

		SPOC PLANNING Operation Soteria Phase II Grand Chancellor & Brady Hotels Date 17 July 2020 - ongoing			Duty Code: K6 R/OT Emergency Response Other
SITUATION	MISSION - OUTLINE	EXECUTION	ADMIN & LOGISTICS	COMMUNICATIONS	SAFETY
<p>Background:</p> <p>As heightened measures to curb the spread of the Covid-19 virus, the Prime Minister has directed that all passengers returning to Australia from international destinations undergo 14 days enforced quarantine. To further reduce this spread an offer has been made to house COVID positive people within the community at designated hotels.</p> <p>Residents at the hotels are under the following directions & orders:</p> <ol style="list-style-type: none"> 1. Diagnosed Persons & Close Contacts Direction, OR 2. Direction & Detention Notice (International travellers or maritime) <p>There is a difference between a Notice & a Direction about what the resident can do, advice is to be sought from the onsite DHHS Team Leader or Authorised Officer (AO).</p> <p>Residents may have issues of mental health, may be from non-English speaking backgrounds &/or from war-torn countries with a fear or distrust of uniform or authority.</p> <p>“Operation SOTERIA Phase II” has DHHS as Incident Controller and Police in a support role only. Other stakeholders include Alfred Health (AH), respective hotel staff and others as required.</p> <p>DHHS Structure:</p> <p>A DHHS Team leader will be present between 0700 & 2200hrs, with an AO present 24/7. In the absence of a DHHS Team Leader the AO is in charge. The DHHS Team Leader is the primary point of contact for Police at both hotels.</p> <p>Designated Hotels</p> <p>Grand Chancellor, 131 Lonsdale St, Melbourne & Brady Hotel, 30 Little La Trobe St, Melbourne. Novotel South Wharf 7 Convention Centre Pl, South Wharf</p> <p>Risk Assessment</p> <p>Refer to Risk Assessment - to be compiled.</p> <p>Human Rights</p> <p>Charter of Human Rights & Responsibilities Act 2006. Police instructions and activities in this operation will ensure that all actions are proportionate to the circumstances of the overall operation and to particular circumstances. The overall aim is to ensure human rights are maintained by minimising the impact on members of the public.</p>	<p>Mission</p> <p>Victoria Police's mission for this operation is to safely provide a police presence, to prevent community harm and reassure the community during this crisis. This will be achieved by:</p> <ul style="list-style-type: none"> •Ensuring compliance with CHO directions & notices at the two hotels. •To support the control agency DHHS, through visible policing and engagement activities within the two hotels. <p>Intelligence</p> <p>Refer to Intelligence Alert Document.</p> <p>DHHS Contacts:</p> <p>Grand Chancellor Team Leader MOB: REDACTED</p> <p>Authorised Officer MOB: REDACTED</p> <p>Brady Hotel Team Leader MOB: REDACTED Personal information</p> <p>Authorised Officer MOB: REDACTED Personal information</p> <p>Stakeholder Name: Grand Chancellor Duty Manager MOB: 0499 599 508</p> <p>Stakeholder Name: Brady Hotel Operations Manager Robert MOORE m: REDACTED Personal information</p> <p>Stakeholder Name: Novotel South Wharf Ops Manager REDACTED Personal information</p> <p>Media Strategy</p> <p>On call - Available on REDACTED Work in conjunction with the Police Commander for all Media in relation to this demonstration.</p>	<p>Command</p> <p>Police Commander Supt REDACTED 101 MOB: REDACTED</p> <p>Deputy Police Commander Insp REDACTED 150 MOB: REDACTED Personal information</p> <p>Sector 1 Commander Refer to daily Staffing matrix Mob: refer ICCS</p> <p>Sector 2 Commander Refer to daily Staffing matrix Mob: refer ICCS</p> <p>Policing Role</p> <p>Police will only be responsible for the security of two hotels (Brady & Grand Chancellor)</p> <p>To enforce the directions & detention orders of the Chief Health Officer (CHO)</p> <p>Will have a 24/7 presence at the entrance / exit / foyer of the hotels</p> <p>Will have roving patrols of floors to ensure compliance with CHO directions</p> <p>Will respond to community safety incidents as required</p> <p>Police will accompany nurses / other support agency staff or hotel staff to floors / rooms where there is an identified risk</p> <p>The following activities <u>are not</u> within the scope of the police role:</p> <p>*Searching of personal items or deliveries unless authorised by law</p> <p>*Escorting nurses / other agency staff of hotel staff to floors / rooms at all times</p> <p>Use of Force</p> <p>462A of the Crimes ACT 1958. Use of force forms to be submitted where required.</p>	<p>Briefing</p> <p>At nominated locations.</p> <p>EMT</p> <p>Police are to contact DHHS Team Leader at the commencement of AM & PM shift for DHHS to facilitate EMT on site.</p> <p>Debrief</p> <p>As directed by Command.</p> <p>Uniform</p> <ul style="list-style-type: none"> Operational uniform IOEV compulsory with hi-vis vest Patrol jacket Rain coats as required Baseball cap <p>Equipment</p> <p>Provided by members own stations –</p> <ul style="list-style-type: none"> Full OSTT including firearm Mini OC foam ASP Baton Portable radio with ear piece Notebook/Handcuffs PPE Safety Glasses <p>Vehicles</p> <p>Station vehicles</p> <p>Meals/Refreshments</p> <p>Meals supplied by each Hotel management. Nominated stand-down areas at each Hotel.</p> <p>Overtime</p> <p>Overtime is expected. All overtime to be approved by Police Commander</p> <p>Planned Resources:</p> <p>3 S/Sgts 12 Sgts - 9 ORs - Overall 24 (Not including Transit)</p>	<p>Communications</p> <p>Channel 01-01, Prefix: TBA</p> <p>Details:</p> <p>Sector 1 - Grand Chancellor Hotel Refer to Staffing Matrix</p> <p>Sector 2 - Brady Hotel Refer to Staffing Matrix</p> <p>Sector 2 - Novotel Refer to Staffing Matrix</p> <p>Transit Resources Transit - Sgt & TBA OR's</p> <p>Final Staffing Totals:</p> <p>0 Off - 3 S/Sgts 6 Sgt's - 30 OR's - Overall 36 (Not including Transit)</p>	<p>Safety Officers:</p> <p>Nominated Sgt at each Hotel - refer to Staffing Matrix</p> <p>Safety Briefing</p> <p>Safety briefing conducted by nominated Safety Officers.</p> <p>Protective Clothing / Equipment / PPE</p> <p>To be supplied by members stations unless otherwise informed.</p> <p>OH&S</p> <p>Refer COVID OH&S Directions</p> <p>Breaks to be taken at discretion of Zone Commanders</p> <p>To prevent cross contamination members are to be rostered in blocks where possible. Provision for equipment storage will be available at each Hotel with members to leave equipment between each shift.</p> <p>Injuries</p> <p>The Police Commander is to be immediately informed of any injuries to any member or other person as a result of police involvement. Should any serious injury or accident occur an ambulance is to be immediately called. The nearest Hospital for emergency treatment is the Royal Melbourne Hospital.</p>
Distribution List:		PEEC Other TBC	Police Commanders	SPOC Command	Police Communications
					Prepared by: SPOC PLANNING Approved By: Supt BYRT Nominate

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JOINING INSTRUCTIONS

PORT and TRANSIT SAFETY DIVISION

Operation SOTERIA Zone 2

Background.

Operation SOTERIA (Phase 2) commenced on Friday 17th July 2020 with sworn Victoria Police members and Protective Services Officers (PSO) deployed to Grand Chancellor Hotel and Brady Hotel, situated in the Melbourne CBD. Both hotels are being used as accommodation for COVID positive persons and/or close contacts, currently under a direction order.

Mission

Victoria Police's mission being; to provide a security and safety overlay in support of the Control Agency, the Department of Health & Human Services (DHHS).

Operation SOTERIA will provide security and safety in managing the following locations:

- Grand Chancellor Hotel – 131 Lonsdale St Melbourne
- Brady Hotel – 30 Little Latrobe St Street, Melbourne
- Novotel Hotel – 7 Convention Centre Place, South Wharf

All personnel must undertake their duties within Zero Harm, with health and safety being the priority.

MASKS MUST BE WORN AT ALL TIMES AND ENSURE SOCIAL DISTANCING PROTOCOLS, MIN 1.5 M

WIPE DOWN ALL SURFACES WITH SANITISING WIPES AFTER ANY USE

ACCESS to INFORMATION	All information including that relates to response to COVID19 can be obtained via the COVID19 Hub Intranet Page.
RESOURCES	<ul style="list-style-type: none"> • Resources are from PORT and Transit Safety Division. • Uniform and PSO members

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PPE will be internally supplied on site, masks, gloves, glasses, sanitiser. There will be a safety briefing prior to deployment at the respective workplaces followed by a further briefing at the hotel you have been deployed to. The following is the protocol for when arriving at each hotel:

Grand Chancellor Hotel – On arrival

- Members will park their vehicles to be discreet (not immediately outside the building and no more than two cars parked next to each other) and remain in their vehicles.
- Notify the Zone Commander (M: REDACTED Personal information) of your arrival
- Upon notification of a green status, members will begin to enter the building.
- Members will apply full PPE prior to exiting vehicles and approaching the building.
- Enter via the front door (from Lonsdale Street), with no more than two (2) members entering the foyer at the one time and sanitise hands.
- Present to health official stationed at the entry point, provide full name and contact phone number for recording on the health log.
- Temperature check and COVID questions will be asked by the Health Official.
- After initial screening, members will remove their PPE, placing all items in the biohazard bin located at the base of the stairs. Members will apply a fresh face mask and immediately proceed to the designated green zone on level one, via the stairs.
 - Further safety briefing (delivered by the designated Victoria Police Safety Officer).
 - Operational Briefing (refer to separate document)
 - Building familiarisation and evacuation briefing.
- Members will don PPE, under the supervision of the Safety Officer, prior to leaving the 'green' zone and immediately proceed to their assigned duties.

