



NT COVID-19 General Business, Community and Organisation Checklist

Reference Number : COVID19-CHK-2787

Organisation or Business Details

Organisation or business name	Aurora Alice Springs
Owner name or Site manager	Mark Fletcher
Phone number	0889506666 or 0439 905 415
Email address	gm@alicespringsaurora.com.au
Address	AURORA ALICE SPRINGS, 11 LEICHHARDT TERRACE ALICE SPRINGS 0871
Australian Business Number (ABN)	58188480163

Provide a short overview of what your business or organisation does :

Provision of Accommodation for short and long term stays for both tourist, corporate and local guests .
Onsite Restaurant / Cafe / Bar + Small Event Space

Workplace

Have you provided education on adhering to physical distancing to staff and volunteers?	Yes
Have you provided clear guidance on physical distancing to customers or participants?	Yes
Have you provided markings on the floor 1.5m apart in areas where people queue?	Yes
Will physical distancing be managed as part of any delivery service or picking up goods?	Yes

List the measures you will use to manage physical distancing :

In reception we have implemented a procedure where no more than two guests are allowed in reception at any time , this will increase after June 5th however we will manage this process and maximize this at 5 guests in reception with no more than 2 guests checking in or out at any given time .
On check in Guests are given their registration form on a clipboard and asked to sit in separate areas and fill this out. All our seating in Reception is spaced to ensure there is a minimum of 1.5 metres between all chairs and lounges
We have a clearly marked boundary on the floor that guest are asked to stand behind and two check in points that are clearly marked . We already have signage in place at 3 points on our front desk in regards to social distancing and our Front Desk is cleaned down with an antiseptic wipes and spray in between each check in We have disposable gloves and hand sanitizer available at reception for both staff and guest use . We have already been utilizing these procedures during the last two months as we have been working with NT Gov / NT Health / Territory Families / ASP Hospital and local law enforcement agencies for the provision of accommodation and meals for guests in mandatory self isolation. Where we provide meals to Rooms these are presented to the guests in disposable takeaway containers with pre-wrapped cutlery in bags. These are then placed into a bag for delivery to minimize contact between staff and guests
We also have documented our processes for the operation of our Food and Beverage outlet in regards to Physical Distancing/ Hygiene Management Health of our Staff in our NT Covid 19 Food Business Checklist

Hygiene

Have you provided hand sanitiser or hand washing facilities to allow staff and customers to wash or sanitise their hands regularly?	Yes
Have you provided education on COVID-19 hygiene protocols and practices, including cleaning, to staff and volunteers?	Yes
Have you provided information on COVID-19 hygiene protocols and practices to customers or participants?	Yes
Do you have adequate supplies of cleaning and disinfecting products?	Yes
Have you identified high touch surfaces and increased your regular cleaning schedule?	Yes
Have you considered ways to minimise handling of shared items to avoid the risk of contamination?	Yes

List the measures you will use to manage hygiene :

Housekeeping: In regards to our cleaning processes we currently have a number of documented processes in place and these cover

- 1) Guests in Self Isolation
- 2) Departure Cleans
- 3) Daily Room Servicing
- 4) Weekly Room Servicing
- 5) F&B Outlets Cleaning
- 6) Public Area Cleaning

7) Room and Property Maintenance

All of our Rooms receive a full commercial clean on departure of the guest which includes cleaning and sanitizing of bathrooms / tiled floor areas / all hard surfaces including the TV / Air Con Controllers / Lamps / Phones and Alarm Clocks. Carpets and soft furnishings are vacuumed and sprayed with an antibacterial spray.
The Filters in our Air Conditioning Units are removed and cleaned in between each guest stay and our Air conditioning Units are cleaned and dusted after each departure

We offer daily and weekly servicing of the rooms which is again completed to a commercial standard

Chemicals :

We use commercial cleaning chemicals which are purchased through wesalute MSDS sheets are on display in our Laundry / Housekeeping and Kitchen Areas and new staff are briefed and trained on the use of these chemicals as part of their induction process

Please see website link: <https://www.wesalute.com.au>

Linen Washing: All Dirty Linen is Washed/ Dried and pressed on site in our Commercially equipped Laundry and we use the same washing commercial powder that is used by the ASP Hospital which is a biocidal washing powder from Eco Lab called Eltra

Please see web page link: <https://en-de.ecolab.com/offerings/eltra>

Public Areas: These are cleaned on a daily basis with all Public Toilets cleaned a minimum of 3 times per day in F&B and twice per day in our event space when it is utilised . All sensitive touch points such as Door Handles to Public Areas and Lifts are cleaned every 2 - 3 hours

Staff

Have you provided education or information about COVID-19 transmission and symptoms to staff and volunteers?	Yes
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Do you have protocols for staff to not attend work if unwell?	Yes
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Have you provided direction to staff to seek medical advice if they have symptoms of COVID-19?	Yes
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List the measures you will use to manage the health of your staff :

As we have not closed our business the current members of our team have already been advised that in the event they are unwell they are not to attend work and are to visit a local GP . This is also documented in our staff handbook also highlighted to all new staff during the induction and orientation process . As of February this year we also put in place a policy that ant staff member who had recently traveled overseas or interstate had to get a medical clearance from the doctor as well as undertaking a period of 14 day self isolation prior to recommencing work