

## Organisation and Person completing this Plan:

Tunnel Ridge Ranch Association Inc  
61 Kowald Rd, Landsborough, QLD, 4550

James Norman - Manager

## Industry Plan(s)

Tunnel Ridge Ranch, at the date of this document, has adopted the following approved industry Covid Safe Plans for group accommodation and activities:

- Queensland Tourism and Accommodation Industry Covid-Safe Plan (June 2020)
- COVID Safe Plan for Outdoor Recreation Activity Providers

When activities are being conducted, the Outdoor Rec plan is in effect

During all other times (meals, in dorms, in meetings, etc) the Tourism and Accommodation Industry plan is in effect.

## Summary of service type and activity provision:

Group based Outdoor Education program. Short stay accommodation, fully catered from one commercial kitchen.

## Site Description

Tunnel Ridge Ranch Association Inc (Tunnel Ridge Ranch) is an Outdoor Education Centre with 128 beds, and numerous outdoor education activities. The site is made up of a dormitory accommodation building, permanent canvas tents, catering and dining facilities, administration building, horse arena and paddocks, outdoor eating area, and a large outdoor sporting oval on approx. 40 acres of rural and bushland. The site has distinct accommodation areas and provide sole access to school groups and larger community groups that request sole use of the site.

Tunnel Ridge Ranch operates various types of outdoor education programs, largely utilising horse riding. Participants are accommodated in bunk style accommodation in our dormitories, and single level beds in the outdoor canvas tents. Toilets and showers are provided for all participants. Activity Group sizes are limited to 12 for the horse program, and 24 for each other activity. Outdoor education activities are spread across the property and all are conducted on Tunnel Ridge Ranch property by Tunnel Ridge Ranch Staff or Contractors.

## Communication and notification to group organisers and screening precautions for incoming groups:

All guests are part of a group booked by a third party, such as domestic school groups. Where school-aged children are guests there are additional Child Safety and Privacy

expectations which means group organisers need to be pro-active to work with Tunnel Ridge Ranch for the minors in their care. Our advice to group organisers for all groups is as follows:

- Group organisers are responsible to ensure they obtain a written (either paper based or electronic) declaration that is completed by anyone who attends their group booking at Tunnel Ridge Ranch confirming that they:
  - a. Are NOT experiencing cold or flu like symptoms
  - b. Do NOT have a temperature
  - c. Have NOT been in contact with someone that is confirmed to have CoVID-19
  - d. Have NOT returned from overseas in the past 14 days
  
- In information sent to participants, it must be clear that if they, or a minor they are responsible for, are sick or exhibiting symptoms of illness, they should not attend camp.
  
- Group organisers must monitor the health and Tunnel Ridge Ranch highly recommends to confirm the temperature of camp attendees prior to boarding transport to the venue with a suitable no contact thermometer.
  
- All visiting group staff, those coming for the day or arriving during the program, must sign in at the office on arrival and sign the groups disclaimer and CoVID-19 declaration before visiting participants.
  
- All group staff and Tunnel Ridge Ranch staff will sign a written declaration of the following 4 statements on arrival to the site at the beginning of each program, confirming that they;
  - a. Are NOT experiencing cold or flu like symptoms
  - b. Do NOT have a temperature
  - c. Have NOT been in contact with someone that is confirmed to have CoVID-19
  - d. Have NOT returned from overseas in the past 14 days

All visitors and contractors to the property are required to immediately report to the office and record their name and contact details before they are allowed access to the property. All deliveries must come to assigned delivery areas and delivery personnel are required to record their name and contact details with Tunnel Ridge Ranch.

## Measures to reduce the Impact of CoVID-19 at Tunnel Ridge Ranch:

### Record keeping & accommodating participants:

Group organisers will be required to maintain an up to date participant roll. Accommodation buildings will be allocated to the group coordinator. The group coordinator will be required to complete a register of names of participants in each room and submit to Tunnel Ridge Ranch staff. In the case of an infection on site, the room register will be used to inform stakeholders. These lists will be kept with Tunnel Ridge Ranch Administration until further health directions and lifting of CoVID-19 Restrictions take place.