**BRIEFING TIMES &
LOCATIONS**

Brady Hotel – On arrival

- Notify the Zone Commander (M: REDACTED) of your arrival
- Enter via the front door (from Little La Trobe Street), with no more than two (2) members entering at the one time and maintain adequate social distancing whilst proceeding through your initial health screening.
- Present to health official stationed at the entry point, provide full name and contact phone number for recording on the hotel log.
- Members will remove PPE when directed by the health official, placing all items in the biohazard bin located in the foyer area.
- Once approved to enter the building proper, members are required to immediately proceed to the designated green zone on the mezzanine level, via the fire escape stairs.
 - Further safety briefing (delivered by the designated Victoria Police Safety Officer).
 - Operational Briefing (refer to separate document)
 - Building familiarisation and evacuation briefing.
- Members will don PPE, under the supervision of the Safety Officer, prior to leaving the 'green' zone and immediately proceed to their assigned duties.

Novotel – On arrival

- Notify the Zone Commander (M: REDACTED) of your arrival
- Ask the Zone Commander where you should be met, level 5 (briefing) or 7 (police rooms)
- Enter via the front door on Convention Centre Place), enter via the GREEN zoned aisle (left) maintain adequate social distancing whilst proceeding through your initial health screening.

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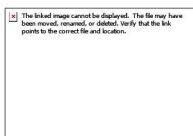
	<ul style="list-style-type: none"> • Present to health official stationed at the entry point, provide full name and contact phone number for recording on the hotel log. • Members will remove PPE when directed by the health official, placing all items in the biohazard bin located in the foyer area • Once approved to enter the building proper, members are required to don a face mask and immediately proceed to the lifts and go to floor 5 (only 2 members lift / time) using the GREEN labelled lift, do not use RED – exit the lift and follow the GREEN aisle on level 5 towards the rear • If required to attend level 7, use the GREEN lift to get to level 7 – use sanitising / PPE bay and notify the check in with Zone Commander • Only 3 members maximum in police room at any time <ul style="list-style-type: none"> ○ Further safety briefing (delivered by the designated Victoria Police Safety Officer) ○ Operational Briefing (refer to separate document) ○ Building familiarisation and evacuation briefing. • Members will don PPE, under the supervision of the Safety Officer, prior to leaving the 'green' zone and immediately proceed to their assigned duties. 																														
SAFETY	As per attached Safety Briefing Document. Wear PPE and maintain social distancing You will be briefed on Red and Green Zones You will thoroughly briefed on the decontamination procedure																														
DUTIES	As directed by the Police Forward Commander and Zone Commander																														
MEALS	<ul style="list-style-type: none"> • Meals are provided for this event. • Any dietary requirements are to be relayed to the PORT Planning Office or S/Sgt White at Transit for Transit members the day prior 																														
UNIFORM and EQUIPMENT	<ul style="list-style-type: none"> • Standard operational safety (OSTT) equipment • BWC are required to be worn and used • Safety glasses must be worn in red zones at all times • Masks and gloves are required for use – surgical masks supplied and are suitable 																														
COMMUNICATIONS	All members are to use channel TAC Channel 07-04 Operational Channel is 01 01 <ul style="list-style-type: none"> • Brady Hotel Orange Prefix • The Grand Chancellor Blue Prefix • Novotel Hotel Green Prefix 																														
VEHICLE PLAN	At the conclusion of shifts disinfect vehicles using wipes and spray.																														
OVERTIME	<p>Overtime, if required, will be authorised by the Forward Commander. The Project Code is EMOP38. The Project Name is COVID-19.</p> <table border="1"> <thead> <tr> <th>Details</th> <th>Sworn and PSO</th> <th>VPS</th> </tr> </thead> <tbody> <tr> <td>Overtime Override</td> <td>EMOP38@10.10</td> <td>EMOP38@10.60</td> </tr> <tr> <td>Availability</td> <td>EMOP38@10.30</td> <td></td> </tr> <tr> <td>Recall to Duty</td> <td>EMOP38@10.40</td> <td></td> </tr> <tr> <td>Change of Shift</td> <td>EMOP38@10.50</td> <td></td> </tr> <tr> <td>Personal expenses</td> <td>EMOP38@20.10</td> <td></td> </tr> <tr> <td>Catering expenses</td> <td>EMOP38@20.20</td> <td></td> </tr> <tr> <td>Health & Safety</td> <td>EMOP38@30</td> <td></td> </tr> <tr> <td>Legal Costs</td> <td>EMOP38@40</td> <td></td> </tr> <tr> <td>Other Costs</td> <td>EMOP38@50</td> <td></td> </tr> </tbody> </table>	Details	Sworn and PSO	VPS	Overtime Override	EMOP38@10.10	EMOP38@10.60	Availability	EMOP38@10.30		Recall to Duty	EMOP38@10.40		Change of Shift	EMOP38@10.50		Personal expenses	EMOP38@20.10		Catering expenses	EMOP38@20.20		Health & Safety	EMOP38@30		Legal Costs	EMOP38@40		Other Costs	EMOP38@50	
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RETURNS	Notify Zone Commander of any incident. Police Forward Commander to complete Return and forward to TPSC-POC-MGR.
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Operation SOTERIA Phase II 2020

Safety Officer Role and Expectations Guide

The following publication is designed to assist the safety officer as they perform their role at the Brady Hotel and Grand Chancellor hotel. It is not the intention to override and supersede any other publications such as the VPM, but to provide clarity and uniformity to the role.

The Safety officer (SO) will be responsible for the adherence to the following protocols by all members that are rostered to perform duties at the hotel to which they are assigned, your role is of extreme importance and vigilance is expected at all times. The SO will also ensure all safety incidents or issues are brought to the attention of the Deputy Police Forward Commander in the first instance and appropriate recording processes undertaken. In the event of a contamination, or potential contamination, the SO will provide assistance, support and direction to the affected members to ensure member welfare is prioritised and any further contamination is limited.

Commencement of Shift:

Ensure all members rostered for shift have enough PPE for their commute to and from the hotel, plus addition for anything unexpected.

There are two pelican cases at each hotel for decontamination procedures.

Arrival at Grand Chancellor Hotel

- Members will park their vehicles to be discreet (not immediately outside the building and no more than two cars parked next to each other) and remain in their vehicles.
- The shift supervisor will contact the Police Forward Commander who will relay the current status of the building as either; green or red.
- Upon notification of a green status, members will begin the process to enter the building.
- Members will apply full PPE prior to exiting vehicles and approaching the building.
- Enter via the front door (from Lonsdale Street), with no more than two (2) members entering the foyer at the one time and maintain adequate social distancing whilst proceeding through your initial health screening.
- Present to health official stationed at the entry point, provide full name and contact phone number for recording on the health log.
- Temperature check and COVID questions will be asked by the Health Official. Members will be refused entry to the building and returned to their work location if they present with flu-like symptoms or have recently undertaken a COVID test and are awaiting results.
- After initial screening, members will remove their PPE, placing all items in the biohazard bin located at the base of the stairs. Members will apply a fresh face mask and immediately proceed to the designated green zone on level one, via the stairs.
- Members will use sanitising station located to the right side of the stairs to sanitise their hands before entering the meeting room directly opposite the sanitising station.
- Once all members have proceeded through the initial health screening process, a shift briefing will be conducted. See below.

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- At the conclusion of the briefing, members will exit the meeting room. The designated Safety Officer (SO) will wipe down all touchpoints with alcohol wipes and dispose of same in the biohazard bin.

Members will don PPE, under the supervision of the Safety Officer, prior to leaving the 'green' zone and immediately proceed to their assigned duties.

Arrival at Brady Hotel

- Enter via the front door (from Little La Trobe Street), with no more than two (2) members entering at the one time and maintain adequate social distancing whilst proceeding through your initial health screening.
- Present to health official stationed at the entry point, provide full name and contact phone number for recording on the hotel log.
- Temperature check and COVID questions will be asked by Health Official. Members will be refused entry to the building and returned to their work location if they present with flu-like symptoms or have recently undertaken a COVID test and are awaiting results.
- Members will remove PPE when directed by the health official, placing all items in the biohazard bin located in the foyer area.
- Once approved to enter the building proper, members are required to immediately proceed to the designated green zone on the mezzanine level, via the fire escape stairs.
- Members will use sanitising station to sanitise their hands before entering the meeting room.
- Once all members have proceeded through the initial health screening process, a shift briefing will be conducting, including;
 - Further safety briefing (delivered by the designated Victoria Police Safety Officer).
 - Operational Briefing (refer to separate document)
 - Building familiarisation and evacuation briefing.
- At the conclusion of the briefing, members will exit the meeting room. The designated Safety Officer (SO) will wipe down all touchpoints with alcohol wipes and dispose of same in the biohazard bin.
- Members will don PPE, under the supervision of the Safety Officer, prior to leaving the 'green' zone and immediately proceed to their assigned duties.

Arrival at Novotel Hotel

- Members to park vehicles away from the front entrance for patients / guest arriving
- The shift supervisor will contact the Zone Commander (M: REDACTED) who will relay the current status of the building as either; green or red
- Ask the Zone Commander whether you are to attend briefing area on level 5 or direct to level 7 (police rooms)
- If level 7 request the Zone Commander have a member meet you at level 5 lifts
- Members to enter through the front entrance ensuring you enter via the green zone, left, and proceed through the health screening and dispose of / change your face mask
- Lifts are marked as green or red (only use green on arrival and never after being in the red zone without changing PPE / sanitising)
- Head towards the rear of the hotel on the left side, green, to the lifts at the rear
- Take the green lift to the 5th floor and proceed through the green walkway to the rear
- Take the green lift to the 7th floor
- Follow PPE protocols and notify the Zone Commander of your presence
- Only maximum of 3 persons per room at any given time
- Members to be further briefed;
 - Further safety briefing (delivered by the designated Victoria Police Safety Officer).

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- Operational Briefing (refer to separate document)
- Building familiarisation and evacuation briefing
- At the conclusion of the briefing, members will exit the meeting room. The designated Safety Officer (SO) will wipe down all touchpoints with alcohol wipes and dispose of same in the biohazard bin
- Members will don PPE, under the supervision of the Safety Officer, prior to leaving the 'green' zone and immediately proceed to their assigned duties

Safety Briefing:

At the Commence of your shift at the hotel, a short safety briefing should be conducted with all Victoria Police staff working at their respective hotels. Use this briefing to ensure all employees working are aware of your role.

