

Luther Heights COVID Response

COVID 19 Operations Plan.

COVID Response

Luther Heights Youth Camp is opting into the *Queensland Outdoor Education Providers COVID Safe Industry plan*.

With 338 beds, three separate dining halls, 20+ outdoor activity options and 37 private acres, Luther Heights is a great venue for school camp.

Luther Heights Youth Camp is a member of Queensland Outdoor Recreation Federation (QORF), and was part of the drafting group that prepared the *Queensland Outdoor Education Providers COVID Safe Industry plan (QOEPCSIIP)*.

About Us

Founded in 1956, Luther Heights is a Christian campsite that welcomes everyone.

Jesus Christ is our model. He accepted, loved and served all people, regardless of their religious beliefs, race or culture. In His example we welcome you.

It is our joy to know His love and to be saved through His grace. We hope you will experience this joy during your stay at Luther Heights.

We do not preach to you, we love and serve you. We will not change who we are for you, for we believe if we can model even a little bit of Jesus then you will find this attractive.

Our Site

Luther Heights is blessed with 37 acres within a *stone's* throw of the Pacific Ocean. Yes, you can walk to the beach in about 8 minutes. The views from across our site reach as far south as Moreton island and north to Noosa Headland.

Housing the newest and most exciting (according to us!) camp accommodation and dining facilities in Australia, we can accommodate 338 people across 3 separate campsite zones. Our size means we can hold large single groups ensuring everyone can stay and play or we can house many separate groups ensuring very few miss out of the blessed Luther Heights experience.

We are found at 1592 David Low Way Point Arkwright, Qld 4573.

Purpose of this plan

The purpose of this plan is to outline how Luther Heights and its team will ensure compliance with the *Queensland Outdoor Education Providers COVID Safe Industry plan* and in doing so, safeguard all stakeholders against the transmission of the COVID-19 virus as much as possible.

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To comply with the industry plan Luther Heights Youth Camp has implemented the following protocols:

Advice to attending Groups with school aged children:

Group organisers are responsible to ensure that all those attending camp (students, teachers and leaders) are healthy and

- 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 or hotspots within Australia in the past 14 days

Students, teachers or leaders should NOT attend camp if they are sick or exhibiting symptoms of illness.

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.

If a participant arrives at camp and are exhibiting COVID-19 like symptoms they will be quarantined on arrival and required to be picked up by a care giver.

Luther Heights has the right to send any person home from camp if they are exhibiting symptoms of illness. Luther Heights has the right to refuse entry to the camp for anyone who refuses to comply with this COVID safe plan.

Luther Heights suggests that group organisers monitor the health of campers before boarding transport to the venue.

All visitors, including 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 Luther Heights Team will weekly sign a written declaration of the following 4 statements 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

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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 Luther Heights.

Measures to reduce the Impact of COVID-19 at Luther Heights Youth Camp

Record keeping & accommodating participants:

As is already standard procedure, Group organisers are required to provide details of all people (students, staff and leaders) attending camp.

Luther Heights will also maintain records of the accommodation, dining hall and activity space that each camper uses, while at camp.

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 Luther Heights. In the case of an infection on site, this register will be used to inform stakeholders. These records will be held inline with the COVID safe industry plan for Outdoor Education Providers (56 days).

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Contact Tracing

Luther Heights will retain records for 56 days to assist in contact tracing in case of a COVID 19 case. Luther Heights will provide the records to the relevant authorities as required.

These records will include

- The name of the group, date and venue used.
- The names of all campers, the accommodation and bathrooms used, and the activity group that they were in.
- The name and shifts the Luther Heights team worked, (and therefore the groups and campers they were in contact with).
- The names of all visitors to the site, the area they visited and the date and time they were onsite.

Contract Tracing – Campers. **Updated October 9 2020**

Luther Heights requires the following information for ALL adult campers including, leaders, teachers, and visitors.

Name, email address, mobile phone number. (or in the case of students, parents email and phone).

Schools attending need to provide a point of contact at the school who can provide the details of students attending.

This information will be held for 56 days as defined by the industry plan and passed onto public health officers as required.

