

From: Kym Peake (DHHS)
Sent: Tue, 16 Jun 2020 23:28:41 +1000
To: Simon Phemister (DJPR)
Subject: Fwd: Stamford Plaza complex case - OMT

Simon,























FYI

Kym

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From: Simon Crouch (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Sent: Tuesday, June 16, 2020 11:00:55 PM
To: Simon Crouch (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Cc: Brett Sutton (DHHS) <[Personal Information]@dhhs.vic.gov.au>; Annaliese Van Diemen (DHHS) <[Personal Information]@dhhs.vic.gov.au>; Jason Helps (DHHS) <[Personal Information]@dhhs.vic.gov.au>; Jacinda de Witts (DHHS) <[Personal Information]@dhhs.vic.gov.au>; Annalise Bamford (DHHS) <[Personal Information]@dhhs.vic.gov.au>; Kym Peake (DHHS) <[Personal Information]@dhhs.vic.gov.au>; press (DHHS) <press@dhhs.vic.gov.au>; [Personal Information] (VICMIN) <[Personal Information]@minstaff.vic.gov.au>; Melissa Skilbeck (DHHS) <[Personal Information]@dhhs.vic.gov.au>; Annaliese Van Diemen (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Subject: FW: Stamford Plaza complex case - OMT

Dear all – please see the summary below I recently sent to Annaliese

Dr Simon Crouch BA MBBS MA MPH PhD FAFPHM
 COVID-19 Deputy Public Health Commander (Case, Contact and Outbreak Management)
 Health Protection Branch | Regulation, Health Protection and Emergency Management
 Department of Health and Human Services | 50 Lonsdale Street, Melbourne, Victoria 3000
 t. [Personal Information] | m. [Personal Information] | e. [Personal Information]
 w. www.dhhs.vic.gov.au |                      

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Dear Annaliese

Situation

We were notified this evening of a case who is a security guard at the Stamford Plaza Hotel – one of the Operation Soteria Hotels

Background

The case became unwell on 15 June and presented for testing at St Vincent's Hospital the same day – the result was notified on 16 June and the case represented to ED at St Vincent's. [Redacted] has been admitted overnight.

The case has worked as a security guard at the Stamford Plaza during [Redacted] infectious period on 13 and 14 June. [Redacted] also worked most days during [Redacted] acquisition period.

The case reports that a work colleague became unwell a few days ago and has been off work.

The case lives with [REDACTED] who [REDACTED] in housing commission accommodation in [REDACTED] [REDACTED] is symptomatic. [REDACTED]

An OMT meeting was convened this evening – Merrin Bamert, Jason Helps, [REDACTED] [REDACTED] attended.

Assessment

The likely acquisition source for this case is from a positive guest at the Stamford Plaza – either directly, via a contaminated environment or from an as yet unidentified staff case.

Actions

The OMT agreed to the following immediate actions:

1. Full clean of the hotel as soon as possible tomorrow – it was agreed that only staff who have worked in the past three days will be allowed on site to supervise the clean in order to minimise any ongoing risk. Following the clean all staff who have worked since 7 June will be stood down in the first instance and only new staff will be allowed to staff the hotel. This period will be reviewed tomorrow. Merrin Bamert to obtain all staff lists and rosters for this period. All identified close contacts of the case will be quarantined.
2. Arrange testing for all staff who have worked since 1 June – [REDACTED] to support this tomorrow.
3. Provide a letter for all staff who have worked at the hotel since 1 June – Simon Crouch to provide letter to Merrin Bamert for further dissemination. The letter will need to go to all DJPR staff, all DHHS staff, all hotel staff, all nursing/medical staff and all security staff.
4. The outbreak squad will revisit the hotel tomorrow – [REDACTED] to arrange.
5. Merrin Bamert to inform DJPR tonight.
6. Braedon Hogan to contact North East Division to inform them of the housing commission link (but no further actions required at this stage).
7. Media lines to be prepared.
8. Communications for residents of the hotel to be developed in the morning (to go out before any media)
9. Further investigation of the case, his movements, close contacts and exposures tomorrow.

Additional actions – we will ensure that the case's wife and children are quarantined, tested and provide with appropriate support. The case has been offered a room at a hotel following discharge from hospital tomorrow.

Thanks
Simon

Dr Simon Crouch BA MBBS MA MPH PhD FAFPHM

COVID-19 Deputy Public Health Commander (Case, Contact and Outbreak Management)
Health Protection Branch | Regulation, Health Protection and Emergency Management
Department of Health and Human Services | 50 Lonsdale Street, Melbourne, Victoria 3000

t. [REDACTED] | m. [REDACTED] | e. [REDACTED]

w. www.dhhs.vic.gov.au |  he/him

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From: Melody Bush (DHHS)
Sent: Sat, 30 May 2020 13:51:39 +1000
To: Rachaele E May (DJPR)
Cc: Merrin C Bamert (DHHS); Personal Information DHHS);DHHSOpSoteriaEOC
Subject: Product as discussed

Hi Rachaele

As discussed, the department can urgently procure 2 x cleaning products

1. Acti Chlor plus (tablets)
2. Enviro Clean.

The department has liaise with hospitals today and these are products being actively used in hospitals and no one is using the product that you mentioned.

Can you please advise if your cleaner can still do the clean.

Regards
Melody

Melody Bush

Director Emergency Management and Health Protection
West Division

Department of Health & Human Services

Personal Information

[@dhhs.vic.gov.au](mailto: @dhhs.vic.gov.au)

North and West Duty Officer – 1800 326 627

Barwon South West Duty Officer - 1800 238 183

Grampians Duty Officer - 1800 238 414

State Duty Officer - 1300 790 733

West Division Code Brown / relocation number - 1800 780 354

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From: DJPR COVID Accom-Support (DJPR)
Sent: Thu, 28 May 2020 16:23:49 +1000
To: Rachaele E May (DJPR)
Cc: DJPR COVID Accom-Lead (DJPR);DJPR COVID Accom-Support (DJPR)
Subject: RE: Certification required: Cleaning at Rydges

Hi Rachaele,

Cleaning is complete – confirmed by IKON. Ross (Hotel Manager) has relevant paperwork. I will call the hotel to get a copy of the relevant paperwork for DJPR records.

Regards

Personal Info

Personal Information

Project Officer – Accommodation Support
 Operation Soteria
Department of Jobs, Precincts and Regions

Personal Information

agriculture.vic.gov.au
agriculture.vic.gov.au



From: Rachaele E May (DJPR) <Personal Information@agriculture.vic.gov.au>
Sent: Thursday, 28 May 2020 4:11 PM
To: Personal Information (DJPR) <Personal Information@agriculture.vic.gov.au>
Cc: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>
Subject: Certification required: Cleaning at Rydges

Hi Personal

Once you've confirmed the clean is complete, we will need a certificate or other documentation to attest to the clean. We will send this, along with the Protocols we have on record with the contract.

Regards
 Rachaele

Rachaele May
 Operations Soteria (COVID-19)
 DJPR Hotel Quarantine Agency Commander
djprcovidaccom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience
 Department of Jobs, Precincts and Regions

402 Mair Street Ballarat, Victoria Australia 3350

Personal Information

Personal Information@agriculture.vic.gov.au

djpr.vic.gov.au

From: Personal Information (DHHS) Personal Information [@dhhs.vic.gov.au](mailto:Personal Information@dhhs.vic.gov.au)>

Sent: Thursday, 28 May 2020 3:51 PM

To: Rachaele E May (DJPR) Personal Information [@agriculture.vic.gov.au](mailto:Personal Information@agriculture.vic.gov.au)>

Cc: Personal Information (DHHS) Personal Information [@dhhs.vic.gov.au](mailto:Personal Information@dhhs.vic.gov.au)>

Subject: Cleaning at Rydges

Dear Rachaele,

Are you able to confirm that a deep clean / COVID-19 clean of the Rydges has been conducted today by Ikon?

Are you able to provide any documentation (e.g. a certificate from the company) that this has been done for our outbreak management records?

Thanks and kind regards,

Personal Inform

Personal Information

Infectious Diseases Physician

Case, Contact and Outbreak Management | COVID-19 Surge Workforce

Department of Health and Human Services | 50 Lonsdale Street, Melbourne Victoria 3000

e. Personal Information [@dhhs.vic.gov.au](mailto:Personal Information@dhhs.vic.gov.au)

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From: [Personal Information] (DJPR)
Sent: Sat, 30 May 2020 19:35:00 +1000
To: Rachaele E May (DJPR)
Cc: DJPR COVID Accom-Lead (DJPR); DJPR COVID Accom-Support (DJPR); [Personal Information] (DJPR)
Subject: FW: Confidential: Quotation for routine daily COVID clean and touch point clean at Rydges on Swanston
Attachments: 2020.05.30_AHS Hospitality Contract for Accommodation Services - Rydges Swanston Street.pdf

Hi Rachaele,

Please see the cleaning company quotations below. From looking at the quotations – I would go with Company 1 – **AHS Hospitality**. Remembering this company can start on Monday. Both companies have similar hourly rates. The fogging cost increases the AMC costs well above the AHS as the total sqm area is about 620 sqm. We need to check whether AHS uses fogging on the carpets or a Viraclean solution. Both should be acceptable to DHHS based on the standards provided. Dependent on outcome of discussions with DHHS might depend on what services are required. We are still waiting on IKONs quotation but remembering that could not start until mid-next week.

The total floor area for the Rydges is:

Skyline lobby (4th floor) roughly 200 sqm' (from hotel)

Orbit (Ground floor Nurses room) 215 sqm' (from hotel)

Boardrooms (Ground floor) 45 sqm' (from hotel)

Corridors 160 sqm' (my estimate – 80m x 2m wide)

Total 620 sqm

Company 1 - AHS Hospitality – Contact number: [Personal Information]

The costs includes touch point cleaning in the am/pm and full COVID clean of all common areas in the am. The cost per week is \$7433.80 per week.