Discussion topics:

- When and what PPE to wear
- Where to replenish PPE stock and disposal of used/soiled/contaminated PPE
- Designated zones within the hotel
- Maintain social distancing at all times of operational practicality
- Procedures around the arrival and departure of hotel patrons
- Building familiarisation and evacuation process
- Ascertain if all members on site have been briefed by health officials on site previously – if not, request safety briefing to be conducted by health official to relevant members
- Ensure every member who has not worked on site previously is provided PPE and safety briefing from clinical staff on site

During the shift:

Conduct regular welfare checks on all Victoria Police personal to ensure they are complying with safety instructions and have sufficient PPE to perform their duties. Check can be conducted in person or on the phone to minimise potential for exposure.

Incident Type	PPE to be worn	Change PPE	Decontamination	HR Form Required
Time spent in Green Zone	Full PPE*	No	No	No
Standing Down (Break)	Face mask	Yes	No	No
Transition from Red Zone to Green Zone	Full PPE*	Yes	No	No
Enter Red zone only (shared area)	Full PPE*	Yes	No	No
Enter Hotel Patrons Room	Full PPE*	Yes	Yes	No**
Physical restraint of hotel patron (PPE intact)	Full PPE*	Yes	Yes	Yes
Physical restrain of hotel patron (PPE damaged/dislodged)	Full PPE*	Yes	Yes	Yes

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Other situation determined to have put a member at risk of contamination	Full PPE*	Yes	Yes	Yes
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* Full PPE refers to face mask, disposable gloves and safety glasses

** HR Near Miss report to be submitted dependant on if restraint was required. Risk assessment should be conducted.

Definitions and flow charts

Close Contact

Close contact can be defined as:

- Entering a guest's room, for any period.
- 15 minutes or more face to face contact (less than 1.5 metres distance)
- Bodily fluid exchange (spitting, sneezing or coughing)
- Physical contact (use of force during an arrest)

As people currently residing at the hotel are either COVID positive or close contacts of a COVID positive person, it is imperative that members exercise caution and treat all hotel guests as potentially COVID positive.

To reduce the risk of contracting COVID-19 members MUST take the following precautions:

- Always wear full PPE (other than during a period of stand-down or whilst in the green zone)
- Always maintain social distancing requirements of 1.5 metres, where practicable unless operational response dictates otherwise
- Exercise regular hand hygiene and avoid touching your face, eyes, nose, mouth, without washing hands first.
- Remain vigilant and avoid complacency. Always hold one another accountable to these safety instructions.

If wearing full PPE correctly and adhering to the above safety instructions, you are at LOW-RISK of contracting COVID-19, with no need for testing at the completion of your deployment.

Zoning

- 'Green' Zone refers to the areas of the hotel where access is limited to staff and approved representatives of external agencies (including Victoria Police). Within the 'green' zone are staff facilities, meeting rooms and stand down areas which can be utilised by members when not performing operational duties. PPE must be removed and disposed of upon entry to the green zone and hand hygiene practices strictly adhered to.
- 'Red' Zone refers to all other areas of the hotel, where hotel guests have access or may transition through. This includes, but is not limited to:
 - Entry / Exit point
 - Hotel foyer
 - Lifts
 - Stairwell
 - Individual floors, corridors and rooms occupied by those currently staying at the hotel
 - Any other space that hotel guests may enter.

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Safe Removal & Disposal of PPE instructions:

- Remove disposable gloves taking care not to touch the outside of the gloves, and place in the bio-hazard bin.
- Sanitise hands before removing eyewear and face mask, disposing of the face mask in the bio-hazard bin.
- Sanitise hands and use available alcohol wipes to wipe over equipment belt, equipment and clothing. Dispose of alcohol wipe in the bio-hazard bin.

Members may then enter the meeting room or other stand-down area (within the confines of the green zone) for the period of their break.

If members choose to leave the building for any reason, the exit protocols (outlined below) and entry protocols (outlined previously) must be adhered to.

Incident Log

You are responsible for ensuring that the 'Member Incident Reporting Log' is maintained to capture all incidents that affect Victoria Police employees on site. See Member Incident Reporting Log' folder.

Evacuation Procedures

Ensure you familiarise yourself with the Evacuation procedures for your relevant hotel. In case of an evacuation you are to conduct your Safety Officer role with an extremely high level of vigilance, ensuring safety of all members at all times.

DECONTAMINATION PROCEDURE

Where a member(s) is/are deemed at high risk of contamination, or exposure, through physical contact (hands-on arrest); entering a guests room for any period; close contact with any guest whether suspected or confirmed COVID positive (refer to close contact definition above); or other circumstances determined to put the member at increased risk of contamination, a defined decontamination procedure MUST be followed. Flowcharts and documents are located in the relevant hotels information folder.

Grand Chancellor Hotel – 131 Lonsdale Street, Melbourne

- Notify a supervisor of the circumstances of the contamination and proceed immediately to the Decontamination Zone (Room 10, Level 2) via the guest lift
- The guest lift will be shut down and sanitised by hotel staff before being used again.
- Member to enter the decontamination room with all equipment, uniform and PPE items – one member at a time only.
- Member to remove PPE (following the **Safe Removal & Disposal of PPE** protocols)
- Sanitise hands.
- Use alcohol wipes to wipe over equipment belt and all OSTT equipment (whilst in scabbards) before removing OSTT equipment, utilising the available SLUD.
- If no SLUD available, remove the magazine from the firearm and leave the firearm holstered.

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- Remove all OSTT equipment and equipment belt, clean using alcohol wipes.
- Sanitise hands.
- Place OSTT equipment and equipment belt into first bio-hazard bag provided and label with member details (name and registered number) and time of incident.
- Place bio-hazard bag containing OSTT equipment and equipment belt into the pelican case provided.
- Use alcohol wipe to wipe down the outside of the pelican case.
- Sanitise hands.
- Use alcohol wipe to wipe over outer clothing, before removing outer clothing and placing in second bio-hazard bag.
- Sanitise hands.
- Shower and put on fresh, clean clothing (scrubs).
- Under no circumstances are the member(s) to leave the decontamination room wearing their contaminated uniform.
- Member exits the decontamination room – with pelican case and bio-hazard bag containing contaminated uniform.
- The Safety Officer will be waiting and accompany the member to be checked by the on-site health officer before being stood down.
- Dependent upon risk, the member may be required to self-isolate. If this is the case the member may be offered temporary accommodation to avoid returning home or may choose to return home and self-isolate. The member's supervisor will be responsible for assessing the circumstances against the **COVID-19 Employee Exposure Flowchart**, available via the COVID Hub.
- Member's contaminated uniform will remain with the member and is the responsibility of that member to wash in accordance with directions provided on the Intranet COVID-19 Hub.
- The SO is to take carriage of pelican case containing equipment and ensure labelled with members details and time / date and secured
- Ensure members are transported back to the office (members with any level of exposure are not contagious for approx. 4 days so there is no risk to other members)
- Ensure the pelican case is secured at the PORT/Station Equipment Issue Office, pelican case locked and clearly labelled with members details, time / date and the pelican case is left in situ for 72 hours pending being cleaned utilising the **Contaminated Equipment Protocol** as following:
 - Member tasked to clean equipment to wear full PPE at all times.
 - Designated area to be established within the work unit and bio-hazard bin provided.
 - Member to wipe down outside of the pelican case with alcohol wipes before opening the case and removing the bio-hazard bag.
 - Inside of pelican case to be wiped down with alcohol wipe and disinfected with Glen 20 spray.
 - Bio-hazard bag to be opened and each equipment item and belt to be wiped down and disinfected with Glen 20 spray.
 - Bio-hazard bag and used alcohol wipes to be disposed of in bio-hazard bin
 - Member to remove PPE, following **Safe Removal & Disposal of PPE** protocols and wash or sanitise hands thoroughly.
 - Member to apply fresh, clean PPE and return OSTT equipment to EIO.
 - Members belt to be retained in EIO until member returns from self-isolation.
- Depending on risk assessment will determine whether near reports are required to be submitted.

Brady Hotel – 30 Little La Trobe Street, Melbourne

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- Notify a supervisor of the circumstances of the contamination and proceed immediately to the Decontamination Zone (Room 107, Level 1) via the guest lift
- The guest lift will be shut down and sanitised by hotel staff before being used again.
- Member to enter the decontamination room with all equipment, uniform and PPE items – one member at a time only.
- Member to remove PPE (following the **Safe Removal & Disposal of PPE** protocols)
- Sanitise hands.
- Use alcohol wipes to wipe over equipment belt and all OSTT equipment (whilst in scabbards) before removing OSTT equipment, utilising the available SLUD.
- If no SLUD available, remove the magazine from the firearm and leave the firearm holstered.
- Remove all OSTT equipment and equipment belt, clean using alcohol wipes.
- Sanitise hands.
- Place OSTT equipment and equipment belt into first bio-hazard bag provided and label with member details (name and registered number) and time of incident.
- Place bio-hazard bag containing OSTT equipment and equipment belt into the pelican case provided.
- Use alcohol wipe to wipe down the outside of the pelican case.
- Sanitise hands.
- Use alcohol wipe to wipe over outer clothing, before removing outer clothing and placing in second bio-hazard bag.
- Sanitise hands.
- Shower and put on fresh, clean clothing (scrubs).
- Under no circumstances are the member(s) to leave the decontamination room wearing their contaminated uniform.
- Member exits the decontamination room – with pelican case and bio-hazard bag containing contaminated uniform.
- The Safety Officer will be waiting and accompany the member to be checked by the on-site health officer before being stood down.
- Dependent upon risk, the member may be required to self-isolate. If this is the case the member may be offered temporary accommodation to avoid returning home or may choose to return home and self-isolate. The member's supervisor will be responsible for assessing the circumstances against the **COVID-19 Employee Exposure Flowchart [Below]**, available via the COVID Hub.
- Member's contaminated uniform will remain with the member and is the responsibility of that member to wash in accordance with directions provided on the Intranet COVID-19 Hub.
- Ensure the pelican case is secured at the PORT/Station Equipment Issue Office, pelican case locked and clearly labelled with members details, time / date and the pelican case is left in situ for 72 hours pending being cleaned utilising the **Contaminated Equipment Protocol** as following:
 - Member tasked to clean equipment to wear full PPE at all times.
 - Designated area to be established within the work unit and bio-hazard bin provided.
 - Member to wipe down outside of the pelican case with alcohol wipes before opening the case and removing the bio-hazard bag.
 - Inside of pelican case to be wiped down with alcohol wipe and disinfected with Glen 20 spray.
 - Bio-hazard bag to be opened and each equipment item and belt to be wiped down and disinfected with Glen 20 spray.
 - Bio-hazard bag and used alcohol wipes to be disposed of in bio-hazard bin
 - Member to remove PPE, following **Safe Removal & Disposal of PPE** protocols and wash or sanitise hands thoroughly.
 - Member to apply fresh, clean PPE and return OSTT equipment to EIO.
 - Members belt to be retained in EIO until member returns from self-isolation.