### Health & Hygiene:

Tunnel Ridge Ranch has a Facilities department responsible for effective routine cleaning, with a focus on increased frequency of cleaning of high contact surfaces and communal facilities. A best-practice CoVID-19 specific cleaning regime has been developed. Prior to the arrival of any new group, and during their stay, Tunnel Ridge Ranch staff will ensure the venue is cleaned following the guidance provided by:

<https://www.health.gov.au/sites/default/files/documents/2020/03/environmental-cleaning-and-disinfection-principles-for-covid-19.pdf>

#### Ablutions Blocks and shared amenities

- Participants will be required to stagger shower times to adhere to physical distancing measures.
- Group staff will be required to monitor the use of ablution blocks. Managing the entry exit points to ensure appropriate numbers of participants at any one time
- All shower spaces will have a spray disinfectant available to spray between participant use
- Participants will be briefed on appropriate sanitising method in ablution blocks
- Tunnel Ridge Ranch Facilities staff will clean and sanitise all amenities twice daily, when groups are on activities, following above guidance from QLD Health
- Tunnel Ridge Ranch will continue to manage all amenities with our current cleaning and sanitising practices
- Any amenities that are used by a participant who may present with CoVID like symptoms will be closed for use until a thorough clean and sanitise has been completed and checked by Tunnel Ridge Ranch Management.

## Space and social isolation management:

Capacity for each indoor space will be clarified by Tunnel Ridge Ranch staff at point of entry. It is the responsibility of both Tunnel Ridge Ranch staff, group coordinators and staff to ensure group numbers do not exceed capacity. Due to the nature of the Tunnel Ridge Ranch program, accommodation use will be limited to sleeping and ablutions. Participants will be discouraged from socialising inside accommodation buildings.

Tunnel Ridge Ranch provides SOLE USE of the property to all school groups, and can provide the same to other booking groups. We also have set an upper group size limit of 100 participants under 18 plus supporting leaders and staff for any single group booking.

Groups under 20 in stage 2 and under 100 in stage 3 will be given use of most rooms and facilities to spread guests out as much as possible. Use of ensuite rooms will be prioritised.

Where required, it is proposed to observe, as much as is practically possible, 1.5m spacing and/or separation in accommodation rooms (or tents where applicable), where a top bunk provides physical separation from a bottom bunk and adopting the “Pillow to Pillow”/”top-to-toe” approach to maximise distance between participants’ heads. Signage to describe this approach will be placed in each applicable bunk room.

The Australian Health Protection Principal Committee (AHPPC) has provided guidance that physical distancing (i.e. 4sqm per person in an enclosed space) is not required for school-aged students. Therefore, to maintain capacity for school-aged groups the current 2.5m squared ratio required for fire regulations will be maintained in bedrooms and common areas.

Accommodation and room capacity for adults (including teachers accompanying school groups) will be adjusted to meet the 4m<sup>2</sup> requirement for them.

Once allocated to a Tent or Bunk participants and staff will only use that resource for the entirety of the program.

At the conclusion of each camp the accommodation will be appropriately cleaned between change-over of guests (refer to health and hygiene above). A minimum of half an hour will be observed between a group departing a zone and another entering following cleaning.

## Food preparation and service:

Physical Distancing and food preparation procedures will be consistent with the requirements of the relevant local government agency and augmented by the following CoVID-19 related additions:

- Tables and chairs will be set up to ensure 1.5m separation and 4m<sup>2</sup> per diner, where required for adults. The Australian Health Protection Principal Committee (AHPPC) has provided guidance that physical distancing (i.e. 4sqm per person in an enclosed space) is not necessary for school-aged students.
- Group supervisors will be responsible to sequence service groups by table. Service areas will be marked with 1.5m distances to ensure separation.

- Hand washing will be required from all participants and staff before entering food service area (as per normal practice)
- Hand sanitiser is available at each food service area.
- All food will be served by dedicated servers to ensure there is no cross-contamination from shared use of utensils and serving implements.
- Participants will be told to bring their own labelled water bottle to camp and all communal cups removed and bubblers de-commissioned, leaving only water service taps.
- All re-usable cutlery and crockery will be washed using hot soapy water or commercial dishwashers. Cutlery could also be single-use and/or menu items will be eaten by hand.
- Meals could be packed meals which can be eaten remotely and outdoors if required to minimise site movement for meals.
- Condiments should be single-serve packets unless served by dedicated server.
- A full clean of each food service area and dining space at the conclusion of each meal.

