

GUIDANCE NOTE: **HOSPITALITY SECTOR**

DEALING WITH A POSITIVE COVID-19 CASE AT YOUR ACCOMMODATION VENUE



Situation

Your accommodation venue is notified that someone staying at your premises has tested positive to COVID-19 or is a close contact of a case of COVID-19.

You are notified by either Public Health or the person themselves. This may occur regularly so you must be prepared to manage it.

Response

You will need to manage any cases or contacts according to the control measures outlined in your COVID-19 Safety Plan.

Other matters to do include:

- ▶ work out who at your venue may have come into contact with the infected person. Public Health will help you as part of their contact tracing procedures
- ▶ Public Health will identify who may need to go into quarantine, such as workers, other guests, and even yourself. Consider what contingencies you may need to have. You may need to have additional workers to call on
- ▶ ensure that workers and others coming to your premises once the case is identified are protected. Consider making the wearing of masks mandatory at this time. Review your other protective control measures and procedures to reduce further risks of COVID-19 transmission
- ▶ close off the areas where you know the infected person was until you can clean and disinfect them
- ▶ provide refresher training to your workers on cleaning procedures. Remember it should be the same process that you apply each day but more thorough
- ▶ Public Health will work with you to determine whether your premises is suitable to isolate a case of COVID-19 or quarantine a close contact. Cases of COVID-19 will generally be moved to a Community Case management Facility
- ▶ if a person diagnosed with COVID-19 leaves your venue, consider arranging contactless check out
- ▶ a contact of a case of COVID-19 may continue to stay at your venue. While you are not running a quarantine facility and the obligations to comply with quarantine requirements rests with the contact, try to reduce the opportunity for any interaction with workers and other guests while they are at your premises. Look at how you provide them with food and other basic requirements associated with their stay. Implement cleaning and disinfectant procedures for handling items used by them
- ▶ when a person diagnosed with COVID-19 leaves your venue, thoroughly clean the room and areas they have occupied
- ▶ you should not need to close your business as only those people identified as a close contact require quarantine. A close contact is anyone who has had face-to-face contact with someone with COVID-19
- ▶ Public Health will identify those people who will need to go into quarantine. Public Health will provide information to workplaces, including instructions isolation and quarantine. See [coronavirus.tas.gov.au](https://www.coronavirus.tas.gov.au) for up-to-date information on quarantine
- ▶ You must notify WorkSafe Tasmania when it is confirmed that someone has contracted COVID-19 through carrying out work and: the person dies; or the person requires treatment as an in-patient in a hospital; or the reason the person contracted COVID-19 is reliably attributable to carrying out work that involves providing treatment or care to a person; or involves contact with human blood or body substances. In this case, the carrying out of work must be a significant contributing factor to the infection being contracted. You must notify WorkSafe Tasmania immediately after you become aware of the situations. Call WorkSafe Tasmania on 1300 366 322 or submitting an online notification at [worksafe.tas.gov.au](https://www.worksafe.tas.gov.au) (search for 'notify').