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- Depending on risk assessment will determine whether near reports are required to be submitted.

Version Control

Version	Date	Description of changes
1.0	22/07/2020	Draft document created by A/Sgt (REDACTED Personal information) to ensure consistency of safety briefing, protocols and expectations to Op Soteria Phase II deployments
2.0	22/07/2020	Amendments made to ensure consistency with all related documents; Safety – Briefing Note, Safety Briefing, Decontamination Procedures and related documents – (REDACTED Personal information) – approved
3.0	23/07/2020	Addition of Incident Reporting heading (REDACTED)
4.0	05/08/2020	Addition of Novotel Hotel (REDACTED Personal information)

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Safe-T-Works

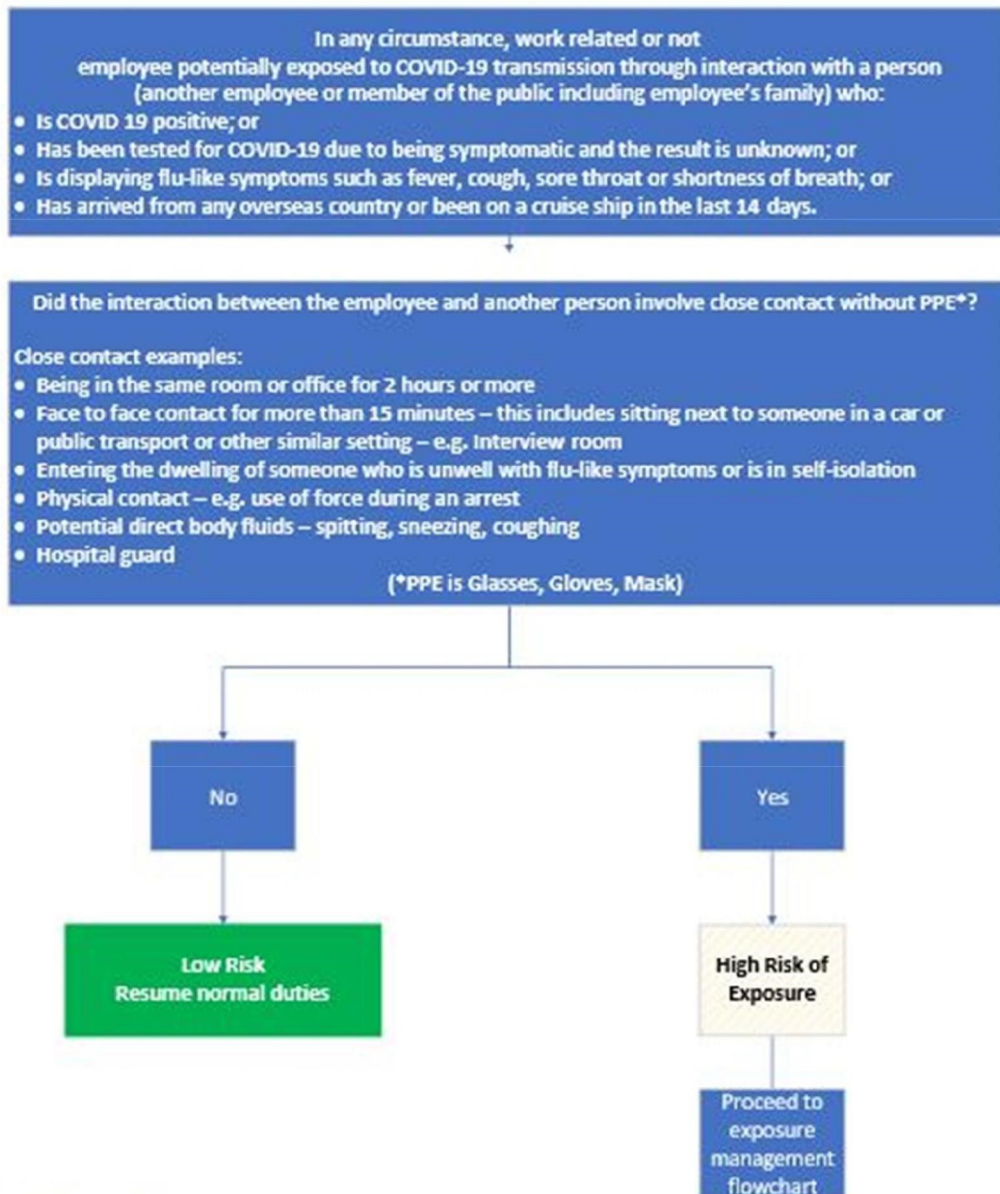
Safety Management System

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Victoria Police – Safety Instruction

COVID-19 Employee Exposure Assessment Flowchart

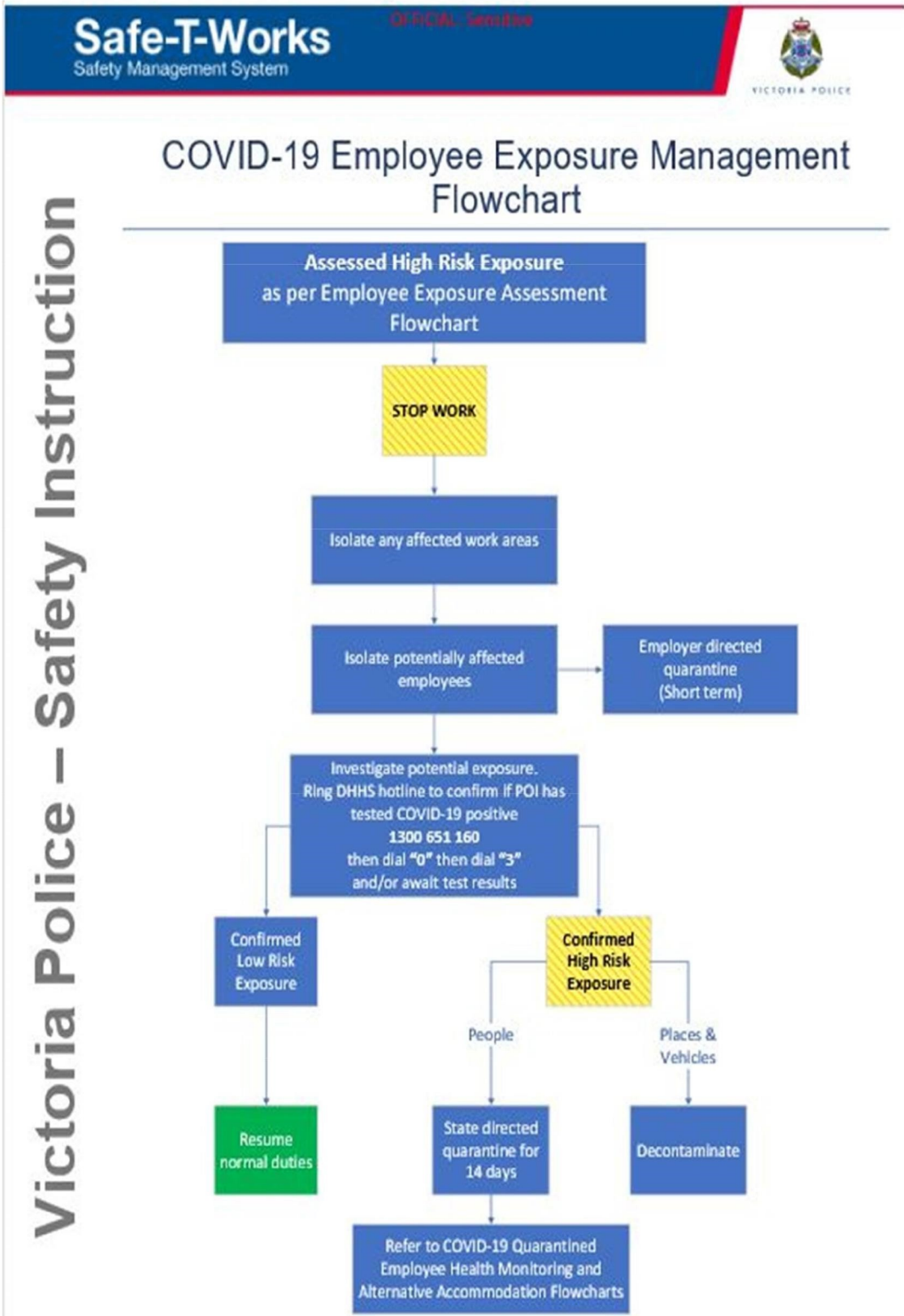


Further Information

More detailed safety information is available at the [Coronavirus \(COVID-19\) Hub](#)

Any queries or concerns please call the Coronavirus hotline via telephone on 8335 8800

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Safe-T-Works
 Safety Management System

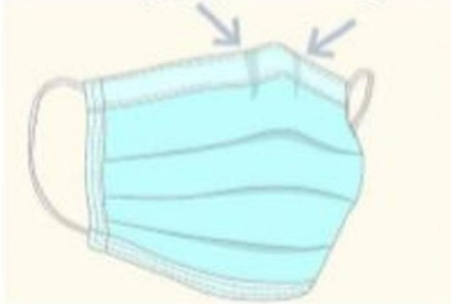
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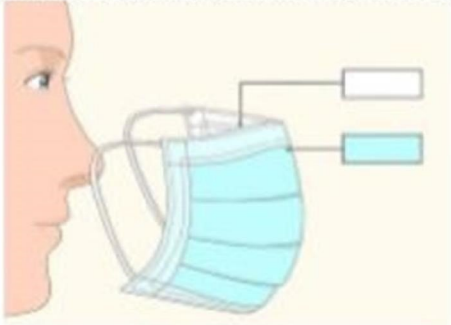
COVID-19 – Using Surgical Masks

How to put on a surgical mask

1. Find the top (stiff, bendable edge)



2. Find the front (usually the coloured side)



3. Tie as per manufacturer's instructions



4. Fit mask to nose and under chin



How to remove a surgical mask

1. Remove carefully by only touching the straps/ties. Do not touch the front



2. Place in bin (if possible, put it in a plastic bag first)



Victoria Police – Safety Fact Sheet

Further Information:

Surgical masks are single use and should not be worn for more than 4 hours. They must be replaced if they become damp or contaminated. Other safety information is available at the [Coronavirus \(COVID-19\) Hub](#)

Any queries or concerns please call the Coronavirus hotline via telephone on 8335 8800

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VICTORIA POLICE

Op SOTERIA Phase II – SAFETY BRIEFING
BRADY HOTEL
30 Little La Trobe Street, Melbourne

SITUATION

Brady Hotel is currently being used as accommodation for COVID positive persons.

