiratory droplets when an infected person sneezes or coughs

## HOW TO PREVENT INFECTION SPREAD?

*Currently there is no vaccine for COVID-19. The best measure is to avoid coming into contact with the virus. What all individuals can do to minimise risk of exposure:*

- Regularly clean hands by using soap and water or alcohol-based hand rub
- Cover nose and mouth when coughing and sneezing with a tissue, then immediately dispose of the tissue and wash hands
- Avoid touching your eyes, nose and mouth with unwashed hands
- Avoid close contact with people who show the symptoms of fever and cough
- Clean and disinfect objects (counters, gaming machines, door handles, toilets, phones, etc.) and surfaces that have been touched
- If you or someone in your household has had exposure to the virus, clean all "high-touch" surfaces every day and avoid sharing personal household items.
- If you suffer from the symptoms – fever, cough and difficulty breathing, get medical attention immediately and stay home and away from people for at least 14 days
- Practice food safety. If you handle food like raw meat, milk or animal organs, handle with care to avoid cross-contamination with uncooked foods, as per good food safety practices
- Thoroughly cook meat and eggs
- Don't consume raw or undercooked animal products
- While in an infected environment, wear disposable gloves and properly dispose of used gloves and other disposable items that come in contact with sick persons or body fluids.

## MONITORING

### *Keeping our Employees Safe: What to do if an employee shows flu-like symptoms*

- They should immediately isolate themselves (and not come to work) and call their doctor or Health Direct 1800 022 222 for an assessment. The venue manager must be informed.

### *Keeping our Patrons and contractors safe: What to do if they show symptoms Politely encourage them to:*

- Take appropriate health and cleanliness precautions and to return home immediately to isolate themselves and to get some bed rest
- Seek medical advice as soon as possible – advise them to call their doctor or Health Direct 1800 022 222 for an assessment
- Make sure alcohol-based hand sanitizer is available for use and clean and sanitize objects or surfaces that may have been touched
- The venue manager must be informed, and details of the person and incident be recorded.

### *Bodily Fluid Event: What to do if there is a bodily fluid event*

If a patron or employee vomits or has diarrhea it is recommended that the following protocols be applied:

- Ensure the employee who is cleaning up the area is using Personal Protective Equipment
- Segregate the area that has been contaminated
- Clean surfaces that may have blood, stool or body fluids on them and sanitize the area including the floor, walls and any other objects contaminated by the incident
- Dispose of any food or beverage that have been exposed
- Ensure any utensils that might have been exposed are cleaned and sanitized
- Properly dispose the materials that was used to clean the area.

*Please note this is clearly a rapidly evolving situation and regular checks of credible websites are encouraged:*

- [https://www.who.int/docs/default-source/coronaviruse/situation-reports/20200302-sitrep-42-covid-19.pdf?sfvrsn=84123f99\\_2](https://www.who.int/docs/default-source/coronaviruse/situation-reports/20200302-sitrep-42-covid-19.pdf?sfvrsn=84123f99_2)
- <https://www.health.nsw.gov.au/Infectious/diseases/Pages/coronavirus.aspx>
- <https://www.smartraveller.gov.au/news-and-updates/coronavirus-covid-19>