Rydges Swanston Street Melbourne	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total
AM Cleaning hrs	10	10	10	10	10	10	10	
2 x 5hrs (7am - 12pm)	\$ 59.95	\$ 59.95	\$ 59.95	\$ 59.95	\$ 59.95	\$ 74.94	\$ 89.93	
Cost	\$ 599.50	\$ 599.50	\$ 599.50	\$ 599.50	\$ 599.50	\$ 749.38	\$ 899.25	\$ 4,646.13
PM Cleaning hrs	6	6	6	6	6	6	6	
2 x 3hrs (4pm - 7pm)	\$ 59.95	\$ 59.95	\$ 59.95	\$ 59.95	\$ 59.95	\$ 74.94	\$ 89.93	
Cost	\$ 359.70	\$ 359.70	\$ 359.70	\$ 359.70	\$ 359.70	\$ 449.63	\$ 539.55	\$ 2,787.68
								Revised Weekly Cost \$ 7,433.80

Above fees include all labour costs and equipment and are subject to [Withheld].
 These fees are valid as at 30th May 2020.

Additional hourly rates are:

Mon-Fri	Saturday	Sunday
\$59.95	\$ 89.93	\$ 119.90

Company 2 - AMC Clean – Contact [Personal Information]

Please see below your additional requested information to perform the set out requirements at the Rydges Hotel.

- Fogging / misting using Viraclean (approved chemical to COVID-19) can be performed tomorrow at a price of **\$2.50 m2**

- Surface / touch point disinfection also using Viraclean can be carried out twice daily at **\$55.00 per operative hour** , penalty rates would apply before 6am and after 6 pm Monday to Friday, Weekends and Public holidays,
- Waste disposal will be priced separately , on inspection of the site AMC would present a formal proposal with set agreed pricing going forward.

Cheers

Matt

Personal Information

Research Manager | Lamb Production Science
Agriculture Research | Agriculture and Rural
Department of Jobs, Precincts and Regions
915 Mt Napier Road, Hamilton, Victoria, 3300

Personal Information

Personal Information
@agriculture.vic.gov.au
agriculture.vic.gov.au

AGRICULTURE VICTORIA

Anon. "Leadership is not about being the best. Leadership is about making everyone else better"

From: Personal Information @ahshospitality.com.au>

Sent: Saturday, 30 May 2020 5:29 PM

To: Personal Information (DJPR) <Personal Information @agriculture.vic.gov.au>; Personal Information

Personal Information @ahshospitality.com.au>

Cc: Rachaele E May (DJPR) <Personal Information @agriculture.vic.gov.au>; DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; Personal Information

Personal Information @ahshospitality.com.au>

Subject: RE: Confidential: Quotation for routine daily COVID clean and touch point clean at Rydges on Swanston

Hi Personal Information

Please find our draft contract attached.

We have included a pricing schedule, and a brief scope.

Please let me know if you have any questions,

Regards,

Personal Information

Personal Information

GM - Business Development

Personal Information

From: Personal Information (DJPR) <Personal Information @agriculture.vic.gov.au>

Sent: Saturday, 30 May 2020 9:57 AM

To: Personal Information @ahshospitality.com.au>; Personal Information

Personal Information @ahshospitality.com.au>

Cc: Rachaele E May (DJPR) <Personal Information @agriculture.vic.gov.au>; DJPR COVID Accom-Lead

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(DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>

Subject: RE: Confidential: Quotation for routine daily COVID clean and touch point clean at Rydges on Swanston

Hi Personal Information

Please see the Department of Jobs, Precincts and Regions ABN number - ABN 83 295 188 244.

Please send the quotation and contract details through to Rachaele May and I.

Regards

Personal Information

Personal Information

Project Officer – Accommodation Support

Operation Soteria

Department of Jobs, Precincts and Regions

Personal Information

agriculture.vic.gov.au

agriculture.vic.gov.au

AGRICULTURE VICTORIA

From: Personal Information <ahshospitality.com.au>

Sent: Friday, 29 May 2020 5:30 PM

To: Personal Information (DJPR) <agriculture.vic.gov.au>

Cc: Rachaele E May (DJPR) <agriculture.vic.gov.au>; DJPR COVID Accom-Lead

(DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; DJPR COVID Accom-Support (DJPR)

<DJPRcovidaccom-support@ecodev.vic.gov.au>; Personal Information (DJPR)

Personal Information <agriculture.vic.gov.au>

Subject: Re: Confidential: Quotation for routine daily COVID clean and touch point clean at Rydges on Swanston

Thanks Personal Information

We are just discussing the best way to organise this for you.

We will be in touch very shortly

Regards

Personal Information

GM - Business Development

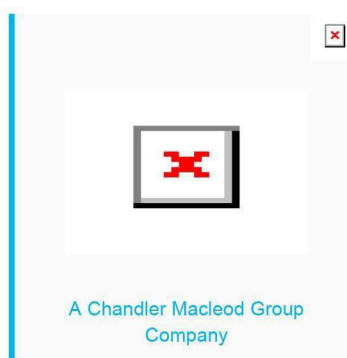
Level 15, 108 St ,Pert W 600

Georges Terrace h A 0

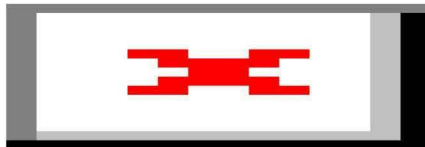
Personal Information

ahshospitality.com.au

Personal Information



We acknowledge and pay our respects, to the Aboriginal and Torres Strait Islander people past, present and emerging, whose land we stand upon today. Chandler Macleod Group partners with the traditional custodians of this land, to Unleash Potential.



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On 29 May 2020, at 3:07 pm, Personal Information (DJPR) <Personal Information [@agriculture.vic.gov.au](mailto: @agriculture.vic.gov.au)> wrote:

Hi Personal Information,

As discussed on the phone, DJPR would like AHS Hospitality to provide a quotation to perform:

1. A full COVID clean of the Rydges Hotel on Swanston to be performed daily in the morning; and
2. A COVID touch point clean to be performed daily in the afternoon.

This function will be performed 7 days per week.

The COVID clean needs to meet the requirements specified by the Victorian Department of Health and Human Services. I have attached this documentation to the email.

I will arrange the areas of each room to be measured and provided to you to assist with the quotation.

Also, I am aware that hourly rates will differ for weekend and weekday work so please quote accordingly.

I will aim to send you the dimensions of each room as soon as possible.

Any questions, please give me a call.

Regards

Personal Information

Personal Information

Project Officer – Accommodation Support
Operation Soteria
Department of Jobs, Precincts and Regions

Personal Information

[@agriculture.vic.gov.au](mailto: @agriculture.vic.gov.au)
agriculture.vic.gov.au

AGRICULTURE VICTORIA

<AHS Hospitality - COVID clean documentation.pdf>

<Cleaning and disinfecting to reduce COVID-19 transmission - 20 March 2020.docx>

From: [Personal Information] (DJPR)
Sent: Sun, 31 May 2020 14:56:10 +1000
To: DJPR COVID Accom-Lead (DJPR)
Cc: [Personal Information] (DJPR)
Subject: Cleaning COVID19+ services

Hi Rachaele,

I've tabulated the key aspects of the three existing and potential COVID19 positive cleaning service contractors that I could glean from the available docs below, but it became apparent to me that we're not able to compare apples with apples for the Rydges cleaning.

For DHHS public health approval purposes, the main question whether they have any preference for Fogging vs. Viraclean solution spray for carpets/soft furnishings. May be tricky to get clear answer on. I just caught up with [Personal Information], who noted fire alarms may be set off by fogging.

RE: also said Rydges people are now being moved across to Batman Hill this afternoon, so urgency of cleaning contract has declined and job is now more likely whole of hotel clean. We can then focus with procurement team from Monday on looking into how to proceed with Batman Hill and Rydges common area cleaning contract on ongoing basis.

Also, question as to having more than one COVID+ service supplier being a problem, Merrin's response this morning suggested not. My feeling is that a specific company for the red hotel and keep IKON under existing contract for specific COVID+ rooms across all other hotels would be workable and simplifies for the red hotel?

Please give me a call if any questions, or if I've missed the mark somewhere.

Regards,

[Personal Information]

Item description:	IKON – NOTE – THIS IS INFO FROM CURRENT CONTRACT, NOT RYDGES SPECIFIC, that we don't have yet	AHS Hospitality	AMC Clean
Current Status:	Contract signed 26 May	Draft Contract written by AHS 30/5 Start 31 May	Quote requested for Rydges specific cleaning 28/5 – hourly rate and \$/m2 rates only quoted AMC given clean go-ahead 30 May
Term of contract:	3 x 1 month, ends 13/7/2020	Not yet agreed	Not yet contracted
Service requested:	Cleaning of COVID+ rooms in all hotels (including unknown status transit rooms)	Clean of Rydges Swanston common and shared areas in hotel (not COVID + rooms) FULL clean AM, touch surfaces PM	Clean of Rydges Swanston common and shared areas in hotel (not COVID + rooms) FULL clean AM, touch surfaces PM
Cleaning summary	All surfaces are wiped down and disinfected using an appropriate sanitising agent, then fog all surfaces to ensure all germs/bacteria are	A full COVID clean of the Rydges Hotel on Swanston to be performed daily in the early	Clean and disinfect all areas (e.g., offices, bathrooms, and common areas) used by the ill persons, focusing especially on frequently touched surfaces.

	eliminated.	morning; and A COVID touch point clean to be performed daily in the afternoon.	
Cleaning chemical used	Agar RF-12 GenEon Sanitizer/ Disinfectant Diversol 5000 MSDS available from IKON	Not stated	For disinfection, diluted household bleach solutions, alcohol solutions with at least 70% alcohol or hospital grade disinfectants will be used.
Services detail	(e) cleaning, sanitising and disinfecting of the Rooms in accordance with the latest recommended cleaning standards in relation to COVID-19 and any directions provided by the Department; (f) ensuring the Rooms are safe for someone else to occupy without being at risk of infection from COVID-19; and (g) the use of a fogging machine within each Room to ensure surfaces are free of bacteria and germs.	Specific areas that require a full 'COVID clean' includes: • Kitchen • Bathrooms • Reception area • Elevators • Stairwells • Bannisters • Offices • Coffee machine • Touch points etc. on all levels of the building • Door knobs • Shared chairs and desks • And anything else that would be commonly used, on all floors	If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection. • For disinfection, diluted household bleach solutions, alcohol solutions with at least 70% alcohol or hospital grade disinfectants will be used . o Diluted household bleach solutions can be used if appropriate for the surface. o For soft (porous) surfaces such as carpeted floor, rugs, and drapes, visible contamination will be removed if present and cleaned with appropriate cleaners indicated for use on these surfaces. o Carpets will be steam cleaned o If the items can be laundered, launder items in accordance with the manufacturer's instructions using the warmest appropriate water setting for the items and then dry items completely.
Cost for service	Labour: \$144 / room Chemical cost: 26.64/room Total/room: \$170.64	\$59.95 pp/hr weekdays; \$74.95/Sat; \$89.93 Sun. \$7,433.80/week Rydges clean	\$55 Fogging/misting \$2.50/m2
Maximum cost	\$100,000		
Company name:	Ikon Services Australia Pty Ltd	AHS Hospitality Pty Ltd (AHS)	
ABN #:	ABN: 25 087 163 120	ABN 97 100 437 349	
Company Contact & ph.#:	Personal Information		
Email:			

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Dept representative:	Kate McCann		

Personal Information

Project Officer – Accommodation Support
Operation Soteria
Department of Jobs, Precincts and Regions

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From: [Personal Information] (DJPR)
Sent: Fri, 29 May 2020 16:10:22 +1000
To: [Personal Information]
Cc: DJPR COVID Accom-Lead (DJPR); Rachaele E May (DJPR); Kait K McCann (DJPR); DJPR COVID Accom-Support (DJPR) [Personal Information] (DJPR)
Subject: For feedback: Quotation for routine daily COVID clean and touch point clean at Rydges on Swanston

Hi [Personal Information],

As discussed on the phone, DJPR would like IKON to provide a quotation to perform:

1. A full COVID clean of the Rydges Hotel on Swanston to be performed daily in the morning; and
2. A COVID touch point clean to be performed daily in the afternoon.