DHHS is the control agency and Victoria Police, police and PSO's, are present to provide a security and safety overlay in support of the Control Agency. Victoria Police are supporting DHHS as the Control Agency.

Residents are present for a number of reasons but are required to self-isolate. The DHHS Authorised Officers are in charge of directions / detention and will determine action if a person wants to leave, Victoria Police will only act on the direction of the AO while in the confines of the hotel. DHHS Team Leaders are in charge of the hotel operations.

Residents may have mental health, substance abuse issues, may be from non-English speaking backgrounds and / or from war torn countries.

Every guest in the hotel are to be treated as though they are Covid-19 positive.

PPE (clinical staff on site should be requested to also brief members, particularly regarding how COVID is transmitted, incubation periods and testing periods)

Alfred Health supply all PPE on site, Victoria Police members must not bring their own PPE.

Members must socially distance at ALL times – minimum 1.5 meters distance from each other, internally and externally – supervisors to monitor social distancing practices.

Available PPE:

- Disposable glasses
- Masks
- Gloves
- Face shield (can be worn but must be with glasses and mask **not** as a substitute)

VP members whilst on patrol/on point **MUST** always wear full PPE, including gloves / masks / glasses PPE to be disposed of in yellow bins only. Hand sanitizer is to be used frequently.

HYGIENE

Hygiene stations are prominently located throughout the Hotel, at the main entrance and at the entrance to the Police Room. Use whenever you go past one. On initial entrance members will have their temperature taken and be provided a mask. Each time a member re-enters the Hotel, they are required to change their mask and sanitise their hands.

Always wipe down surfaces after using with alcohol wipes, particularly in the police rooms.

ZONES

Red Zone: This is presumed to be a contaminated zone. Full PPE **MUST** be worn in the event VP are required to enter this area.

Green Zone: This area is presumed to be free from contamination. All PPE used outside these zones **MUST** be discarded. Whilst in these zones a face mask **MUST** be worn.

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There are strict protocols for the use of lifts. Staff Lift is to be used to travel up to any floor. Once on a floor DO NOT USE THE STAFF LIFT TO LEAVE AS YOU HAVE NOW ENTERED A RED ZONE – lift up / stairs down

POLICE ROOM

Police room is located on level 1. To prevent cross contamination. Meals/drinks are only to be consumed within the Police Room or off site. Members are to ensure that they remove gloves and sanitize their hands prior to entry. At least one member to remain in room always.

EVACUATION PLAN (SAFETY OFFICER REFER TO EMERGENCY EVAC 'THE BRADY HOTEL')

In the event of an evacuation, the PFC will initiate the evacuation plan in consultation with DHHS, the evacuation plan will be activated internally. Police members provide security and safety to guests to the nominated evacuation point and ensure you wear full PPE and maintain social distancing. Manage the evacuation with the assistance of DHHS ensuring all people are accounted for and are secured. DHHS will facilitate relocating residents as required, provide as much assistance as required to support this process, you may need to call upon ND1 resources.

- All residents to egress through front doors if possible (if not, use rear) but only one exit
- Police facilitate orderly walk to evac point – social distance, full PPE (may require local units)
- 'Roll call' by DHHS of all residents
- Support DHHS in relocating residents if required
- Assess whether decontamination required of members

The evacuation point is at the walkway across Lt Latrobe Street, between the Metro Tunnel construction site, and the Aurora Apartments. *Note: Members will need to secure either end of this walkway at Latrobe Street, to prevent members of the public entering and coming into contact with COVID positive persons.*

DECONTAMINATION

Where a member(s) is/are deemed at risk of contamination, or exposure, through physical contact, close contact with any guest whether suspected or confirmed COVID positive, other circumstances determined to put the member at increased risk of contamination, including being present in a hotel room that has housed a guest. Members are to contact the PFC or SO on Channel 07-04 and state your current location. Do not leave your location unless instructed to do so. You will then be guided by the PFC or SO to the decontamination room. The decontamination will be explained to you if this occurs. **Police Decontamination Room: Level 1 Room 107. Swipe card for decontamination room held by SO.**

Nearest Hospitals:

St. Vincent's Hospital Melbourne
41 Victoria Parade, Fitzroy

Epworth Hospital
89 Bridge Road, Richmond

Royal Melbourne Hospital
300 Grattan Street, Parkville

Nearest Police Stations:

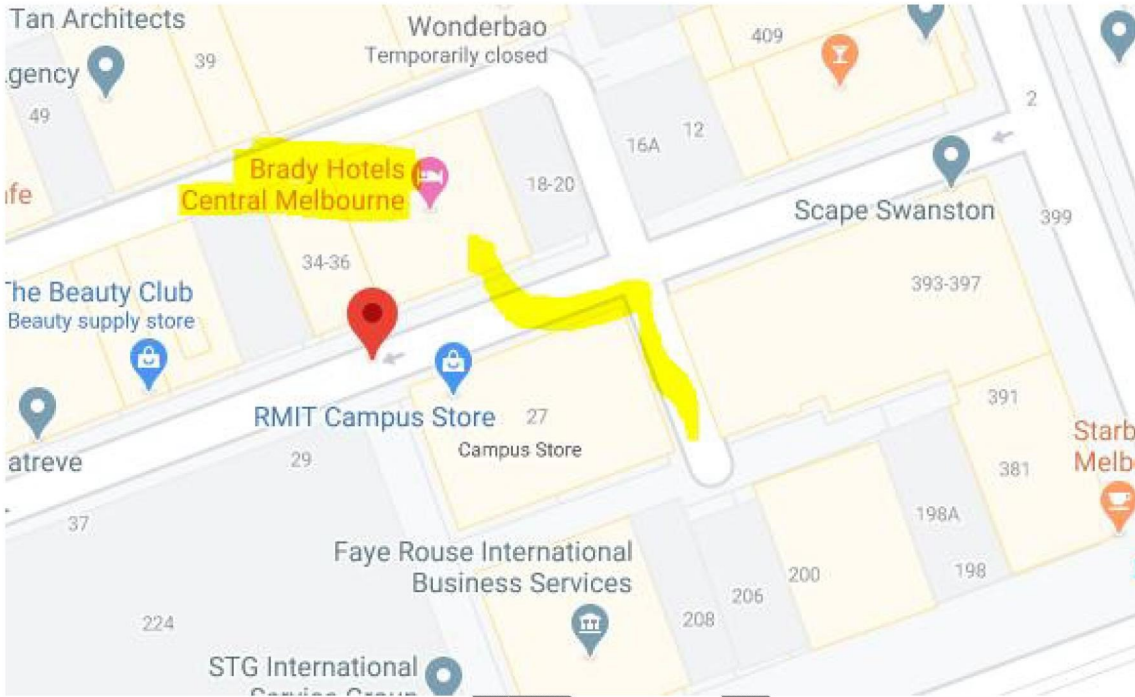
Melbourne East
202 Bourke St, Melbourne, Ph: 9637 1100

Melbourne West (Custody – call prior)
313 Spencer Street, Docklands, Ph: 8690 4444

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DRAFT

Version	Date	Description of changes
1.0	22/07/2020	Draft document created Sgt [REDACTED Personal information] and A/Sgt [REDACTED]
2.0	24/07/2020	Updated with decom locations, evac info ([REDACTED])



VICTORIA POLICE

Op SOTERIA Phase 2

Victoria Police Emergency Evacuation COVID-19 Overlay

The Brady Hotel

30 Little Latrobe Street, Melbourne

In the event of an evacuation, the following roles will apply;

- Police Forward Commander (PFC)
- Evacuation Manager (Zone Commander) (EM)
- Safety Officer (SO)

At the commencement of each shift, the PFC will ensure that the above appointed personnel are conversant in the Emergency Evacuation Plan for the Brady Hotel, along with the Victoria Police COVID-19 Emergency Evacuation Overlay.

EVACUATION

In the event of an emergency, evacuation will be requested by the Incident Controller.

In the event of evacuation of any or all levels at the Brady Hotel, the Victoria Police PFC and Evacuation Manager (EM) will contact the Hotel Shift Manager to activate the standing Hotel Evacuation Plan. The EM will co-ordinate the evacuation with the Hotel Fire Warden. The EM will obtain a copy of the full guest list and the Staff Sign On sheet from DHHS and arrange for all Staff to meet at the evacuation point.

The evacuation point is at the walkway across Lt Latrobe Street, between the Metro Tunnel construction site, and the Aurora Apartments. *Note: Members will need to secure either end of this walkway at Latrobe Street, to prevent members of the public coming into contact with COVID positive persons.*

COVID-19 OVERLAY

All Victoria Police Employees will apply PPE (minus overalls as per OSTT instructions) prior to any contact with guests. An Evacuation Kit is located in the main foyer of the Hotel, to the right of the reception counter.

Evacuation Kit Contents:

1. Disposable glasses
2. Masks
3. Gloves
4. Face shields
5. Full-body disposable overalls with hood

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Members are to immediately obtain and put on PPE in preparation for contact with COVID positive persons who will be leaving the hotel. Members are to then block Little Latrobe Street both east and west of the Brady Hotel, as well as the walkway across the road prior to Latrobe Street.