Visitors

As a key strategy in keeping campers and team members safe Luther Heights has implemented the following visitor protocols:

- Any person who has symptoms related to COVID-19 are excluded from the program and or venue.
- Non-essential visits to the workplace should be cancelled or postponed, with Venue access restricted to essential visits and authorised personnel only.
- Visitors/Contractors/Delivery Drivers attendance should not be unannounced.
- Records of all Visitors/Contractors/Delivery Drivers at the Venue are maintained for a minimum of 56 days.
- Luther Heights has the right to refuse entry to the camp for anyone who refuses to comply with this COVID safe plan and has installed signs stating the same.

Cleaning & Hygiene:

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Luther Heights has a Site and cleaning team that is responsible for effective routine cleaning, with a focus on increased frequency of cleaning of high contact surfaces and communal facilities (including bathrooms, hallways, door handles, light switches).

The Luther Heights cleaning schedule has been reviewed to ensure each 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>

Simple Cleaning Summary:

Accommodation and halls will be cleaned and sanitised after each group. High touch points will be cleaned and sanitised more regularly.

The dining halls will be cleaned and sanitised after each service.

Activities with high touch points will be cleaned and sanitised after each group.

Access to a shower cleaning kit will be provided to adults, allowing cleaning after each use.

All cleaning and sanitising products used or provided, contain ingredients recommended for use by Queensland Health.

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Physical distancing School Aged Children

The QOEPCS industry plan states:

School-aged children from the same client group may exceed the base density of one person per four-square metres, however should maintain physical distancing protocols where possible.

And

Contact – full contact is permitted on the Field of Play in line with pre-COVID contact activities. At all other times, participants, coaches, officials, trainers and spectators are to observe physical distancing requirements and undertake sound hygiene practices as detailed in the relevant approved Industry COVID Safe Plan.

Luther Heights is operating under the above industry plan and accepts that physical distancing is not required for school aged children while participating in outdoor educational and recreational activities, in accommodation, dining and bathrooms.

School aged children will be encouraged to physical distance where practicable via the following strategies

- Education through site and dining room inductions
- Signage
- Luther Heights activity team reminders and management.
- Education and encouragement of teachers and leaders to implement physical distancing where practicable.

Physical distancing Adults

Luther Heights has implemented the following strategies to educate and encourage adults to social distance while on camp:

- Room capacity and physical distancing posters
- Floor markings.
- Barriers.
- Allocation of specific dining spaces for adults.
- Allocation of adult accommodation facilities in line with physical distancing guidelines.
- Instruction to group leaders that adults are expected to practice physical distancing while on camp.
- Staff (adults) only toilets at each venue have be labelled and group leaders and Luther Heights team instructed of their location and suitable usage.

Accommodation and room capacity for adults (including teachers and leaders accompanying school groups) has been defined according to the base density requirement defined by Qld Health.

Physical distancing while at camp is everyone's concern and everyone's responsibility.

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Exclusive Use ALWAYS.

All bookings at Luther Heights will have exclusive use of dining and activity halls, accommodation, and bathrooms for the duration of their stay. Exclusive use means no group attending Luther Heights will share facilities or amenities.

(if for any reason a dining hall is shared, to comply with the COVID safe industry plan will Luther Heights ensured the dining hall is cleaned before and after use.)

The natural topography of site and design of the buildings at Luther Heights allows physical separation of groups. Where this is not the case (between The Ridge Dining Hall and Cross Ridge) easily identified physical barriers, locked doors and camper education will ensure that students, teacher and leaders from different camp groups do not mingle.

Each group will be allocated a green play space that is their exclusive use. Some play space will be separated from others using installed physical barriers.

According to the QOEPCS industry plan attending groups must not exceed 100 people including school aged children, teachers and leaders. Luther Heights will achieve this through its booking process and clear communication with groups.

All campers are instructed to bring their own bed linen and pillow. In the event that campers need linen, Luther Heights will arrange a hire set that is then returned at the end of the stay to be laundered.

Where relevant Luther Heights will share the following information with groups before arrival:

- This operational plan.
- The Queensland Outdoor Education Providers Industry COVID safe plan.
- The Retail food services industry COVID safe plan.
- The COVID Safe Plan for Outdoor Recreation Activity Providers.
- A map of the exclusive venue they have booked, highlighting the boundaries of their exclusive space.
- A floor plan of the accommodation and bathrooms.
- The “Before you arrive” document
- The “COVID relevant information and requirements of Group Coordinators” document.
- The “Group Coordinator Health declaration” document.
- Arrival and departure times.
- The camp program, including activities, group names, and meal times.
- Risk assessments for activities.