This will be performed 7 days per week.

I will arrange the areas of each room to be measured and provided to you to assist with the quotation.

Also, I am aware that hourly rates will differ from what has already been quoted for weekend work.

I will aim to send you the dimensions of each room as soon as possible.

Any questions, please give me a call.

Cheers

[Personal Information]

[Personal Information]

Research Manager | Lamb Production Science
 Agriculture Research | Agriculture and Rural
Department of Jobs, Precincts and Regions
 915 Mt Napier Road, Hamilton, Victoria, 3300

[Personal Information]

[Personal Information]@agriculture.vic.gov.au
[\[Personal Information\]@agriculture.vic.gov.au](mailto:[Personal Information]@agriculture.vic.gov.au)



Anon. "Leadership is not about being the best. Leadership is about making everyone else better"

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From: [Personal Information] (DJPR)
Sent: Mon, 25 May 2020 10:59:35 +1000
To: Rachaele E May (DJPR); Kait K McCann (DJPR); DJPR COVID Accom-Lead (DJPR)
Cc: DJPR COVID Accom-Support (DJPR); [Personal Information] (DJPR); [Personal Information] (DJPR)
Subject: FYI: IKON Signed Agreement
Attachments: doc16209620200525094243.pdf

Hi Everyone,

It took a while and a lot of phone calls and emails – but we finally have the full IKON cleaning contract.

When I am back on deck tomorrow – I will arrange for the DJPR delegate to sign and get the contract back to IKON.

I am also waiting on feedback from DHHS about process for cleaning COVID positive rooms.

Regards

[Personal Information]

[Personal Information]

Project Officer – Accommodation Support
 Operation Soteria
 Department of Jobs, Precincts and Regions

[Personal Information]

[Personal Information]@agriculture.vic.gov.au
[\[Personal Information\]@agriculture.vic.gov.au](mailto:[Personal Information]@agriculture.vic.gov.au)

AGRICULTURE VICTORIA

From: [Personal Information]@ikonservices.com.au>
Sent: Monday, 25 May 2020 9:48 AM
To: [Personal Information] (DJPR); [Personal Information]@agriculture.vic.gov.au>
Cc: [Personal Information]@ikonservices.com.au>
Subject: IKON Signed Agreement

Dear [Personal Information]

Please see attached signed Agreement in its entirety.

Kind Regards

[Personal Information]

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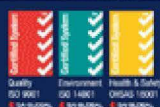
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From: Merrin Bamert (DHHS)
Sent: Sat, 30 May 2020 12:45:46 +1000
To: [Personal Information] (DHHS); [Personal Information] (DHHS)
Cc: Rachaele E May (DJPR); Andrea C Spiteri (DHHS); [Personal Information] (DHHS); DHHSOpSoteriaEOC; [Personal Information] (DHHS); [Personal Information] (DHHS); Pam Williams (DHHS)
Subject: RE: Cleaning and disinfection

Hi [Personal Information]

We are struggling to get cleaners due to staffing and volume of cleaning solution - the one cleaner who could do it today requires hospital grade cleaner (that's the only way they will do it) supplies not available till Monday.

We have commenced calling our city hospitals for 'hospitals grade cleaning products' the clean will be not be till later.

Failing that we have a hotel ready to stand up this afternoon.

30 rooms a wing at Batmans on collins, this would be a difficult process but doable as we need equipment and most importantly we would have to move all the guest which would not be optimal.

We are in the process of getting a new team to stand up for this afternoon.

I have tried to call to discuss if you could call asap that would be great

Kind regards

Merrin

Merrin Bamert

Commander, Operation Soteria, Covid - 19
 Director, Emergency Management, Population Health and Health Protection
 South Division
 Department of Health and Human Services
 Level 5 / 165-169 Thomas Street, Dandenong, 3175
 p. [Personal Information]
 e. [Personal Information]@dhhs.vic.gov.au

From: [Personal Information] (DHHS); [Personal Information]@dhhs.vic.gov.au>
Sent: Saturday, 30 May 2020 11:27 AM
To: Merrin Bamert (DHHS); [Personal Information]@dhhs.vic.gov.au>
Cc: Rachaele May (DEDJTR); [Personal Information]@agriculture.vic.gov.au>
Subject: Cleaning and disinfection

Hi Merrin,

Attached are guidelines for cleaning & disinfecting to reduce COVID-19 transmission – these are available on the DHHS website (<https://www.dhhs.vic.gov.au/business-sector-coronavirus-disease-covid-19>) along with further recommendations for businesses.

Any commercial cleaning company should be able to provide this level of cleaning. The key is to include a disinfectant with antiviral properties.

A full clean and disinfection of common areas and frequently touched surfaces such as door handles, touch screens, handrails and benchtops should be conducted at least once daily. Ideally, frequently touched surfaces should be cleaned and disinfected twice daily.

Kind regards,

Personal Information

Infectious Diseases Physician

Case, Contact and Outbreak Management | COVID-19 Surge Workforce

Department of Health and Human Services | 50 Lonsdale Street, Melbourne Victoria 3000

e Personal Information @dhhs.vic.gov.au

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From: [Personal Information] (DJPR)
Sent: Sat, 23 May 2020 16:37:50 +1000
To: [Personal Information] (DHHS); [Personal Information] (DHHS); DHHSOpSoteriaEOC
Cc: [Personal Information] (DJPR); DJPR COVID Accom-Lead (DJPR); DJPR COVID Accom-Support (DJPR); [Personal Information] (DJPR); [Personal Information] (DJPR); Rachaele E May (DJPR); Kait K McCann (DJPR); [Personal Information] (DJPR)
Subject: For advice from DHHS: COVID positive cleaning instructions
Attachments: Cleaning and disinfecting to reduce COVID-19 transmission - 20 March 2020.docx

Hi [Personal Information]

Thanks for your time today. It was great to clear up the issues surrounding alcohol and cigarettes and reimbursement (shifting to the shared DHHS/DJPR folder).

The specific questions around cleaning COVID positive rooms relate to linen, towels and portable items such as cots, high chairs, etc and rubbish.

My questions are:

1. Should the linen and towels from COVID positive rooms be treated as biohazard waste until being laundered on the hottest possible cycle (as stated in the guidelines attached) and stored in biohazard bags until this occurs?
2. Some hotels are considering disposing of linen and towels from COVID positive rooms potentially without laundry. If hotels select this option, should these towels and linen be disposed of as biohazard waste? Should staff use full PPE in handling these towels and linen prior to disposal in appropriate biohazard waste bins?
3. The cleaning company are fogging hotel rooms to remove infectious biological material in rooms – If the COVID positive room are fogged with linen, towels and portable items and rubbish inside the rooms – Are these items still considered infectious? What handling precautions do you suggest for staff?
4. Rubbish from COVID positive rooms – should this be treated as a biohazard waste?

FYI – the cleaning company is also cleaning, sanitising and disinfecting of the Rooms in accordance with the latest recommended cleaning standards in relation to COVID-19 and any directions provided by the Department and using a fog machine within each Room to ensure surfaces are free of bacteria and germs.

Any feedback would be appreciated and will provide guidance to all staff in this operation and contractors.

Regards

[Personal Info]

[Personal Information]

Project Officer – Accommodation Support
 Operation Soteria
 Department of Jobs, Precincts and Regions

Personal Information

agriculture.vic.gov.au
agriculture.vic.gov.au



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Cleaning and disinfecting to reduce COVID-19 transmission

Tips for non-healthcare settings
20 March 2020

Purpose

The current outbreak of coronavirus disease 2019 (COVID-19) has been declared a pandemic. The Victorian government is working with health services, agencies and businesses to keep the Victorian community safe.

As more people are diagnosed with COVID-19, practicing good personal hygiene will be critical to help prevent the spread of this disease. It will also be important to clean and disinfect premises, including non-healthcare settings, where cases worked or studied.

This guide aims to provide advice on cleaning and disinfecting to reduce the risk of COVID-19 transmission in all non-healthcare settings in Victoria. The principles in this guide apply equally to domestic settings, office buildings, small retail businesses, social venues and all other non-healthcare settings.

How COVID-19 is transmitted

- COVID-19 spreads through close contact with an infected person and is typically transmitted via respiratory droplets (produced when an infected person coughs or sneezes). It may also be possible for a person to acquire the disease by touching a surface or object that has the virus on it and then touching their own mouth, nose or eyes, but this is not thought to be the main way that the virus is spreading in this pandemic.
- Current evidence suggests the virus causing COVID-19 may remain viable on surfaces for many hours and potentially for some days. The length of time that COVID-19 survives on inanimate surfaces will vary depending on factors such as the amount of contaminated body fluid (e.g. respiratory droplets) present, and environmental temperature and humidity. In general, coronaviruses are unlikely to survive for long once droplets produced by coughing or sneezing dry out.