All guests are to be escorted by police to the evacuation point where the EM will account for all guests.

To minimise risk to the public, contact should be made with the Metro Tunnel construction site manager and Aurora apartment building management.

Metro Tunnel: Phone 1800 105 105

Aurora Apartments @ 29-63 Lt Latrobe Street (Managed by ACM Property Management)

Phone: (03) 9448 8236

After containing all guests DHHS staff will provide enough PPE for guests including full-body disposable overalls, disposable booties, face masks, disposable glasses, hand sanitizer and disposable gloves.

Assistance for traffic direction may be provided by NWM police units by placement of police vehicles only. NWM members are not to assist in manual escorting guests unless approved by the PFC and only if wearing appropriate PPE.

If guests cannot return to their accommodation, DHHS will activate an alternative accommodation plan.

Following the incident, Melbourne City Council is to be contacted in order to organise sanitation and cleaning of the affected area.

Melbourne City Council: Phone (03) 9658 9658 24hrs

Melbourne MERC: S/Sgt REDACTED
Personal Information – Melbourne East Police Station

Phone: REDACTED

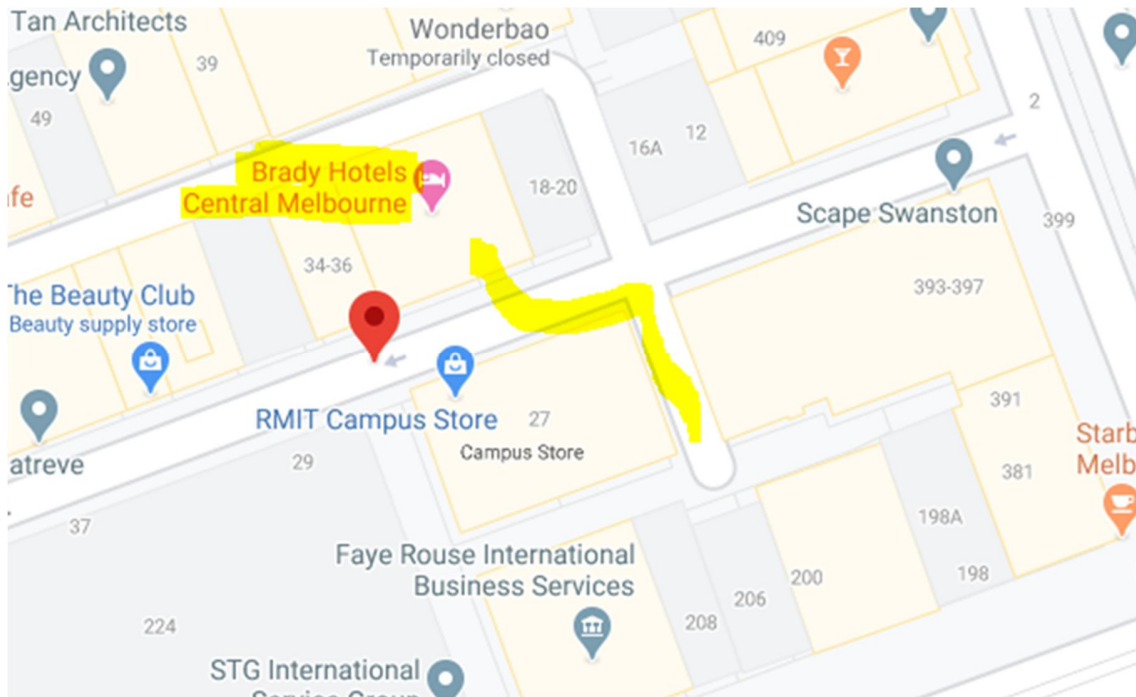
This plan is stored within the following drive: [\\pwwfp0005\tops\\$\TTSD\OR\GENERAL\OP SOTERIA\The Brady](\\pwwfp0005\tops$\TTSD\OR\GENERAL\OP SOTERIA\The Brady) This document has also been added to the Victoria Police PEEC application under the State COVID-19 2020 incident.

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VICTORIA POLICE



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DECONTAMINATION PROCEDURE : Grand Chancellor & Brady Hotel

- **Where a member is deemed at high risk of contamination, or exposure, through:**
- Physical contact (hands-on arrest);
- Close contact with any guest whether suspected or confirmed COVID positive (refer to close contact definition);
- You have been into a hotel room where a guest of the hotel is staying or has stayed and the room hasn't been cleaned; OR
- Other circumstances determined to put the member at increased risk of contamination, the defined decontamination procedure **MUST** be followed.

- Notify a supervisor and Proceed immediately to Decontamination Zone:
- **Grand Chancellor Hotel (Room 10, Level 2)** via the Guest (red) Lift.
- **Brady Hotel (Room 107, Level 1)** via the Guest (Red) Lift.
- **Novotel (Room 812 and 813, Level 8)** via the Guest (Red) lift

- Enter Decontamination room with ALL equipment, uniform and PPE items - one member at a time.

- Remove PPE (following the Safe Removal & Disposal of PPE protocols).

- Sanitise hands.

- Use alcohol wipes to wipe equipment belt and all OSTT equipment (whilst in scabbards), utilising the available SLUD. *If no SLUD available, remove magazine from the firearm and leave the firearm holstered.

- Remove all OSTT equipment and equipment belt and clean using alcohol wipes.

- Sanitise hands.

- Place OSTT equipment and equipment belt into the first bio-hazard bag provided and label with member details (name and registered number) and time of incident.

- Place bio-hazard bag containing OSTT equipment and equipment belt into pelican case provided. Use alcohol wipe to clean the outside of the pelican case.

- Sanitise Hands.

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DECONTAMINATION PROCEDURE : Grand Chancellor & Brady Hotel

- Use alcohol wipe to wipe over outer clothing. Then remove outer clothing and place in the second bio-hazard bag.

- Sanitise Hands.

- Shower and put on fresh, clean clothing - second uniform, civilian clothing or scrubs. Clean uniform or civilian clothing will be sourced by the affected members supervisor. *If not readily available, scrubs will be provided by DHHS.
- **UNDER NO CIRCUMSTANCES** are the member to leave the decontamination room wearing their contaminated uniform.

- Exit the decontamination room with pelican case and bio-hazard bag containing contaminated uniform.

- Safety Officer to accompany the member to be assessed by the on-site health officer before being stood down.

- Dependent upon risk:
- Member may be required to self-isolate. Member may be offered temporary accommodation to avoid returning home or may choose to return home and self-isolate. *Member's Supervisor is responsible for assessing the circumstances against the **COVID-19 Employee Exposure Flowchart**, available via the COVID Hub.

- Member's contaminated uniform will remain with the member, to be washed in accordance with directions provided on the Intranet COVID-19 Hub.

- Pelican case containing contaminated equipment to be returned to the work unit, secured in EIO for 72-hours before being cleaned utilising the **Contaminated Equipment Protocol**.

- **Contaminated Equipment Protocol**

- Member tasked to clean equipment to wear full PPE at all times.
- Designated area to be established within the work unit and bio-hazard bin provided.
- Member to wipe down outside of the pelican case with alcohol wipes before opening the case and removing the bio-hazard bag.
- Inside of pelican case to be wiped down with alcohol wipe and disinfected with Glen 20 spray.
- Bio-hazard bag to be opened and each equipment item and belt to be wiped down and disinfected with Glen 20 spray.
- Bio-hazard bag and used alcohol wipes to be disposed of in bio-hazard bin
- Member to remove PPE, following **Safe Removal & Disposal of PPE** protocols and wash or sanitise hands thoroughly.
- Member to apply fresh, clean PPE and return OSTT equipment to EIO.
- Members belt to be retained in EIO until member returns from self-isolation.

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(THIS IS DISPLAYED AS A POSTER IN THE DECONTAMINATION ROOM IN A3)

YOU ARE IN THE DECONTAMINATION ROOM, THIS MEANS THAT YOU HAVE:

- HAD PHYSICAL CONTACT (HANDS ON ARREST WITH COVID+ PERSON)
- CLOSE CONTACT WITH ANY GUEST
- BEEN INTO A HOTEL ROOM WHERE A GUEST OF THE HOTEL IS STAYING OR HAS STAYED AND THE ROOM HASN'T BEEN CLEANED

ENSURE YOU HAVE NOTIFIED A SUPERVISOR, THE ZONE COMMANDER

THE SAFETY OFFICER WILL PROVIDE YOU WITH ASSISTANCE AND SUPPORT

WHILE IN THE ROOM, ENSURE YOU FOLLOW THIS PROCESS STEP BY STEP:

- YOU HAVE ENTERED THE ROOM WITH ALL OF YOUR UNIFORM, OSTT EQUIPMENT AND PPE
- ONE MEMBER AT A TIME
- UNDER NO CIRCUMSTANCES CAN YOU LEAVE THE DECONTAMINATION ROOM WEARING CONTAMINATED UNIFORM
- REMOVE PPE FOLLOWING SAFE REMOVAL AND DISPOSAL PROTOCOLS
- SANITISE HANDS
- USE ALCOHOL WIPES TO THOROUGHLY WIPE DOWN EQUIPMENT BELT AND ALL OSTT EQUIPMENT, LEAVING EQUIPMENT IN THEIR SCABBARDS
- IF ISLUD AVAILABLE, SAFE UNLOAD
- IF ISLUD NOT AVAILABLE, REMOVE MAGAZINE AND LEAVE FIREARM IN HOLSTER – DO NOT REMOVE
- REMOVE OSTT EQUIPMENT FROM SCABBARDS ONE AT A TIME AND WIPE DOWN THOROUGHLY WITH ALCOHOL WIPES
- SANITISE HANDS
- PLACE OSTT EQUIPMENT AND BELT INTO BIO-HAZARD BAG, LABEL WITH YOUR DETAILS (NAME AND NO.) AND TIME / DATE
- PLACE BIO-HAZARD BAG CONTAINING OSTT EQUIPMENT INTO PELICAN CASE
- USE ALCOHOL WIPES TO CLEAN OUTSIDE OF PELICAN CASE
- SANITISE HANDS
- USE ALCOHOL WIPE TO THOROUGHLY WIPE OUTER CLOTHING
- PLACE CLOTHING IN SECOND BIO-HAZARD BAG, LABEL WITH YOUR DETAILS (NAME AND NO.) AND TIME / DATE
- SANITISE HANDS
- SHOWER
- PUT ON FRESH CLEAN CLOTHING (SCRUBS OR OTHER)
- EXIT THE ROOM WITH PELICAN CASE AND BIO-HAZARD BAG CONTAINING UNIFORM
- SAFETY OFFICER WILL ACCOMPANY YOU TO BE ASSESSED BY THE ONSITE HEALTH OFFICER BEFORE BEING STOOD DOWN
- POLICE FORWARD COMMANDER WILL CONDUCT A RISK ASSESSMENT ON YOU

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Reporting COVID-19 OHS incidents

Reporting COVID-19 Occupational Health and Safety (OHS) incidents

All COVID-19 incidents arising out of potential exposure to or infection by COVID-19 should be reported through the standard HR Assist [OHS Incident Reporting Process](#).