Hand Hygiene and Respiratory Hygiene.

As a key strategy in keeping campers and team members safe, Luther Heights has implemented the following hand and respiratory hygiene protocols:

- “How to wash your hands” signage at all bathroom and hand washing facilities

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- Installed 4 new hand wash stations.
- Installed paper towel dispensers in all bathrooms.
- Provided and installed hand sanitiser stations at the entry of all hall spaces
- Updated activity standard operating procedures to include, sanitising hands before and after each activity.
- Activity leaders will carry or have at their disposal hand sanitiser.
- Added a hand washing and “coughing into your elbow” demonstration to the group induction.
- Luther Heights Team members have had training in correct hand washing techniques.
- Luther Heights team members have completed COVID Safe training including course provided by TAFE Qld. Topics include correct hand washing and “managing a cough” techniques.
- Tissues are available in all dining and activity hall areas.

Food preparation and service:

Food Preparation will be subject to the *Retail Food Services Industry COVID Safe plan*.

https://www.covid19.qld.gov.au/_data/assets/pdf_file/0034/129967/industry-covid-safe-plan-retail-food-services.pdf

As a key strategy in keeping campers and team member safe Luther Heights has implemented the following food service hygiene protocols:

- Groups are instructed that hand washing will be required from all participants and staff before entering food service areas (as per normal practice)
- Hand sanitizer is available at each food service area.
- All food will be served by Luther Heights 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.
- All re-usable cutlery and crockery will be washed using commercial dishwashers.
- Meals could be packed meals which can be eaten remotely and outdoors if required to minimise site movement for meals.
- Condiments will be single-serve packets unless served by dedicated server.
- Each dining hall will be cleaned and sanitised at the conclusion of each meal.
- Separate areas in the dining halls are marked to enable adults to physical distance during dining.
- Floor markers are installed to encourage physical distancing during service.
- Luther Heights team members have completed COVID Safe training including course provided by TAFE Qld.
- The number of Luther Heights team members rostered to serving a group will be limited to the smallest number possible.

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Outdoor Education Activities

The QOEPCS industry plan states:

School-aged children from the same client group may exceed the base density of one person per four-square metres, however should maintain physical distancing protocols where possible.

And

Contact – full contact is permitted on the Field of Play in line with pre-COVID contact activities. At all other times, participants, coaches, officials, trainers and spectators are to observe physical distancing requirements and undertake sound hygiene practices as detailed in the relevant approved Industry COVID Safe Plan.

As a key strategy in keeping campers and team members safe Luther Heights has implemented the following activity hygiene protocols:

- All activity Standard Operating Procedures (SOP's) have been updated to include
 - Hand sanitising at the beginning and end of each activity.
 - Suitable sanitisation of equipment, including increased sanitisation of high touch points.
- Luther Heights and each client group agree on the activities being run before arrival with activity changes implemented at the client's request.
- Luther Heights facilitators will be assigned to a camper group and remain their facilitator for the duration of their program wherever possible. They will meet their group at their designated place at the commencement of each session. Luther Heights will maintain records of activities operated and the Luther Heights team worked with that group.

Vehicles

Vehicles are only ever operated by Luther Heights team members. Each vehicle contains sanitization wipes and Luther Heights team have been instructed to sanitise the touch points (e.g. steering wheel, gear selector, hand break and door handle) each time they exit the vehicle.

Suspected Case Response

Where a camper shows symptoms of COVID-19:

- The Luther Heights team will work with the group organiser to facilitate the isolation pick-up of the camper as soon as practically possible.
- A room suitable for isolation will be made available and the camper given a suitable level of care until pick up. Tissues, rubbish bin, hand sanitiser and a facemask will be provided.
- Once vacant, the room used for isolation will be cleaned and sanitised completely.