Cleaning and disinfection

- **Cleaning** means physically removing germs, dirt and organic matter from surfaces. Cleaning alone does not kill germs, but by reducing the numbers of germs on surfaces, cleaning helps to reduce the risk of spreading infection.
- **Disinfection** means using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs that remain on surfaces after cleaning, disinfection further reduces the risk of spreading infection. Cleaning before disinfection is very important as organic matter and dirt can reduce the ability of disinfectants to kill germs.
- Transmission or spread of coronavirus occurs much more commonly through direct contact with respiratory droplets than through contaminated objects and surfaces. The risk of catching coronavirus when cleaning is substantially lower than any risk from being face-to-face without appropriate personal protective equipment with a confirmed case of COVID-19 who may be coughing or sneezing.

Importance of cleaning your hands regularly

- Soap and water should be used for hand hygiene when hands are visibly soiled. Use an alcohol-based hand rub at other times (for example, when hands have been contaminated from contact with environmental surfaces).
- Cleaning hands also helps to reduce contamination of surfaces and objects that may be touched by other people.

- Avoid touching your face, especially their mouth, nose, and eyes when cleaning.
- Always wash your hands with soap and water or use alcohol-based hand rub before putting on and after removing gloves used for cleaning.

Cleaning and disinfection

Routine cleaning and disinfection

Households, workplaces and schools should routinely (at least daily) clean frequently touched surfaces (for example, tabletops, door handles, light switches, desks, toilets, taps, TV remotes, kitchen surfaces and cupboard handles). Also, clean surfaces and fittings when visibly soiled and immediately after any spillage. Where available, a disinfectant may be used following thorough cleaning. See below for [choice, preparation and use of disinfectants](#).

What to clean and disinfect and when

Clean and disinfect all areas (for example, offices, bathrooms and common areas) that were used by the suspected or confirmed case of COVID-19. Close off the affected area before cleaning and disinfection. Open outside doors and windows to increase air circulation and then commence cleaning and disinfection.

In situations where a suspected or confirmed case remains in a facility that houses people overnight (for example, a boarding house or hotel), focus on cleaning and disinfection of common areas. To minimise any risk of exposure to staff, only clean or disinfect bedrooms/bathrooms used exclusively by suspected or confirmed case as needed.

In household settings where there is an suspected or confirmed case, dedicate a bedroom (and bathroom if possible) for their exclusive use. Clean or disinfect the ill person's bedroom/bathroom as needed (at least daily). If a separate bathroom is not available, the bathroom should be cleaned and disinfected after each use by the ill person.

How to clean and disinfect

1. Wear gloves when cleaning and disinfecting. Gloves should be discarded after each clean. If it is necessary to use reusable gloves, gloves should only be used for COVID-19 related cleaning and disinfection and should not be used for other purposes. Wash reusable gloves with soap and water after use and leave to dry. Clean hands immediately after removing gloves.
2. Thoroughly clean surfaces using detergent (soap) and water.
3. Apply disinfectant to surfaces using disposable paper towel or a disposable cloth. If non-disposable cloths are used, ensure they are laundered and dried before reusing.
4. Ensure surfaces remain wet for the period of time required to kill the virus (contact time) as specified by the manufacturer. If no time is specified, leave for 10 minutes.

A one-step detergent/disinfectant product may be used as long as the manufacturer's instructions are followed regarding dilution, use and contact times for disinfection (that is, how long the product must remain on the surface to ensure disinfection takes place).

Cleaning and disinfection of items that cannot withstand bleach

Soft furnishings or fabric covered items (for example, fabric covered chairs or car seats) that cannot withstand the use of bleach or other disinfectants or be washed in a washing machine, should be cleaned with warm water and detergent to remove any soil or dirt then steam cleaned. Use steam cleaners that release steam under pressure to ensure appropriate disinfection.

Use of personal protective equipment (PPE) when cleaning

Gloves are recommended when cleaning and disinfecting. Use of eye protection, masks and gowns is not required when undertaking routine cleaning.

Always follow the manufacturer's advice regarding use of PPE when using disinfectants.

For cleaning and disinfection for suspected and confirmed cases, when available, a surgical mask and eye protection may provide a barrier against inadvertently touching your face with contaminated hands and fingers, whether gloved or not.

For cleaning and disinfection for suspected and confirmed cases, wear a full-length disposable gown in addition to the surgical mask, eye protection and gloves if there is visible contamination with respiratory secretions or other body fluid. Get advice from your work health and safety consultants on correct procedures for wearing PPE.

Choice, preparation and use of disinfectants

- Where possible, use a disinfectant for which the manufacturer claims antiviral activity (meaning it can kill viruses). Chlorine-based (bleach) disinfectants are one product that is commonly used. Other options include common household disinfectants or alcohol solutions with at least 70% alcohol (for example, methylated spirits).
- Follow the manufacturer's instructions for appropriate dilution and use. Table 1 below provides dilution instructions when using bleach solutions.

Chlorine dilutions calculator

Household bleach comes in a variety of strengths. The concentration of active ingredient — hypochlorous acid — can be found on the product label.

Table 1. Recipes to achieve a 1000 ppm (0.1%) bleach solution

Original strength of bleach		Disinfectant recipe		Volume in standard 10L bucket
%	Parts per million	Parts of bleach	Parts of water	
1	10,000	1	9	1000 mL
2	20,000	1	19	500 mL
3	30,000	1	29	333 mL
4	40,000	1	39	250 mL
5	50,000	1	49	200 mL

For other concentrations of chlorine-based sanitisers not listed in the table above, a dilutions calculator can be found on the [department's website](https://www2.health.vic.gov.au/public-health/infectious-diseases/infection-control-guidelines/chlorine-dilutions-calculator) <https://www2.health.vic.gov.au/public-health/infectious-diseases/infection-control-guidelines/chlorine-dilutions-calculator>.

Management of linen, crockery and cutlery

If items can be laundered, launder them in accordance with the manufacturer's instructions using the warmest setting possible. Dry items completely. Do not shake dirty laundry as this may disperse the virus through the air.

Wash crockery and cutlery in a dishwasher on the highest setting possible. If a dishwasher is not available, hand wash in hot soapy water.

Reducing the risk of transmission in social contact settings

Social contact settings or environments include (but are not limited to), transport vehicles, shopping centres and private businesses.

To reduce the risk of spreading COVID-19 in these settings:

- Promote cough etiquette and respiratory hygiene.
- Routinely clean frequently touched hard surfaces with detergent/disinfectant solution/wipe.
- Provide adequate alcohol-based hand rub for staff and consumers to use. Alcohol-based hand rub stations should be available, especially in areas where food is on display and frequent touching of produce occurs.
- Train staff on use of alcohol-based hand rub.
- Consider signs to ask shoppers to only touch what they intend to purchase.

Vehicle air-conditioning should be set to fresh air



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From: [Personal Information] (DJPR)
Sent: Sat, 30 May 2020 15:06:01 +1000
To: [Personal Information]
Cc: Rachaele E May (DJPR);DJPR COVID Accom-Lead (DJPR) [Personal Information] (DJPR);DJPR COVID Accom-Support (DJPR);aleisha_Stevenson@evt.com;Rosswyn Menezes;Ryldges Swanston (DHHS);DHHSOpSoteriaEOC
Subject: RE: Confidential: COVID clean tonight and tomorrow at Ryldges Hotel on Swanston

Hi [Personal Information]

This is just to confirm for AMC Clean to go ahead with a COVID clean of the Ryldges on Swanston Hotel. The services required are:

- a. Touch point clean tonight at 7pm
- b. Sunday - touch point clean in the am and pm tomorrow and fogging in the am.

The contact details of the Hotel are:
Ryldges on Swanston,
700 Swanston St, Carlton.

Hotel Contacts:
Aleisha Stevenson and Rosswyn Menezes [Personal Information]

The areas that require a touch point clean include:

- Kitchen
- Bathrooms
- Reception area
- Elevators
- Stairwells
- Bannisters
- Offices
- Coffee machine
- Touch points etc. on all levels of the building
- Door knobs
- Shared chairs and desks
- And anything else that would be commonly used, on all floors.

If you have any questions, please give me a call and thank you for your assistance.

Regards

[Personal Information]

[Personal Information]

Project Officer – Accommodation Support
Operation Soteria
Department of Jobs, Precincts and Regions

[Personal Information]

[Personal Information]@agriculture.vic.gov.au
[\[Personal Information\]@agriculture.vic.gov.au](mailto:[Personal Information]@agriculture.vic.gov.au)



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From: DJPR COVID Accom-Lead (DJPR)
Sent: Mon, 15 Jun 2020 07:39:41 +1000
To: Merrin Bamert (DHHS);DJPR COVID Accom-Lead (DJPR); [Personal Information] (DJPR);DJPR COVID Accom-Support (DJPR)
Cc: COVID19InfectionControl (DHHS);Melody A Bush (DHHS); [Personal Information] (DHHS); [Personal Information] (DHHS)
Subject: RE: For response - Rydges Cleaning Review 13/06/2020.

Hi Merrin,

I am advised by the hotel that since your team's visit last week, the hotel has been fully cleaned. When your team visited, the hotel staff had been absent for 2 weeks.

The hotel would welcome a further visit by DHHS today, particularly to advise on PPE and signage. They would really like to welcome guests tomorrow or Wednesday.

Can you please advise if a site visit today is possible.

Regards
 Rachaele

Rachaele May
 Operations Soteria (COVID-19)
 DJPR Hotel Quarantine Agency Commander
djprcovidaccom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions
 402 Mair Street Ballarat, Victoria Australia 3350

M: [Personal Information]
 [Personal Information]@agriculture.vic.gov.au

djpr.vic.gov.au

From: Merrin Bamert (DHHS) [Personal Information]@dhhs.vic.gov.au>
Sent: Monday, 15 June 2020 6:08 AM
To: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; [Personal Information] (DJPR) [Personal Information]@agriculture.vic.gov.au>; DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>
Cc: COVID19InfectionControl (DHHS) <COVID19InfectionControl@dhhs.vic.gov.au>; Melody A Bush (DHHS) [Personal Information]@dhhs.vic.gov.au> [Personal Information] (DHHS) [Personal Information]@dhhs.vic.gov.au>; [Personal Information] (DHHS) [Personal Information]@dhhs.vic.gov.au>
Subject: Re: For response - Rydges Cleaning Review 13/06/2020.

Hi Rachaele

I will ask IPC if there is more however as you note this is the total report clearly IKON would improve the cleaning which I think is clearly outlined and should be checked by them. Ie dirty surfaces.