To support this reporting, new HR Assist COVID-19 incident descriptors are now available under **Activity at Time of Incident** and **Injury Type** dropdown lists – detail provided below.

When do I need to report?

- See the [Victoria Police COVID-19 Risk Exposure Assessment](#) tool for detail on when to report a COVID-19 incident.
- Operational duties involving dealing with the public, including arresting and restraining offenders, where COVID-19 may be a factor should continue to be reported under existing descriptors.

OHS Incident Notification COVID-19 descriptors

Activity at Time

- COVID-19 Spot Check
- COVID-19 Enforcing quarantine compliance

Injury Type

- COVID-19 Suspected
- COVID-19 Confirmed

COVID-19 incidents reported before 28 April will be updated with new descriptions by system administration.

For assistance with reporting an incident contact your [OHS Consultant](#) or email the [HR Assist - ENQUIRIES-MGR](#) PBEA.

POLICE FORWARD COMMANDER (SENIOR SERGEANT) ROLE AND EXPECTATIONS – OPERATION SOTERIA ZONE II

This is a brief overview of your role, ensure you read all the contents of the folder at each location to have an understanding of all processes. Ensure you always carry mobile phone [REDACTED] and hand it over to your relief.

You are the Police Forward Commander for Operation Soteria Phase 2. DHHS are the control agency.

Operation SOTERIA (Zone 2) commenced on Friday 17th July 2020 with sworn Victoria Police members and Protective Services Officers (PSO) deployed to DHHS managed hotels in the Melbourne CBD. The hotels are being used as accommodation for COVID positive persons and/or close contacts. Victoria Police's mission; to provide a security and safety overlay in support of the Control Agency, the Department of Health & Human Services (DHHS). Victoria Police and PSO resources are deployed to;

- Grand Chancellor Hotel – 131 Lonsdale Street, Melbourne
- Brady Hotel – 30 Little La Trobe Street, Melbourne
- Novotel Hotel – 7 Convention Centre Place, South Wharf

This environment is highly scrutinised and members must maintain professionalism, be extremely vigilant regarding safety, including PPE and social distancing, during deployment.

Duties being undertaken by Victoria Police & PSO resources at both locations are as follows:

- 24/7 presence at hotel entry / egress points
- Roving patrols of hotel floors currently occupied by those under a direction or detention order
- Response to issues of community safety that arise within the confines of the hotel
- Accompany health and / or hotel staff to rooms, where there is an identified risk, maintain a presence outside the room only unless absolutely necessary to enter it and
- Enforce the directions and detention orders of the Chief Health Officer, S.203

The following are not within scope of Victoria Police's deployment:

- Searching of personal items or deliveries unless authorised by law (search powers)
- Conducting door knocks or random checks on room occupants

The stakeholders on site include:

- DHHS staff, including Team Leaders
 - Team Leaders manage the hotel operations
 - Authorised Officers are in charge of directions / detentions and will determine action if a person wants to leave, Victoria Police will only act on the direction of the AO while in the confines of the hotel
- Corrections Victoria – in charge of the hotel operations
- Alfred health – provide clinical services and all PPE equipment (not supplied by VicPol) and CSO's (monitor every level)
- Spotless Security – conduct searches of personal items / deliveries
- Hotel staff – facilitate use of the hotel

Your responsibilities:

- Take charge and responsibility of police resources via the Zone Commanders
- Transition between all locations, minimum twice per shift
- Be present to observe and validate the safety and operational briefings being conducted whenever possible
- Reinforce safety practices at each location
- Be the primary point of professional and supportive consultation/negotiations with all agencies at each location
- Attend EMT's whenever possible
- Be visible, active and present yet ensure a discreet but supportive presence
- Maintain oversight of the Zone Commander Log – TTSD / OR / General / Op Soteria Phase II / 'hotel' / Incident Log
- Report issues to Deputy Police Commander – assess critical nature or urgency, if critical or urgent contact 24/7 (ICCS)
- Conduct a risk assessment according to COVID-19 Employee Exposure Flowchart of any members who have had any level of exposure

You have a dedicated Safety Officer and Zone Commander at each location.

Ensure all incidents, concerns, risks and other relevant information is recorded on the respective AM, PM and NS Senior Sergeants Op Soteria Synopsis and forwarded to TPSC-POC-MGR by no later than 2300 hours

ZONE COMMANDER (SERGEANT) ROLE AND EXPECTATIONS – OPERATION SOTERIA ZONE II

This is an overview of your role, ensure you read all the contents of the folder at each location to have an understanding of all processes. Always carry mobile phone **REDACTED** (Brady), **REDACTED** (Grand Chancellor) or **REDACTED** (Novotel).

You are the Zone Commander for Operation Soteria Zone II. DHHS are the control agency.

Operation SOTERIA (Zone 2) commenced on Friday 17th July 2020 with sworn Victoria Police members and Protective Services Officers (PSO) deployed to DHHS managed hotels in the Melbourne CBD. The hotels are being used as accommodation for COVID positive persons and/or close contacts. Victoria Police's mission; to provide a security and safety overlay in support of the Control Agency, the Department of Health & Human Services (DHHS). Victoria Police and PSO resources are deployed to;

- Grand Chancellor Hotel – 131 Lonsdale Street, Melbourne; and
- Brady Hotel – 30 Little La Trobe Street, Melbourne
- Novotel Hotel – 7 Convention Centre Place, South Wharf

This environment is highly scrutinised and members must maintain professionalism and be extremely vigilant regarding safety, including PPE and social distancing, during deployment. PPE is supplied on site by Alfred Health, do use VicPol PPE.

Duties being undertaken by Victoria Police & PSO resources at both locations are as follows:

- 24/7 presence at hotel entry / egress points,
- Roving patrols of hotel floors currently occupied by those under a direction or detention order,
- Response to issues of community safety that arise within the confines of the hotel
- Accompany health and / or hotel staff to rooms, where there is an identified risk, maintain a presence outside the room only enter if absolutely necessary (decontamination required if entered) and
- Enforce the directions and detention orders of the Chief Health Officer, S.203 as guided by Authorised Officer on site

The following are not within scope of Victoria Police's deployment:

- Searching of personal items or deliveries unless authorised by law (search powers)
- Conducting door knocks or random checks on room occupants

The stakeholders on site include:

- DHHS staff, including Team Leaders
 - Team Leaders manage the hotel operations
 - Authorised Officers are in charge of directions/detentions and will determine action if a person wants to leave, Victoria Police will only act on the direction of the AO while in the confines of the hotel (24 hour presence)
- Corrections Victoria – in charge of hotel operations
- Alfred health – provide clinical services and PPE equipment (not supplied by VicPol) and CSO's (monitor every level)
- Spotless Security – conduct searches of personal items / deliveries
- Hotel staff – facilitate use of the hotel

Your responsibilities:

- Take charge and responsibility of police resources at your location, deliver operational briefing
- Engage with stakeholders on arrival and discuss issues or risks identified for that shift
- Ensure an operational briefing is delivered – brief members on any identified risks or issues
- Support the Safety officer in reinforcing safety practices and assisting in the case of a decontamination or other issue
- Request a briefing be provided to members by DHHS Team Leader if members are new to the deployment for them to gain an understanding of DHHS role and expectations and clinicians regarding use of PPE and on site safety
- Be proactive about briefing external agencies on Victoria Police's role on site
- Be present for all on site meetings (EMT's) with external stakeholders
- Be the point of professional and supportive consultation / negotiations with all external agencies at each location
- Be visible, active and present yet ensure a discreet but supportive presence
- Report issues to the Police Forward Commander (phone **REDACTED**)

You have a dedicated Safety Officer Sergeant who must deliver the safety briefing every shift.

Maintain a log of ALL incidents at the venue, including briefings, attendance at meetings, identification of risk etc and record in G drive log – TTSD / OR / General / Op Soteria Phase II / 'hotel' / Incident Log – applying naming convention to doc as per instructions on log



OPERATION SOTERIA
ZONE II – BRADY HOTEL
OPERATIONAL AND SAFETY BRIEFING



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BRADY HOTEL OVERVIEW

14 LEVELS
136 ROOMS
10 ROOMS EACH FLOOR
FRONT ENTRANCE ON LT LATROBE STREET
REAR EXIT ON LITERATURE LANE

STAKEHOLDERS ON SITE:

- DHHS TEAM LEADERS
- DHHS AUTHORISED OFFICERS
- ALFRED HEALTH CLINICAL SERVICES AND PPE EQUIPMENT (NO VICPOL PPE ON SITE)
- CORRECTIONS VICTORIA ASSIST WITH MANAGEMENT AND SECURITY OF HOTEL
- SPOTLESS SECURITY CONDUCT SEARCHES ON PERSONAL ITEMS
- COMMUNITY SUPPORT OFFICERS (CSO'S) ON EACH FLOOR MONITORING
- HOTEL STAFF FACILITATE THE USE OF THE HOTEL

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MISSION

TO PROVIDE A SECURITY AND SAFETY OVERLAY IN SUPPORT OF THE CONTROL AGENCY, THE DEPT OF HEALTH AND HUMAN SERVICES (DHHS).