Confirmed Case Response

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Where a camper is a confirmed COVID-19 case, Luther Heights work with the groups and leaders involved to enact the following protocols:

- The Luther Heights team will work with the group organiser to facilitate the isolation pick-up of the camper as soon as practically possible.
- A room suitable for isolation will be made available and the camper given a suitable level of care until pick up. Isolate those persons effected.
- Notify - Report confirmed cases to the Department of Housing and Public Works and follow direction of authorities.
- Trace – Prepare attendance information and provide to health authorities to support contact tracing.
- Inform - Persons that have been in contact with confirmed case to isolate for 14 days and seek medical attention if symptoms are shown.
- Once vacant, the room used for isolation will be cleaned and sanitised completely.
- Return to business once it is safe to do so.

Luther Heights Team Member Training and Education

As a key strategy in keeping campers and team members safe Luther Heights has implemented the following activity training and education protocols for team members:

- Team members have been 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).
- Team members have been 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.
- Activity team members have had up to date training on the SOP's for activities.
- Team members have completed COVID safe training provided by TAFE Qld.
- Cleaning team members have received training inline with Worksafe guidelines, including how to safely clean areas that have housed someone infected with COVID-19.
- Team members are encouraged to check in with campers and team members alike to see if they are "ok" and generally have a chat about how they are going.
- Have been educated in the importance of physical distancing at lunch times and debrief times.

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COVID-RELEVANT INFORMATION AND REQUIREMENTS OF GROUP COORDINATORS

Luther Heights operations are informed by the COVID-Safe Industry Plan for the Outdoor Education Industry.

To comply with the industry plan and operate in a COVID-SAFE manner, Luther Heights Youth Camp requires your help to implement the following protocols:

Attending groups must not exceed 100 people including school aged children, teachers and leaders.

Bookings of over 100 can attend camp if willing and able to split into two completely separate camps who will not be permitted to mingle for the duration of camp.

Each camp will have exclusive access to their own accommodation, hall and dining space for the duration of camp to avoid mingling

Adults (above school aged) are required to maintain social distance during camp and adult room density is mandated by the State Government of 2sqm.

Only Healthy campers come to camp:

This is your most important responsibility: to ensure that all those attending camp (students, teachers and leaders) are healthy and

- 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

Students, teachers or leaders should NOT attend camp if they are sick or exhibiting symptoms of illness.

We encourage you to be vigilant about who comes to camp right up until you hop on the bus or in the car.

Luther Heights has the right to send any student, teacher or leader home from camp if they are exhibiting symptoms of illness. Luther Heights has the right to refuse entry to the camp for anyone who refuses to comply with this COVID safe plan.

Water bottles:

Individual water bottles are essential equipment for camp. Please ensure every camper has their own water bottle and minimise the use of single-use drink containers to assist the environment. Please advise members of your group that a labelled water bottle is essential on “what to bring” lists.

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Importance of the “Group name list”:

Luther Heights already requires a list of all people attending camp for its fire safety policy.

This register will also be used to assist health authorities to conduct contact tracing if required. It is therefore essential that campers understand once they are assigned to a room/ area or bed, they are not to swap or change.

Activity group registers will be used to assist contact tracing, including which Luther Heights team members interacted with individual groups, and which activities have been accessed for full clean purposes. A list of participants in each activity group needs to be kept if contact tracing is required.

Contract Tracing – Campers. Updated October 9 2020

Luther Heights requires the following information for ALL adult campers including, leaders, teachers, and visitors.

Name, email address, mobile phone number. (or in the case of students, parents email and phone).

Schools attending need to provide a point of contact at the school who can provide the details of students attending.

This information will be held for 56 days as defined by the industry plan and passed onto public health officers as required.

Designated servers

As usual most of the food service will be conducted by Luther Heights team members. Measures are in place to ensure no shared use of utensils. Luther Heights may ask group coordinators to provide “designated servers” at mealtimes to assist with some aspects of food service (eg pouring milk from a jug on cereal at breakfast).

Pick-ups in the case of illness:

If a camper starts to exhibit symptoms of COVID, the priority will be to facilitate their departure from the venue. Luther Heights will require your guidance, assistance and urgency in making this happen.

STRICT Arrival and Departure times

To ensure that there is no group cross over and therefore exposure, Luther Heights has implemented VERY strict arrival and departure times. Please work with your transport provider and your leadership team to facilitate this requirement. **Luther Height is unable to offer ANY flexibility from the stated arrival and departure times.** This includes teachers/leaders arriving early or departing late.