It would not be expected you or they laminate signs, or do work with PPE. Our teams will complete those requirements.

They just need to do the thorough clean which whoever did last time clearly did not.

Are you requesting room numbers for where these were found? I think given the multiple examples and photos provided they should inspect the whole hotel and re do!.

Regards

Merrin

Get [Outlook for iOS](#)

From: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Sent: Sunday, June 14, 2020 3:17:44 PM
To: Personal Information (DEDJTR Personal Information agriculture.vic.gov.au); DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>; Merrin Bamert (DHHS) Personal Information @dhhs.vic.gov.au>
Subject: For response - Rydges Cleaning Review 13/06/2020.

Hi Merrin,

Thanks for sending these through.

DJPR can guess at what is required to finish cleaning the site based on the Personal Information report, but in fact a full comprehensive list would be much better. The reason I request such a document is that the reports are written in a way that makes it difficult for DJPR to provide direction to a cleaning company:

- references in both reports to acronyms we are unfamiliar with ('abhr')
- both documents cite 'old signs' that are 'not laminated' – do all signs in a hotel need to be laminated? Does DHHS require a replacement of all these signs? This has never been raised with DJPR before at any of the hotels – what are the DHHS standards referred to?
- References PPE usage for both security guards and hotel staff – does this need to be followed up – will DHHS train and brief the staff or is something required from DJPR?
- References to toilets – I was briefed by Personal Information last week that DHHS were attending the site last Friday to open up a new set of staff bathrooms – the reference in this document does not reflect the report from Personal.

I have attached the cleaning advice we have been working on with Personal Information – this should be on DHHS letterhead, and should align to all the issues raised in the site reports from Rydges – at the moment the two do not line up.

Can you please provide a comprehensive list of things that need to be done.

We will raise some of the more obvious issues with IKON and the hotel (eg dirty cutlery etc), but I would prefer to send IKON back in for another clean once a comprehensive list is provided.

Regards
Rachaele

Rachaele May
Operations Soteria (COVID-19)
DJPR Hotel Quarantine Agency Commander
djprcovidacom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions
402 Mair Street Ballarat, Victoria Australia 3350

M: Personal Information

Personal Information @agriculture.vic.gov.au

djpr.vic.gov.au

From: Merrin Bamert (DHHS) Personal Information @dhhs.vic.gov.au
Sent: Sunday, 14 June 2020 2:15 PM
To: DJPR COVID Accom-Lead (DJPR) <DJPRcovidacom-lead@ecodev.vic.gov.au>
Subject: Fwd: Rydges Review 13/06/2020.

Hi Rachaele

As promised

Regards

Merrin

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From: Pam Williams (DHHS) Personal Information @dhhs.vic.gov.au
Sent: Sunday, June 14, 2020 2:11:22 PM
To: Merrin Bamert (DHHS) Personal Information @dhhs.vic.gov.au
Subject: FW: Rydges Review 13/06/2020.

I asked if I could share this and then when they got back to me they sent me to the Infection Control people. No-one will give us a clear statement.

Pam Williams
COVID19 Accommodation Commander
Department of Health and Human Services
m: Personal Information @dhhs.vic.gov.au
www.dhhs.vic.gov.au

Soteria (Ancient Greek : Σωτηρία) was the goddess or spirit (daimon) of safety and salvation, deliverance, and preservation from harm.

From: [Personal Information] DHHS [Personal Information] @dhhs.vic.gov.au>
Sent: Saturday, 13 June 2020 4:57 PM
To: Pam Williams (DHHS) [Personal Information] @dhhs.vic.gov.au>
Cc: [Personal Information] DHHS [Personal Information] @dhhs.vic.gov.au>, [Personal Information] (DHHS) [Personal Information] @dhhs.vic.gov.au>
Subject: Rydges Review 13/06/2020.

Please find 2x report attached of Fridays and today's reviews.

Infection Prevention & Control Outreach Team Nurse (Consultant), COVID-19
IPC Outbreak Management | Legal and Executive Services Division

Department of Health and Human Services | 50 Lonsdale Street, Melbourne, Victoria, 3000

T: [Personal Information]
E: [Personal Information] @dhhs.vic.gov.au

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From: Rachaele E May (DJPR)
Sent: Fri, 29 May 2020 16:51:14 +1000
To: [Personal Information] (DJPR)
Cc: [Personal Information]; Rosswyn Menezes; Gonul Serbest (DJPR)
Subject: Daily IKON Cleaning and disinfection
Attachments: Cleaning and disinfecting to reduce COVID-19 transmission Building and construction sites- 4 April (1).docx

Hi [Personal Information]

Attached are the cleaning protocols required for the twice daily clean of Rydges. Can you please pass this on to IKON?

I note IKON only work Mon-Fri, so can you please arrange for another company to undertake these cleans on the weekend? These cleans must begin tomorrow.

Regards,
 Rachaele

I

Rachaele May
 Operations Soteria (COVID-19)
 DJPR Hotel Quarantine Agency Commander
djprcovidacom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions
 402 Mair Street Ballarat, Victoria Australia 3350

[Personal Information]

agriculture.vic.gov.au

djpr.vic.gov.au

From: [Personal Information] (DHHS) [Personal Information]@dhhs.vic.gov.au>
Sent: Friday, 29 May 2020 3:53 PM
To: Rachaele E May (DJPR) <[Personal Information]@agriculture.vic.gov.au>
Cc: Merrin C Bamert (DHHS) [Personal Information]@dhhs.vic.gov.au>; Pam Williams (DHHS) [Personal Information]@dhhs.vic.gov.au>; Melody A Bush (DHHS) [Personal Information]@dhhs.vic.gov.au>; [Personal Information] (DHHS) [Personal Information]@dhhs.vic.gov.au>
Subject: FW: Cleaning and disinfection

Hi Rachaele

As discussed please see attached cleaning guidelines.

Could you please confirm when these arrangements are locked in

Kind regards

Personal

Personal Information

COVID 19 Health Coordination
dhhsopsoteraeoc@dhhs.vic.gov.au

From: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>
Sent: Friday, 29 May 2020 3:38 PM
To: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>
Cc: Merrin Bamert (DHHS) Personal Information @dhhs.vic.gov.au>; Pam Williams (DHHS) Personal Information @dhhs.vic.gov.au>
Subject: Cleaning and disinfection

Hi REDACT

As discussed, we are concerned that **environmental transmission** may be happening at the Rydges hotel.

In consultation with our IPC team, I am recommending that we implement **at least once daily** cleaning + disinfection (using a disinfectant for which the manufacturer claims **antiviral activity**) of all common areas at the Rydges hotel frequently by staff including all high touch surfaces AND lifts.

Attached are the current DHHS guidelines for cleaning and disinfection. A commercial cleaning company should be able to provide this level of cleaning.

Thanks and kind regards,

Personal Information

Case, Contact and Outbreak Management | COVID-19 Surge Workforce
 Department of Health and Human Services | 50 Lonsdale Street, Melbourne Victoria 3000
 e. Personal Information @dhhs.vic.gov.au

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Cleaning and disinfecting to reduce COVID-19 transmission

Building and construction sites

4 April 2020

Purpose

The current outbreak of coronavirus (COVID-19) has been declared a pandemic. The Victorian government is working with health services, agencies and businesses to keep the Victorian community safe.

As more people are diagnosed with coronavirus (COVID-19), practicing good personal hygiene will be critical to help prevent the spread of this disease. It will also be important to clean and disinfect premises, including non-healthcare settings, where cases worked or studied.

This guide aims to provide advice on cleaning and disinfecting to reduce the risk of coronavirus (COVID-19) transmission in building and construction sites. Note that this advice applies to all non-healthcare settings in Victoria. The principles in this guide apply equally to domestic settings, office buildings, small retail businesses, social venues and all other non-healthcare settings.

How coronavirus (COVID-19) is transmitted

- Coronavirus (COVID-19) spreads through close contact with an infected person and is typically transmitted via respiratory droplets (produced when an infected person coughs or sneezes). It may also be possible for a person to acquire the disease by touching a surface or object that has the virus on it and then touching their own mouth, nose or eyes, but this is not thought to be the main way that the virus is spreading in this pandemic.
- Current evidence suggests the virus causing coronavirus (COVID-19) may remain viable on surfaces for many hours and potentially for some days. The length of time that coronavirus (COVID-19) survives on inanimate surfaces will vary depending on factors such as the amount of contaminated body fluid (e.g. respiratory droplets) present, and environmental temperature and humidity. In general, coronaviruses are unlikely to survive for long once droplets produced by coughing or sneezing dry out.

Cleaning and disinfection

- **Cleaning** means physically removing germs, dirt and organic matter from surfaces. Cleaning alone does not kill germs, but by reducing the numbers of germs on surfaces, cleaning helps to reduce the risk of spreading infection.
- **Disinfection** means using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs that remain on surfaces after cleaning, disinfection further reduces the risk of spreading infection. Cleaning before disinfection is very important as organic matter and dirt can reduce the ability of disinfectants to kill germs.
- Transmission or spread of coronavirus occurs much more commonly through direct contact with respiratory droplets than through contaminated objects and surfaces. The risk of catching coronavirus when cleaning is substantially lower than any risk from being face-to-face without appropriate personal protective equipment with a confirmed case of coronavirus (COVID-19) who may be coughing or sneezing.

Importance of cleaning your hands regularly

- Soap and water should be used for hand hygiene when hands are visibly soiled. Use an alcohol-based hand rub at other times (for example, when hands have been contaminated from contact with environmental surfaces).
- Cleaning hands also helps to reduce contamination of surfaces and objects that may be touched by other people.

- Avoid touching your face, especially their mouth, nose, and eyes when cleaning.
- Always wash your hands with soap and water or use alcohol-based hand rub before putting on and after removing gloves used for cleaning.

Cleaning and disinfection

Routine cleaning and disinfection

Workplaces should routinely (at least daily) clean frequently touched surfaces (for example, tabletops, door handles, light switches, desks, toilets, taps, TV remotes, kitchen surfaces, cupboard handles and other equipment and materials relevant to construction and building sites). Also, clean surfaces and fittings when visibly soiled and immediately after any spillage. Where available, a disinfectant may be used following thorough cleaning. See below for [choice, preparation and use of disinfectants](#).

What to clean and disinfect and when

Clean and disinfect all areas (for example, offices, bathrooms and common areas) that were used by the suspected or confirmed case of coronavirus (COVID-19). Close off the affected area before cleaning and disinfection. Open outside doors and windows to increase air circulation and then commence cleaning and disinfection.