EXPECTATIONS

- BE VISIBLE, ACTIVE AND PRESENT YET ENSURE DISCREET BUT SUPPORTIVE PRESENCE TO STAKEHOLDERS
- ENVIRONMENT IS HIGHLY SCRUTINISED
- PROVIDE 24/7 PRESENCE AT HOTEL ENTRY AND EGRESS POINTS
- ROVING PATROLS OF HOTEL FLOORS OCCUPIED – ENGAGE WITH CSO'S ON EACH FLOOR
- ACCOMPANY HEALTH OR HOTEL STAFF TO ROOMS WHERE THERE IS AN IDENTIFIED RISK
- MAINTAIN A PRESENCE OUTSIDE THE ROOM ONLY, DO NOT ENTER UNLESS ABSOLUTELY NECESSARY
- ENFORCE DIRECTIONS AND DETENTION ORDERS OF THE CHO, S.203, AS GUIDED BY AO'S ON SITE
- REPORT ANY INCIDENTS OR ISSUES TO THE ZONE COMMANDER AND / OR SAFETY OFFICER

YOU ARE NOT TO:

- SEARCH PERSONAL ITEMS OR DELIVERIES UNLESS AUTHORISED BY LAW (SEARCH POWERS)
- CONDUCT DOOR KNOCKS OR RANDOM CHECKS ON ROOM OCCUPANTS

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SAFETY

THE SAFETY OFFICER IS THE NOMINATED FIRST AID OFFICER
FIRST AID KIT ON SITE
READ IN CONJUNCTION WITH OP SOTERIA ZONE II SAFETY BRIEFING

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OVERVIEW OF ZONES

- 'GREEN' ZONE REFERS TO THE AREAS OF THE HOTEL WHERE ACCESS IS LIMITED TO STAFF AND APPROVED REPRESENTATIVES OF EXTERNAL AGENCIES (INCLUDING VICTORIA POLICE). WITHIN THE 'GREEN' ZONE ARE STAFF FACILITIES, MEETING ROOMS AND STAND DOWN AREAS WHICH CAN BE UTILISED BY MEMBERS WHEN NOT PERFORMING OPERATIONAL DUTIES. PPE MUST BE REMOVED AND DISPOSED OF UPON ENTRY TO THE GREEN ZONE AND HAND HYGIENE PRACTICES STRICTLY ADHERED TO. ALWAYS WEAR A FRESH MASK WHEN ENTERING THE GREEN ZONE.
- 'RED' ZONE REFERS TO ALL OTHER AREAS OF THE HOTEL, WHERE HOTEL GUESTS HAVE ACCESS OR MAY TRANSITION THROUGH. THIS INCLUDES, BUT IS NOT LIMITED TO:
 - ENTRY / EXIT POINT AS MARKED
 - HOTEL FOYER
 - LIFTS
 - STAIRWELL
 - INDIVIDUAL FLOORS, CORRIDORS AND ROOMS OCCUPIED BY THOSE CURRENTLY STAYING AT THE HOTEL
 - ANY OTHER SPACE THAT HOTEL GUESTS MAY ENTER.

ALWAYS CHANGE PPE WHEN MOVING FROM RED - GREEN OR GREEN - RED

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SAFE PPE REMOVAL, DISPOSAL AND INSTRUCTIONS

- REMOVE DISPOSABLE GLOVES TAKING CARE NOT TO TOUCH THE OUTSIDE OF THE GLOVES, AND PLACE IN THE BIO-HAZARD BIN.
- SANITISE HANDS BEFORE REMOVING EYEWEAR AND FACE MASK, DISPOSING OF THE FACE MASK IN THE BIO-HAZARD BIN.
- SANITISE HANDS AND USE AVAILABLE ALCOHOL WIPES TO WIPE OVER EQUIPMENT BELT, EQUIPMENT AND CLOTHING. DISPOSE OF ALCOHOL WIPE IN THE BIO-HAZARD BIN.
- REPLACE FACE MASK

MEMBERS MAY THEN ENTER THE MEETING ROOM OR OTHER STAND-DOWN AREA (WITHIN THE CONFINES OF THE GREEN ZONE) FOR THE PERIOD OF THEIR BREAK
IF MEMBERS CHOOSE TO LEAVE THE BUILDING FOR ANY REASON, EXIT AND ENTRY PROTOCOLS MUST BE ADHERED TO

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ALWAYS WEAR A MASK

IF IT IS YOUR FIRST TIME WORKING ON SITE ENSURE YOU ARE BRIEFED BY CLINICAL / HEALTH STAFF
MAINTAIN SOCIAL DISTANCING AT ALL TIMES OF OPERATIONAL PRACTICALITY
WHERE TO REPLENISH PPE STOCK AND DISPOSAL OF
USED/SOILED/CONTAMINATED PPE
ALWAYS WIPE DOWN BENCHES BEFORE AND AFTER USING WITH ALCOHOL WIPES
IF YOU WEAR A FACE SHIELD YOU MUST WEAR GLASSES AND MASK UNDERNEATH
PROCEDURES AROUND THE ARRIVAL AND DEPARTURE OF HOTEL PATRONS
BUILDING FAMILIARISATION AND EVACUATION PROCESS
ASCERTAIN IF ALL MEMBERS ON SITE HAVE BEEN BRIEFED BY HEALTH OFFICIALS ON SITE PREVIOUSLY – IF NOT, REQUEST SAFETY BRIEFING TO BE CONDUCTED BY HEALTH OFFICIAL TO RELEVANT MEMBERS
ALL MEMBERS MUST INFORM THE SAFETY OFFICER OF ANY INJURY OR INCIDENT SO IT CAN BE REPORTED IN THE MEMBERS INCIDENT REPORTING LOG
ACCURATELY REFLECT TIMES AT LOCATION AND DUTIES, INCLUDING VEHICLE REGISTRATION ON EPDR'S – IN ORDER TO CONDUCT THOROUGH CONTACT TRACING AND SANITISING OF VEHICLES IF REQUIRED

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DECONTAMINATION

IF YOU HAVE ARE DEEMED TO BE AT HIGH RISK OF CONTAMINATION, OR EXPOSURE, THROUGH:

- PHYSICAL CONTACT (HANDS-ON ARREST)
- ENTERING A GUESTS ROOM FOR ANY PERIOD
- CLOSE CONTACT WITH ANY GUEST WHETHER SUSPECTED OR CONFIRMED COVID POSITIVE OR
- OTHER CIRCUMSTANCES DETERMINED TO PUT THE MEMBER AT INCREASED RISK OF CONTAMINATION

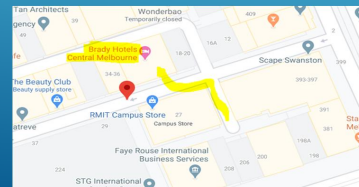
A DEFINED DECONTAMINATION PROCEDURE MUST BE FOLLOWED

- IMMEDIATELY NOTIFY THE SAFETY OFFICER
- PROCEED VIA THE GUEST LIFT TO LEVEL 1, ROOM 107 (ADDITIONAL ROOM UNDER NEGOTIATION)
- S.O. WILL MEET YOU THERE TO ENTER THE ROOMS
- FOLLOW THE INSTRUCTIONS INSIDE THE ROOM
- YOU WILL BE REQUIRED TO REMOVE YOUR EQUIPMENT, CLOTHES, SHOWER AND - SANITISE YOUR EQUIPMENT BEFORE LOCKING IT IN A PELICAN CASE AND CLEARLY LABELLING IT
- THIS DOES NOT MEAN YOU WILL CONTRACT COVID, IT IS SIMPLY THE PROCESS TO DECONTAMINATE YOUR CLOTHES AND EQUIPMENT ONLY
- CLINICAL STAFF ENTER ROOMS REGULARLY BUT ARE ABLE TO WEAR 'APRONS' TO AVOID HAVING TO DECONTAMINATE THEIR CLOTHES, WE ARE UNABLE TO WEAR APRONS (OSTI)
- YOU WILL BE PROVIDED SCRUBS TO WEAR BUT YOU MAY BRING SPARE CLOTHES TO LEAVE IN YOUR VEHICLE IN FUTURE
- YOUR RISK WILL BE ASSESSED
- THE SAFETY OFFICER WILL ASSIST YOU

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EVACUATION PROCEDURES (VICPOL ARE EVACUATION MANAGERS)

- IF IN THE EVENT OF AN EVACUATION THE ZONE COMMANDER WILL INITIATE THE EVACUATION PLAN IN CONSULTATION WITH DHHS AND WILL BE ACTIVATED INTERNALLY.
- S.O. WILL TAKE THE PPE EVACUATION KIT TO MAINTAIN PPE PROTOCOLS DURING THE PROCESS
- EVACUATION ROUTE IS THROUGH THE FRONT OR REAR, DEPENDENT ON WHERE THE RISK IS - USE ONLY ONE EGRESS POINT, HEAD ACROSS THE ROAD TO THE EXTENSION OF LITERATURE LANE
- CSO'S WILL MANAGE GUESTS EGRESS FROM FLOORS
- EVAC POINT FOR GUESTS IS IN LITERATURE LANE – OPPOSITE THE BRADY
- MAINTAIN SECURITY OF ALL GUESTS – ASSIST NURSES AND YOUNG CHILDREN / MOBILITY ISSUES
- POLICE ARE TO FACILITATE AN ORDERLY WALK OF ALL GUEST, TO THE EVAC POINT
- DHHS WILL UNDERTAKE A ROLL CALL OF GUESTS AND RELOCATION OF GUESTS IF REQUIRED
- S.O. WILL ASSESS IF DECONTAMINATION IS REQUIRED OF MEMBERS (UNLIKELY)
- ENSURE SOCIAL DISTANCING IS MAINTAINED AT ALL TIMES ALONG WITH FULL PPE ADHERENCE



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NEAREST HOSPITALS

ST VINCENTS HOSPITAL
41 VICTORIA PARADE, FITZROY

EPWORTH HOSPITAL
89 BRIDGE ROAD, RICHMOND

ROYAL MELBOURNE HOSPITAL
300 GRATIAN ST, PARKVILLE

POLICE STATIONS

MELBOURNE EAST POLICE STATION
202 BOURKE ST, MELBOURNE
PH: 9637 1100

MELBOURNE WEST POLICE STATION
313 SPENCER ST, DOCKLANDS
PH: 8690 4444

CUSTODY STATION THAT CAN TAKE COVID+ SUSPECTS – CALL PRIOR TO ATTENDING

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