## Outdoor Education Activities:

A CoVID-19 audit of all Outdoor Education activities has been conducted and Operating Procedures (OPs) adjusted to account for CoVID Safe requirements. Measures include:

- Where identified that the risk of CoVID-19 infection is high and difficult to be controlled, the activity has been removed from activity selection until it is able to be run within future CoVID induced restrictions easing advice.
- Where the risk of infection can be managed with the provision of an appropriate sanitising process (adhering to equipment manufacturer guidelines and/or industry best practice guidance) and a modification to OP's, then updated changes must be documented appropriately.
- Tunnel Ridge Ranch facilitators have been given inductions for CoVID Safe OP's for activities and assessment of compliance included in the normal observation and inspection processes for staff.
- Tunnel Ridge Ranch facilitators have received training on the adjustments required for CoVIDsafe practices whilst running the program
- Outdoor Education activities will observe and operate within the prevailing protocols and distancing required under the Industry COVID Safe Plan for Outdoor Recreation Activity Providers.
- Sanitising of point of contact (e.g. hands, feet etc.) both before and after contact with activity equipment where appropriate.
- Sanitise activity equipment between groups where appropriate.
- Outdoor Education will take place in groups of no more than twenty per group (Stage Two) or 100 per group (Stage Three). Tunnel Ridge Ranch will maintain

records of activities operated and Tunnel Ridge Ranch staff who were in contact with each group at any point in time.

## Transport:

Transport arrangements are not made by Tunnel Ridge Ranch. Tunnel Ridge Ranch's obligations commence when groups arrive at the venue. However, we remind guest groups of their social distancing obligations to ensure they are guided by the expectations. Adult groups generally arrive in their own transport. Current advice for school groups is physical distancing requirements are exempt for public transport (including buses).

It is the Group coordinators responsibility to ensure that Transport operators will follow their industry's CoVID Safe plan

Group coordinators are responsible to ensure that buses and surface touch points are cleaned according to CoVID-19 cleaning and disinfection recommendations.

Onsite physical distancing guidelines will be followed at bus pick up and drop off locations, pick-ups and drop-offs. This will be achieved by a combination of the following actions:

- Bus drivers and/or staff or parents that are dropping participants off must will be required to stay with their vehicle whilst on-site, until further restrictions are eased. This may require the group participants and staff, with the assistance of Tunnel Ridge Ranch staff to load and unload luggage.
- Group leaders who drive personal vehicles to Tunnel Ridge Ranch will be required to park in designated parking spots and upon arrival, wash hands and/or sanitise immediately following proper hand wash guidelines before joining their accompanying group.

## Guest Isolation and illness:

Where a guest shows symptoms of CoVID-19, or general sickness:

- Tunnel Ridge Ranch will work with the group organiser to facilitate the pick-up of the guest as soon as practically possible.
- A separate room, Sick Bay, will be established as a quarantine and isolation area for guests exhibiting signs of infection. The upstairs dining room toilets will be designated exclusively for that guest in those circumstances.

## Workplace health and safety for Employees:

The following measures and guidelines have been implemented:

- Staff have been provided with Training of CoVIDSafe practice and signed their understanding and commitment of compliance.

- Posters around the workplace on keeping at least 1.5 metres distance between everyone at the workplace.
- Signs at building entrances and workspaces to ensure the maximum safe capacity is not exceeded. Office furniture and rosters reconfigured to ensure social distancing of employees.
- Staff instructed to advise management and stay home if they are sick, and if they are displaying symptoms of CoVID-19 ask them to call the National Coronavirus hotline (1800 020 080).
- Staff instructed to inform management if they are displaying symptoms of CoVID-19, have been in close contact with a person who has CoVID-19 or have been tested for CoVID-19
- Staff lunchroom has been set up to establish physical distancing and/or workers required to consume lunch outdoors

### CoVID-19 Suspected and/or confirmed cases:

It is the responsibility of groups to inform Tunnel Ridge Ranch if they have a confirmed case of CoVid-19 infection within their group.

If there is an on-site confirmed case, or we are informed of a case from a client group, QLD Health will be advised, and Tunnel Ridge Ranch will follow their guidance.

## Declaration of Group Coordinator

I \_\_\_\_\_ (insert name) have read and understand the Tunnel Ridge Ranch Management plan. I understand my responsibilities as a Group coordinator for:

Name of Group: \_\_\_\_\_

Dates of camp: \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

*Please return this signed form prior to camp (scanned, photograph, or physical) to:*  
bookings@tunnelridge.com.au

## Individual declaration

Completed at the beginning of each program

I \_\_\_\_\_ (insert name)

- a. Am NOT experiencing cold or flu like symptoms
- b. Do NOT have a temperature
- c. Have NOT been in contact with someone that is confirmed to have CoVID-19
- d. Have NOT returned from overseas in the past 14 days

- Tunnel Ridge Ranch Staff member (circle one)
- Supplier
- Other \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Participant Declaration Template

Name of camp participant: \_\_\_\_\_

Name of guardian (if applicable): \_\_\_\_\_

Contact Details: Phone \_\_\_\_\_

Email: \_\_\_\_\_

Name of Group: \_\_\_\_\_

Dates of camp: \_\_\_\_\_

I confirm the camper:

- Is NOT experiencing cold or flu-like symptoms;
- Does not have a temperature;
- In the last 14 days has not been in contact with someone that is confirmed to have COVID-19;
- Has NOT returned from overseas in the past 14 days.