The department will notify employers when a worker has been diagnosed with coronavirus (COVID-19) and has been infectious while on a building and construction site. The department will advise if cleaning and disinfection is required. It is the responsibility of employers to apply the principles in this document to conduct relevant cleaning and disinfection.

How to clean and disinfect

1. Wear gloves when cleaning and disinfecting. Gloves should be discarded after each clean. If it is necessary to use reusable gloves, gloves should only be used for coronavirus (COVID-19) related cleaning and disinfection and should not be used for other purposes. Wash reusable gloves with soap and water after use and leave to dry. Clean hands immediately after removing gloves.
2. Thoroughly clean surfaces using detergent (soap) and water.
3. Apply disinfectant to surfaces using disposable paper towel or a disposable cloth. If non-disposable cloths are used, ensure they are laundered and dried before reusing.
4. Ensure surfaces remain wet for the period of time required to kill the virus (contact time) as specified by the manufacturer. If no time is specified, leave for 10 minutes.

A one-step detergent/disinfectant product may be used as long as the manufacturer's instructions are followed regarding dilution, use and contact times for disinfection (that is, how long the product must remain on the surface to ensure disinfection takes place).

Cleaning and disinfection of items that cannot withstand bleach

Soft furnishings or fabric covered items (for example, fabric covered chairs or car seats) that cannot withstand the use of bleach or other disinfectants or be washed in a washing machine, should be cleaned with warm water and detergent to remove any soil or dirt then steam cleaned. Use steam cleaners that release steam under pressure to ensure appropriate disinfection.

Use of personal protective equipment (PPE) when cleaning

Gloves are recommended when cleaning and disinfecting. Use of eye protection, masks and gowns is not required when undertaking routine cleaning.

Always follow the manufacturer's advice regarding use of PPE when using disinfectants.

For cleaning and disinfection for suspected and confirmed cases, when available, a surgical mask and eye protection may provide a barrier against inadvertently touching your face with contaminated hands and fingers, whether gloved or not.

For cleaning and disinfection for suspected and confirmed cases, wear a full-length disposable gown in addition to the surgical mask, eye protection and gloves if there is visible contamination with respiratory secretions or other body fluid. Get advice from your work health and safety consultants on correct procedures for wearing PPE.

Choice, preparation and use of disinfectants

- Where possible, use a disinfectant for which the manufacturer claims antiviral activity (meaning it can kill viruses). Chlorine-based (bleach) disinfectants are one product that is commonly used. Other options include common household disinfectants or alcohol solutions with at least 70% alcohol (for example, methylated spirits).
- Follow the manufacturer's instructions for appropriate dilution and use. Table 1 below provides dilution instructions when using bleach solutions.

Chlorine dilutions calculator

Household bleach comes in a variety of strengths. The concentration of active ingredient — hypochlorous acid — can be found on the product label.

Table 1. Recipes to achieve a 1000 ppm (0.1%) bleach solution

Original strength of bleach		Disinfectant recipe		Volume in standard 10L bucket
%	Parts per million	Parts of bleach	Parts of water	
1	10,000	1	9	1000 mL
2	20,000	1	19	500 mL
3	30,000	1	29	333 mL
4	40,000	1	39	250 mL
5	50,000	1	49	200 mL

For other concentrations of chlorine-based sanitisers not listed in the table above, a dilutions calculator can be found on the [department's website](https://www2.health.vic.gov.au/public-health/infectious-diseases/infection-control-guidelines/chlorine-dilutions-calculator) <https://www2.health.vic.gov.au/public-health/infectious-diseases/infection-control-guidelines/chlorine-dilutions-calculator>.

Management of linen, crockery and cutlery

If items can be laundered, launder them in accordance with the manufacturer's instructions using the warmest setting possible. Dry items completely. Do not shake dirty laundry as this may disperse the virus through the air.

Wash crockery and cutlery in a dishwasher on the highest setting possible. If a dishwasher is not available, hand wash in hot soapy water.

Reducing the risk of transmission in social contact settings

Social contact settings or environments include (but are not limited to), transport vehicles, shopping centres and private businesses.

To reduce the risk of spreading coronavirus (COVID-19) in these settings:

- Promote cough etiquette and respiratory hygiene.

- Routinely clean frequently touched hard surfaces with detergent/disinfectant solution/wipe.
- Provide adequate alcohol-based hand rub for staff and consumers to use. Alcohol-based hand rub stations should be available, especially in areas where food is on display and frequent touching of produce occurs.
- Train staff on use of alcohol-based hand rub.
- Consider signs to ask shoppers to only touch what they intend to purchase.

Vehicle air-conditioning should be set to fresh air



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From: DJPR COVID Accom-Lead (DJPR)
Sent: Thu, 18 Jun 2020 14:56:18 +1000
To: Pam Williams (DHHS);DJPR COVID Accom-Lead (DJPR);Kait K McCann (DJPR)
Cc: DHHSOpSoteriaEOC;Merrin C Bamert (DHHS);Melody A Bush (DHHS);Donna Findlay (DJPR);DJPR COVID Accom-Support (DJPR)
Subject: questions from hotels: Procedure for cleaning quarantine and quarantine red hotels

Hi Pam,

Now that the hotels have received this procedure, we have received some questions:

- (a) Exit deep clean – clean and disinfection of hotel rooms that have accommodated COVID-19 positive guest(s), quarantined guest(s), close contact guest(s) or transiting guest(s) will be performed when the guest(s) has physically left the hotel room.

To date we conduct deep cleans in COVID-19 positive rooms only (and common areas when there is an outbreak) – are hotels now required to conduct these cleans in *every guest room*?

Exit deep clean of guest rooms, wear a full-length disposable gown, surgical mask, eye protection and gloves.

Hotel would like to know where to obtain full length gowns – this is not part of the current PPE they provide their staff, and is a new requirement.

Thasnk
 Rachaele

Rachaele May
 Operations Soteria (COVID-19)
 DJPR Hotel Quarantine Agency Commander
djprcovidaccom-lead@ecodev.vic.gov.au

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 Department of Jobs, Precincts and Regions
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Personal Information
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From: Pam Williams (DHHS) Personal Information <dhhs.vic.gov.au>
Sent: Wednesday, 17 June 2020 5:21 PM
To: DJPR COVID Accom-Lead (DJPR) <djprcovidaccom-lead@ecodev.vic.gov.au>; Rachaele E May (DJPR) <Personal Information <agriculture.vic.gov.au>; Kait K McCann (DJPR) <Personal Information <ecodev.vic.gov.au>
Cc: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>; Merrin C Bamert (DHHS)

Personal Information

@dhhs.vic.gov.au>; Melody A Bush (DHHS) Personal Information @dhhs.vic.gov.au>

Subject: Procedure for cleaning quarantine and quarantine red hotels

This cleaning procedure has been approved by the D/CHO and is ready for immediate use.

Pam Williams**COVID19 Accommodation Commander**

Department of Health and Human Services

m: Personal Information @dhhs.vic.gov.au

www.dhhs.vic.gov.au

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Sent: Wed, 17 Jun 2020 14:59:59 +1000
To: Pam Williams (DHHS)
Subject: FW: Rydges - cleaning required before reopening

Hi Pam, can you please advise when a final check **le May Operations Soteria (COVID-19) DJPR Hotel Quarantine Agency Commander**
djprcovidacom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience
Department of Jobs, Precincts and Regions
402 Mair Street Ballarat, Victoria Australia 3350
M: Personal Information

Personal Information @agriculture.vic.gov.au

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From: Rosswyn Menezes Personal Information @evt.com
Sent: Wednesday, 17 June 2020 1:48 PM
To: Rachaele E May (DJPR) Personal Information @agriculture.vic.gov.au
Cc: DJPR COVID Accom-Support (DJPR) <DJPRcovidacom-support@ecodev.vic.gov.au>
Subject: RE: Rydges - cleaning required before reopening

Hi Rachaele,

Hope you are well.

Just giving you an update....

We had DHHS infection specialists here yesterday and we inspected the hotel again. They noticed a few concerns that needed to be addressed and we got onto it right away. We are ready for the specialist to return and inspect the hotel again and then have us ready to have guests.

I was informed that the specialist would come in today but no one has come yet.

Should you have any queries, please do not hesitate to reach out.

Thank you.

Best regards,

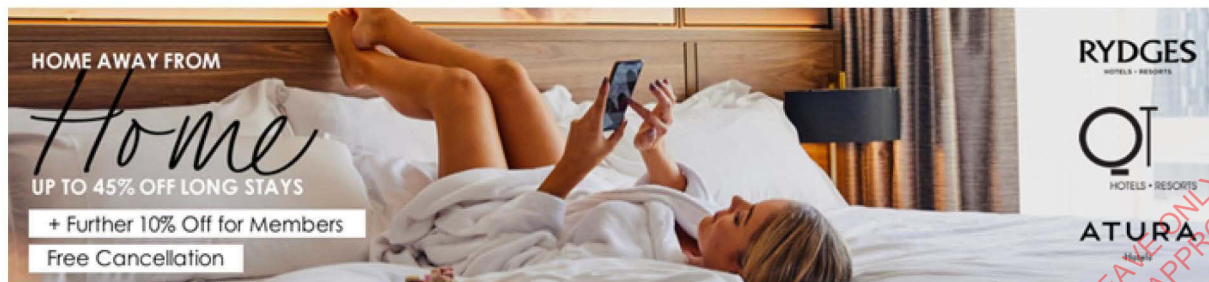
Rosswyn Menezes | General Manager | Rydges on Swanston Melbourne

701 Swanston Street, Carlton, VIC, 3053

Personal Information

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Email Personal Information [@evt.com](mailto:>@evt.com) | Web: www.rydges.com/swanston | www.skylineevents.com.au



From: Rachaele E May (DJPR) Personal Information [@agriculture.vic.gov.au](mailto:>@agriculture.vic.gov.au)
Sent: Sunday, 14 June 2020 9:35 PM
To: Rosswyn Menezes Personal Information [@evt.com](mailto:>@evt.com)
Cc: DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>
Subject: Re: Rydges - cleaning required before reopening

Fantastic, thanks Ross.

I will pass this on to DHHS. We look forward to working with you this week as you welcome your next intake of guests.

