

UPCC COVID Safe Guidelines

Updated 01/03/2022



Overview

UPCC's highest priority is to safeguard the health and well-being of our workers and guests (our community) during the COVID-19 pandemic. This document outlines our COVID Safe guidelines to help limit the spread of COVID-19. They are written in line with Federal and Victorian State Government guidance and will ensure that camps are a safe experience for everyone.

(UPCC is following the advice provided by the Victorian State Government who are administering their guidelines through the Department of Health & Human Services and Safework Australia.)

Industry Governance

As well as being guided by industry leaders such as:

- Department of Education
- VTIC (Vic Tourism Industry Council)
- CVA (Christian Venues Association)

UPCC also fits under a number of different specific industry guidelines. We have taken all of the relevant guidelines into account and applied those rules to each area of the camping experience to ensure that we are operating accordingly.

Background

UPCC has been busier than ever working to ensure that as we reopen we are compliant with relevant guidelines and running our site to the highest safety standard. We are using a variety of recommended strategies to reduce the risk of transmission as outlined in the guide.

Staff training

Our staff have an understanding of COVID-19 requirements and are competent in CovidSafe practises.

Before you head off to camp...

There's a few things we need from you. On top of preparing for camp as usual, we also require you to:

1) Complete our conditions of booking and hire, which now includes the following:

The Group Leader will ensure that all guests attending with your booking:

- Are well and not displaying symptoms of COVID-19
- Are not required to be in isolation due to being diagnosed with COVID-19
- Are not a close contact of someone with COVID-19
- Has returned a negative result from a COVID-19 test if recently travelled overseas
- Meets the current Vaccination requirements

- Will check-in using our QR code upon arrival if required by the Victorian Government.
- Will abide by the current facemask rules that the Victorian Government has issued.

Guests must not attend UPCC if the above conditions can't be met.

Before you arrive, here's what we'll do:

Cleaning

At UPCC, we have increased our cleaning regime to now include the following:

- Additional disinfecting of 'high touch points' (door handles, light switches, buttons, toilet facilities etc.)
- Additional routine cleaning after the conclusion of each camp
- Assurance from our suppliers that our cleaning products are suitable for COVID-19

HAND hygiene provisions

Where soap and water are not available, we have provided hand sanitiser. We have also set up hand sanitising stations at all entry points to common areas throughout our sites

Hygiene for our staff

We have also increased our hygiene requirements for all staff. As well as physical distancing where practical and keeping up personal hygiene, our staff are cleaning and sanitising their hands before and after:

- Preparing your food
- Handling equipment
- Cleaning and sanitizing areas
- Arriving at work
- Coming back from tea/lunch breaks

Hygiene for our guests

All of our of guests are asked to wash and/or sanitise their hands:

- Upon entering our sites
- Before and after eating
- Before and after using equipment
- Regularly throughout the day

Physical distancing

At UPCC, we recognise that physical distancing is important to limit the spread of COVID-19. To assist with this we will:

- Encourage non-contact greetings
- Create extra space at kitchen serveries where required
- Discourage congregating in confined spaces
- Where practical, limit the time of close proximity between staff and guests when we have to get close eg. checking your harness before using the indoor rockwall!

You might notice that our staff are also practicing physical distancing too. However, there are times when this is not practical, such as when they are working in our kitchens or providing direct care. The government guidelines say that this is acceptable, and we need to work closely sometimes to provide you with meals!

Your dining experience

Serving food will be done a little differently to ensure everything is up to our COVID-safe standards, such as:

- Guest self-serve buffet areas will be replaced with a 'we serve you' approach and additional hygiene measures
- We will be providing more individually wrapped snacks and suppers
- Sharing of food should not occur

Camp activity

If there's one thing we know you love about camp, it's getting out in the fresh air to enjoy our outdoor activities. We have implemented changes to how we look after our guests by:

- Sanitising and cleaning all sporting and activity equipment more regularly
- Routinely cleaning and sanitising all equipment around our sites
- Washing hands before and after equipment use

Masks

Face masks do not need to be worn at this time, but you must monitor the rules around this at the time of your booking.

QR Code check in

Everyone is required to check in upon arrival using our official QR code. A laptop with a QR code check in kiosk is also at the main entrance door to the dining room for anyone who can't use the QR code check in on their phone.