I understand that between the date of signature and the first day of the camp I must inform the group coordinator if the camp participant comes into contact with someone that is confirmed to have COVID-19.

I understand that if on the first day of camp the camp participant is experiencing cold or flu-like symptoms, or has an elevated temperature, they will NOT attend camp.

I understand temperatures may be monitored throughout the camp program by touchless thermometers.

I understand if the camp participant experiences cold or flu-like symptoms or an elevated temperature on camp, they will be moved to a quarantine area and arrangements made for them to safely return home or to appropriate medical facilities.

Signed by guest/guardian: \_\_\_\_\_

Date: \_\_\_\_\_



Coronavirus  
(COVID-19)

# KEEPING YOUR DISTANCE.

Help stop the spread of coronavirus by keeping your distance. Remember, don't shake hands or exchange physical greetings. Wherever possible stay 1.5 metres apart and practise good hand hygiene, especially after being in public places.

## TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.

Advice regarding **Coronavirus (COVID-19)** will change regularly. Keep up to date. Visit [health.gov.au](https://www.health.gov.au)



Coronavirus  
(COVID-19)

# KEEP THAT COUGH UNDER COVER.

Always cough or sneeze into your arm or a tissue and put the tissue in the bin straight away. Wash your hands with soap and water for at least 20 seconds afterwards.

**TOGETHER WE CAN HELP STOP  
THE SPREAD AND STAY HEALTHY.**

For more information about **Coronavirus  
(COVID-19)** visit **health.gov.au**



Australian Government

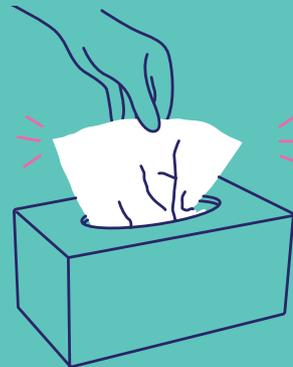
Coronavirus  
(COVID-19)

# SIMPLE STEPS TO HELP STOP THE SPREAD.

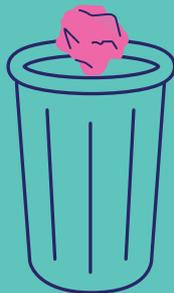
**Cough or sneeze into your arm**



**Use a tissue**



**Bin the tissue**



**Wash your hands**



**HELP STOP THE SPREAD**  
AND STAY HEALTHY

**TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.**

For more information about **Coronavirus (COVID-19)** visit **health.gov.au**



Australian Government

Authorised by the Australian Government, Canberra

Coronavirus  
(COVID-19)

# GOOD HYGIENE IS IN YOUR HANDS.

Wash your hands thoroughly with soap and water for at least 20 seconds to prevent passing on germs. Dry your hands.

**TOGETHER WE CAN HELP STOP  
THE SPREAD AND STAY HEALTHY.**

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(COVID-19)** visit **health.gov.au**



Australian Government

Authorised by the Australian Government, Canberra

# HEALTH WARNING CORONAVIRUS (COVID-19)

## INFORMATION FOR TRAVELLERS

Developed a fever or cough?



FEVER



COUGH



SORE THROAT



SHORTNESS  
OF BREATH

[ KNOW THE SIGNS ]



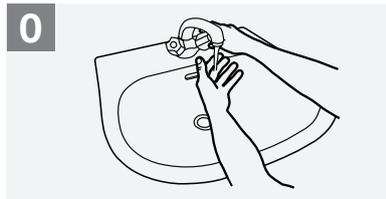
Australian Government  
Department of Health

[www.health.gov.au](http://www.health.gov.au)

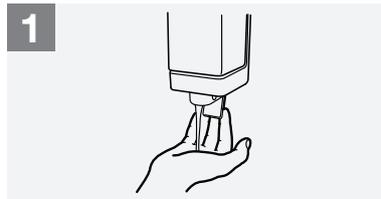
# How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

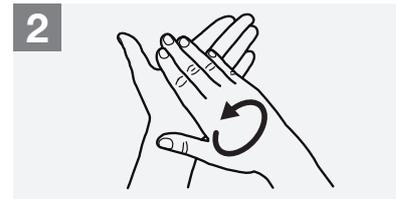
 Duration of the entire procedure: 40-60 seconds



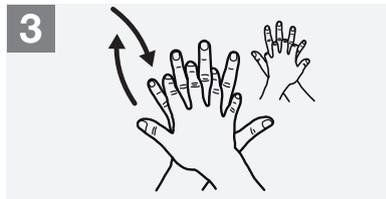
Wet hands with water;



