

Rachie's Retirement Home Inc.

Covidsafe Business Plan (16/06/2020)

Last updated 13/09/2021

RRH is opening back up to visitors and volunteers! We have voluntarily adopted the Industry COVID Safe Plan of the Zoo and Aquarium Association Australasia, as it was the most applicable to our situation. The plan can be found at www.covid19.qld.gov.au.

We ask for your cooperation with new and ongoing measures:

- Hand sanitiser and a sink with antimicrobial hand wash are available at the rescue, and all visitors are encouraged to wash or sanitise their hands on arrival and departure.
- We have added some posters to help remind visitors and volunteers about safe hand washing and distancing practices.
- Common surfaces will be sanitised frequently with animal safe vet grade disinfectant.
- All appointments must be arranged in advance via email to help with social distancing and restrict numbers. Appointments will be restricted to hourly slots, or half-hourly for drop offs.
- Visitors are asked to only bring a maximum of one other person to an appointment. If it is very important to you that the whole family be involved in the adoption or surrender of a pet, we understand, please talk to us about it via email beforehand so we can book your appointment during quiet hours where other volunteers won't be around, to comply with the recommendation of one person per 4 square metres of floor space.
- Visitors (including volunteers) must stay home if they're sick, and if showing COVID symptoms, remain at home until they test negative for COVID-19.
- All visitors must sign in using the CovidSafe app QR code available at the entrance for contact tracing purposes. If this is not possible, this information must be provided on paper including name, address, and mobile phone number. This information will be stored for at least 56 days, and only used for the purposes of contact and tracing in the event of potential COVID-19 exposure.
- Visitors must have a purpose other than recreation during the current COVID-19 climate. While at the rescue, we are limiting unnecessary risk of spread by restricting our usual practice of allowing visitors to cuddle and meet a range of animals, we'll focus instead only on those relevant to the visit.
- Visitors are asked to maintain social distancing to the best of their ability, and for volunteers assisting with offsite work, we will continue to prioritise non contact methods.
- Visitors are encouraged to use contactless payment methods over cash, direct deposit is available.

As the rescue is at a residential address, we have additional protocols in place to manage the safety of those living in the upper floor of the building.

- Visitors with rescue business are asked not to enter the house upstairs unless invited to do so (this is a privacy arrangement which we ask people to respect outside of COVID management as well).
- Should an individual living upstairs contract or show symptoms of COVID-19, the rescue will be put into full lockdown as well to minimise risk of transmission until a negative result is obtained for all members of the household.

During lockdown, the following additional precautions are to be put in place:

- Weekly routines will be altered, with cleaning and appointments spread out over the week to minimise contact between parties.
- Volunteers are to work in pairs to clean a few allocated cages on set days, such that the rescue will be cleaned piecemeal over a weekly rotation rather than all at once.
- Volunteer pairings are not to overlap with other pairings or to have close contact with the household, to minimise risk of infection spread.
- Appointments at the rescue site will no longer be granted for purposes deemed unessential, such as visiting animals or seeking general advice.
- All appointments will be conducted as non-contact, with the required equipment arranged outside the building and communication being done from an upstairs window.
- Appointments will be kept as short as possible and spaced out to one per hour, to enable cleaning of equipment with vet grade disinfectant.
- All visitors to the rescue site will need to declare their travel and COVID history for the 2 weeks prior to the appointment, and consent to a temperature check via a digital infrared thermometer if asked.