Regards
 Rachaele

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From: Rosswyn Menezes Personal Information [@evt.com](mailto:>@evt.com)
Sent: Sunday, June 14, 2020 8:03:19 PM
To: Rachaele E May (DJPR) Personal Information [@agriculture.vic.gov.au](mailto:>@agriculture.vic.gov.au)
Cc: DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>
Subject: RE: Rydges - cleaning required before reopening

Hi Rachaele,

I hope you are well too.

Thanks for sharing the feedback. The hotel was certainly not up to the mark since we closed on 01st June. All my staff were in isolation and hence did not have any staff doing any cleaning. On the last day of operation, we only had 1 staff member at the hotel while there was the whole compliment of Nurses, Security and DHHS staff. Unfortunately no cleaning was done that day.

IKON services sanitised all guestrooms on 04th and 05th June

IKON Services returned and sanitised common areas on 10th June

Just to note that IKON do not clean rooms or public areas,

- Rooms: Remove garbage bags and sanitise rooms
- Public Areas: Sanitise all areas.

After they sanitise, my team goes in, cleans and get it ready to next arrival.

Hotel staff returned back on Fri 12/06 and have cleaned all rooms and public areas to be ready for guest arrivals since Mon 15/06.

- Table surfaces dirty, coffee cup milk rings still present (not stains), food marks present. **All F&B areas have been cleaned and ready to use.**
- Finger marks on many touch surfaces. **Addressed**
- Bathroom mirrors and other surfaces showed no signs of cleaning, still water splash marks on all glass/mirror surfaces. **Addressed**
- Taps show no sign of cleaning. **Addressed**
- Shower floors still dirty, one room with remnants of toilet paper in shower base. **Addressed**
- Hallway had what appeared to be coffee splatter over wall – clearly not wiped down. **Addressed**
- **Cutlery appeared to be used/not cleaned. The pic is from a room that had checked out. Already cleaned for next arrival.**
- Rubbish still on floor of some rooms. **All rooms cleaned in last 3 days.**

We have a dedicated cleaner to clean all public areas each day. Most of the above are tasks that are covered multiple times each day. Unfortunately we did not have any staff since the last guest departed on 1st June.

We are ready to have guests return to the hotel. Please advise if infection control would like to inspect prior to sending guests across.

I will send you the cleaning certificates from IKON services when I go in tomorrow morning.

Should you have any queries or concerns, please do not hesitate to give me a call. We look forward to have guests return shortly.

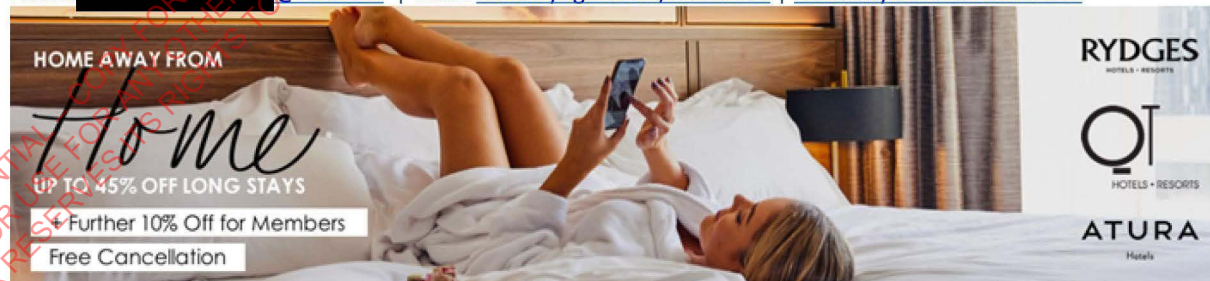
Thank you very much.

Best regards,

Rosswyn Menezes | General Manager | Rydges on Swanston Melbourne
701 Swanston Street, Carlton, VIC, 3053

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Email: Personal Information @evt.com | **Web:** www.rydges.com/swanston | www.skylineevents.com.au



From: Rachaele E May (DJPR) Personal Information @agriculture.vic.gov.au>

Sent: Sunday, 14 June 2020 4:19 PM

To: Rosswyn Menezes Personal Information <[@evt.com](mailto:rosswyn.menezes@evt.com)>
Cc: DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>
Subject: Rydges - cleaning required before reopening

Hi Ross,

I hope you are well.

DHHS have provided us with some feedback from their site inspection by the DHHS infection specialists last week. I have attached a summary of their feedback (I am unable to forward their whole report). In summary, a number of areas appear to need a follow up clean:

- Table surfaces dirty, coffee cup milk rings still present (not stains), food marks present.
- Finger marks on many touch surfaces.
- Bathroom mirrors and other surfaces showed no signs of cleaning, still water splash marks on all glass/mirror surfaces.
- Taps show no sign of cleaning.
- Shower floors still dirty, one room with remnants of toilet paper in shower base.
- Hallway had what appeared to be coffee splatter over wall – clearly not wiped down.
- Cutlery appeared to be used/not cleaned.
- Rubbish still on floor of some rooms.

Photos are attached

DJPR understood that the rooms and general areas had been cleaned and completed as such:

- IKON services cleaned guest rooms and hallways only.
- AMC completed rest of hotel facility.

Can you confirm if this is your understanding, and if the cleaning certificates provided by the cleaning companies to you reflect this.

I have asked DHHS if another deep infectious clean is required. I will let you know their response.

In the meantime, can you please confirm if the hotel has had a general clean since the inspection last week. We will hold off sending in guests until DHHS are satisfied with the cleaning standards.

Regards
 Rachaele

Rachaele May
 Operations Soteria (COVID-19)
 DJPR Hotel Quarantine Agency Commander
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From: DJPR COVID Accom-Lead (DJPR)
Sent: Sun, 28 Jun 2020 18:02:35 +1000
To: DJPR COVID Accom-Support (DJPR); [Personal Information] (DJPR); [Personal Information] (DJPR); [Personal Information] (DJPR); Donna Findlay (DJPR); [Personal Information] (DJPR)
Cc: Unni Menon (DJPR); Gonul Serbest (DJPR)
Subject: FYI: URGENT: Finalised cleaning protocol required asap for Hotel Quarantine
Attachments: Interim - Procedure for cleaning quarantine and quarantine positive hotels
 28062020.docx

See below,

4 types of cleaning now approved by DHHS Infection Control team:

Key change was to have four cleaning categories;

1. Daily cleaning – common areas in quarantine and quarantine positive hotels will have their frequently touched surfaces cleaned and disinfected twice daily and all floor surfaces will be cleaned once a day.
 2. Exit deep clean and disinfection (pathogen clean) – clean and disinfection of hotel rooms including steam clean of soft furnishings (COVID-19 positive guests).
 3. Exit clean and disinfection – clean and disinfect using a detergent/disinfectant wipe and spot clean soft furnishings (close contacts and quarantine guests)
 4. Outbreak clean and disinfection – when the hotel has been identified to have had a cross infection between guests and staff or unidentified source of transmission to staff and/or guests, a final deep clean and disinfection of hotel rooms and communal areas that were assigned and used for quarantine purposes will occur.
- It was noted that the cluster of COVID-19 infections linked to the Stamford Hotel has an unknown source and therefore it was planned to have an outbreak clean and disinfection.

Actions from here:

- [Personal Information]
 - can you please confirm with AHS that their clean of 12 Covid rooms at Stamford meet Category 2
 - can you please get AHS to quote for the rest of Stamford as per category 4
- Donna
 - Can you please advise if the hotel contracts will allow us to ask hotels to undertake cleans as per categories 1 and 3, whereby the State only arranges and pays for Category 4 (Outbreak) and the steam clean associated with Category 2 (covid pathogen clean)
 - This also applies to non-quarantine hotels – h4H as well?
- [Personal Information] pending Donna's advice – we may need to check with hotels about their capacity to undertake cleaning types 1 and 3
- All – note that IKON do not meet any of these standards and cannot be used – please ensure no hotels make separate arrangements
- Rach – will seek a quote from the DHHS Alfred cleaning contractors (Spotless?) to compare AHS quote for Stamford.

Thasnk,
Rachaele

Rachaele May
 Operations Soteria (COVID-19)

DJPR Hotel Quarantine Agency Commander
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From: Pam Williams (DHHS) Personal Information @dhhs.vic.gov.au
Sent: Sunday, 28 June 2020 5:34 PM
To: DJPR COVID Accom-Lead (DJPR) <DJPRcovidacom-lead@ecodev.vic.gov.au>; Rachaele E May (DJPR) <Personal Information @agriculture.vic.gov.au>; Kait K McCann (DJPR) <Personal Information @ecodev.vic.gov.au>
Cc: Merrin C Bamert (DHHS) Personal Information @dhhs.vic.gov.au
Subject: FW: URGENT: Finalised cleaning protocol required asap for Hotel Quarantine

Rachaele
 As discussed.

Pam Williams
COVID19 Accommodation Commander
 Department of Health and Human Services
 m: Personal Information @dhhs.vic.gov.au
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From: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au
Sent: Sunday, 28 June 2020 5:20 PM
To: Pam Williams (DHHS) Personal Information @dhhs.vic.gov.au; Personal Information (DHHS) Personal Information @dhhs.vic.gov.au; Euan Wallace (DHHS) Personal Information @safecare.vic.gov.au
Cc: Merrin Bamert (DHHS) Personal Information @dhhs.vic.gov.au; Personal Information (DHHS) Personal Information @dhhs.vic.gov.au; Personal Information (DHHS) Personal Information @dhhs.vic.gov.au
Subject: RE: URGENT: Finalised cleaning protocol required asap for Hotel Quarantine

Dear Pam

Thank you for sharing the detailed report re incidence of guests who screen positive for COVID-19, it is very informative

We acknowledge the low proportion (0.75%) of guests who have had a positive COVID-19 test result and have adjusted the cleaning protocol accordingly.

It is interesting that around 50% of cases reported in table 2 were asymptomatic at the time of their test and their travel origin was from the Asian sub-continent; Bangladesh, Pakistan, Afghanistan and India. It would be interesting to know the demographics of guests who have declined to be tested to

gain an understanding of any potential risk factors that may prompt a further encouraging conversation.

Interim cleaning procedure for quarantine and quarantine positive hotels.