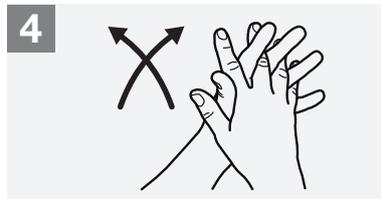
Apply enough soap to cover all hand surfaces;



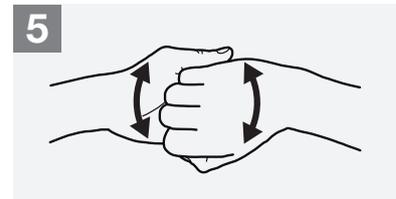
Rub hands palm to palm;



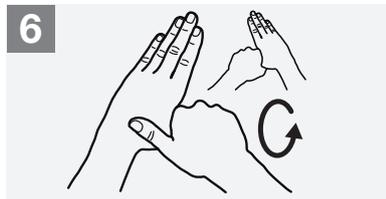
Right palm over left dorsum with interlaced fingers and vice versa;



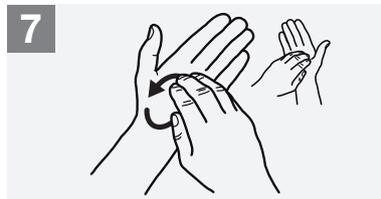
Palm to palm with fingers interlaced;



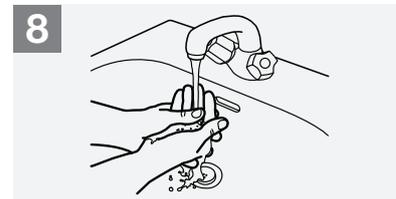
Backs of fingers to opposing palms with fingers interlocked;



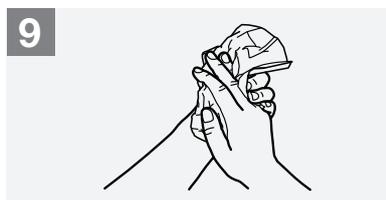
Rotational rubbing of left thumb clasped in right palm and vice versa;



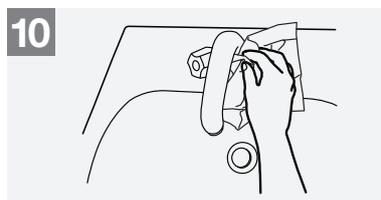
Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



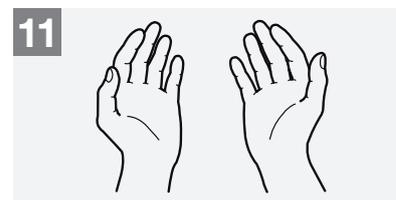
Rinse hands with water;



Dry hands thoroughly with a single use towel;



Use towel to turn off faucet;



Your hands are now safe.



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SAVE LIVES  
Clean Your Hands

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May 2009

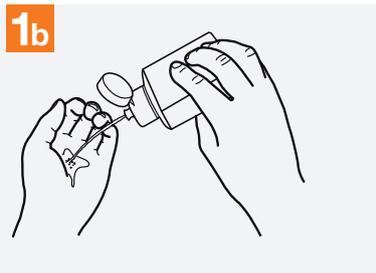
# How to Handrub?

**RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED**

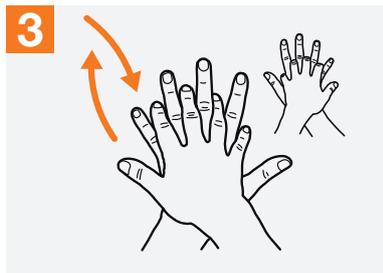
 **Duration of the entire procedure: 20-30 seconds**



**1a** Apply a palmful of the product in a cupped hand, covering all surfaces;



**2** Rub hands palm to palm;



**3** Right palm over left dorsum with interlaced fingers and vice versa;



**4** Palm to palm with fingers interlaced;



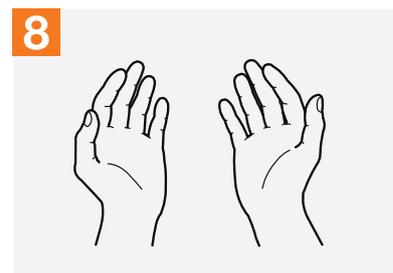
**5** Backs of fingers to opposing palms with fingers interlocked;



**6** Rotational rubbing of left thumb clasped in right palm and vice versa;



**7** Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



**8** Once dry, your hands are safe.



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Clean Your Hands

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