- Personal Information has reviewed and approved the attached interim cleaning procedure for quarantine and quarantine positive hotels
- Once you have approved the amended document it will be saved as the final version
- Key change was to have four cleaning categories;
 1. Daily cleaning – common areas in quarantine and quarantine positive hotels will have their frequently touched surfaces cleaned and disinfected twice daily and all floor surfaces will be cleaned once a day.
 2. Exit deep clean and disinfection (pathogen clean) – clean and disinfection of hotel rooms including steam clean of soft furnishings (COVID-19 positive guests).
 3. Exit clean and disinfection – clean and disinfect using a detergent/disinfectant wipe and spot clean soft furnishings (close contacts and quarantine guests)
 4. Outbreak clean and disinfection – when the hotel has been identified to have had a cross infection between guests and staff or unidentified source of transmission to staff and/or guests, a final deep clean and disinfection of hotel rooms and communal areas that were assigned and used for quarantine purposes will occur.
- It was noted that the cluster of COVID-19 infections linked to the Stamford Hotel has an unknown source and therefore it was planned to have an outbreak clean and disinfection.

Fogging

It is not recommended to use disinfectant fogging for general use against COVID-19 as it can introduce work health and safety risks. Worksafe Australia state that fogging should not be undertaken as a response to, or as an element of, a response to contamination of an area with COVID-19.

Anecdotally, we have found that cleaning companies are in appropriately using the fogging technique i.e. disinfecting before cleaning and that appropriate safety precautions are not being followed leading to reports of skin and eye irritation.

-

Room settling

We spoke about 'room settling' as a potential risk reduction strategy and reducing the need to clean and disinfect guest rooms. That is a room is closed and not used for a period of up to 4 days.

A high level scan identified that none of the national, state or international COVID-19 guidelines recommend using this technique in place of cleaning and disinfecting rooms or shared equipment.

I hope that this updated procedure reflects the agreed way forward

Regards

Personal Information

Senior policy officer
Infection prevention and control (IPC) cell
COVID-19 public health division
Department of health and human services

Personal Information

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Hotel Quarantine Response

Advice for cleaning requirements for hotels who are accommodating quarantined, close contacts and confirmed COVID-19 guests

Last updated: 28 June 2020

Background

Operation Soteria manages the mandatory quarantine of international arrivals, diagnosed persons and close contacts who are self-isolating at a hotel to reduce the potential spread of coronavirus (COVID-19). To reduce the risks of transmission of COVID-19 within the hotels, guests confirmed as COVID-19 positive will be moved from their allocated quarantine hotel and accommodated in quarantine 'positive' hotels.

COVID-19 spreads through respiratory droplets produced when an infected person coughs or sneezes. A person can acquire the virus by touching a surface or object that has the virus on it and then touching their own mouth, nose or eyes.

To protect all staff, contractors and guests in Operation Soteria program from the risk of exposure to COVID-19, appropriate cleaning and disinfection measures are required. A combination of cleaning and disinfection is most effective in removing the COVID-19 virus. To meet these requirements:

- (a) Daily cleaning – common areas in quarantine and quarantine positive hotels will have their frequently touched surfaces cleaned and disinfected twice daily and all floor surfaces will be cleaned once a day.
- (b) Exit deep clean and disinfection (pathogen clean) – clean and disinfection of hotel rooms that have accommodated confirmed COVID-19 positive guest(s) will be performed as soon as the guest(s) has physically left the hotel room.
- (c) Exit clean and disinfection – clean and disinfect hotel rooms that have accommodated close contact and quarantined guest(s) will be performed when the guest(s) has physically left the hotel.
- (d) Outbreak clean and disinfection – when the hotel has been identified to have had a cross infection between guests and staff or unidentified source of transmission to staff and/or guests, an exit deep clean and disinfection of hotel rooms and communal areas that were assigned and used for quarantine purposes will occur.

Cleaning and disinfection

Cleaning means physically removing germs, dirt and organic matter from surfaces. Cleaning alone does not kill germs, but by reducing the numbers of germs on surfaces, cleaning helps to reduce the risk of spreading infection.

Disinfection means using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs that remain on surfaces after cleaning, disinfection further reduces the risk of spreading infection. Cleaning before disinfection is very important as organic matter and dirt can reduce the ability of disinfectants to kill germs.

Cleaning should be performed by environmental service staff who have been appropriately trained and is in line with their position/role description.

Recommended cleaning and disinfection products

Cleaning with a chlorine-based product (three-step-clean)

Cleaning of surfaces must be undertaken first with a neutral detergent and water prior to disinfection of surfaces.

Disinfection with a chlorine-based product following the manufacturer's instructions or made using the chlorine dilutions calculator (see Table 1) to achieve a 1000ppm dilution should be used. Note that prediluted bleach solutions lose potency over time and on exposure to sunlight and as such needs to be made up fresh daily.

Household bleach comes in a variety of strengths. The concentration of active ingredient – hypochlorous acid – can be found on the product label.

If using a cleaning and disinfection process, after cleaning surfaces with a neutral detergent, apply the bleach solution using disposable paper towels or a disposable cloth. Ensure surfaces remain wet for the specified contact time. Wipe the disinfectant off surfaces to prevent damage.

Table 1: Chlorine dilutions calculator to achieve a 1000 ppm (0.1%) bleach solution

Original strength of bleach		Disinfectant recipe		Volume in standard 10L bucket
%	Parts per million	Parts of bleach	Parts of water	
1	10,000	1	9	1000 mL
2	20,000	1	19	500 mL
3	30,000	1	29	333 mL
4	40,000	1	39	250 mL
5	50,000	1	49	200 mL

For other concentrations of chlorine-based sanitisers not listed in the table above, a dilutions calculator can be found on the <https://www2.health.vic.gov.au/public-health/infectious-diseases/infection-control-guidelines/chlorine-dilutions-calculator>.

Alternative cleaning and disinfection products (two-step-clean)

Only listed cleaning disinfectant products that are effective against SARS-CoV-2 virus that have been registered on the Australian Register of Therapeutic Goods (ARTG) are to be used. A list of ARTG products are available on the Therapeutics Goods Administration website; <https://www.tga.gov.au/disinfectants-use-against-covid-19-artg-legal-supply-australia>

Disinfectant solutions should be applied using a cloth or wipe. This can be achieved by using a ready to use detergent/disinfectant wipe product or applying a cleaning disinfection solution to a cloth then wiping over the surface to be disinfected. It is not recommended to use fogging or a spray to disinfect.

All disinfectant cleaning products need to be applied for the specified contact time, as per manufactures' instructions, before the product is removed.

If using a combined detergent/disinfection wipe, clean the surface, leave for the required contact time, then wipe using a damp cloth.

For information on cleaning equipment, personal protective equipment (PPE), laundry and waste management please see relevant sections below.

Regardless of the product used, it is vital that sufficient contact time is allowed. Refer to the manufacturer's instruction for such information. If no time is specified, leave for 10 minutes.

Surfaces that are unable to be cleaned with a chlorine-based product or disinfectant product from the ARTG list should follow the guidance in Table 2.

Table 2: Recommended cleaning procedure by surface type (adapted from SafeWork Australia – COVID 19 - Recommended cleaning: Supplementary information, 26 May 2020).

Any Surface	Method
Soft plastics	Detergent + Disinfectant ¹
Hard plastics	Detergent + Disinfectant
Metal surfaces (stainless steel, uncoated steel, zinc coated steel, aluminium)	Detergent + Disinfectant* *uncoated steel is more susceptible to rust when disinfected with bleach. After contact time is complete, there is a need to wipe off the disinfected metal surface with water.
Painted metal surfaces	Detergent + Disinfectant
Wood	Detergent + Disinfectant
Laminate	Detergent + Disinfectant
Glass	Detergent + Disinfectant
Concrete (polished)	Detergent + Disinfectant
Concrete (rough)	Detergent + Disinfectant
Leather	Clean and disinfect according to manufacturer's recommendations
Fabric (for confirmed COVID-19 cases and transiting passenger hotel rooms – mattresses, carpet, window and room furnishings)	Remove dirt or soil with warm water and detergent then steam clean If launderable, wash on warmest possible setting according to manufacturer's recommendations with laundry detergent
Fabric – common areas (e.g. for confirmed cases access to exercise, medical treatment, evacuation, rooms and includes carpet, window and chairs in hallways, lifts, common areas and PPE change rooms)	Vacuum with a vacuum cleaner that contains a HEPA filter Damp dust + Detergent

¹Cleaning and disinfection can be performed using a three-step-clean with a chlorine-based product or two-step process using a combined detergent and disinfectant wipe.

How to clean and disinfect

Cleaning contractors are responsible for training staff on how to use cleaning equipment and products and how to appropriately clean and disinfect surfaces in line with this procedure.

- Wear appropriate personal protective equipment as outlined in the Personal Protective Equipment (PPE) section below.
- Thoroughly clean surfaces using detergent (soap) and water. Wipe over surfaces using a TGA COVID-19 approved detergent disinfectant wipe.
- Apply disinfectant to surfaces using disposable paper towel or a disposable cloth. If non-disposable cloths are used, ensure they are laundered and dried before reusing (see Cleaning equipment).
- Ensure surfaces remain wet for the period of time required to kill the virus (contact time) as specified by the manufacturer. If no time is specified, leave for 10 minutes.
- Wipe disinfectant off surfaces with a damp cloth to prevent damage.
- Remove and discard PPE after each clean into a leak proof plastic bag. Avoid touching the face with gloved or unwashed hands.
- Wash hands with soap and water and dry or use and alcohol-based hand rub immediately after removing gloves.

Personal Protective Equipment (PPE)

Cleaning contractors are responsible to ensuring staff are trained on how to wear PPE in accordance with DHHS PPE donning and doffing protocols (see [How to put on and take off your PPE](https://www.dhhs.vic.gov.au/how-put-and-take-your-ppe) <https://www.dhhs.vic.gov.au/how-put-and-take-your-ppe>).

Always follow the manufacturer's advice regarding what PPE should be used for cleaning products such as detergents and disinfection solutions. This may include the use of gloves, apron and eye protection.

Refer to Table 3 for required PPE to clean communal areas, confirmed COVID-19 guest rooms and quarantined/close contact guest rooms in quarantine and quarantine positive hotels.

Table 3: PPE requirements for the different types of cleaning in quarantine positive and quarantine hotels

Type of clean	Cleaning solution ¹	Mask	Gown	Gloves	Eye protection	PPE changed	Waste
Daily cleaning of communal areas	Detergent Disinfectant	No	Yes – consider wearing an apron if cleaning product will damage clothing	Yes ²	No	PPE to be discarded/changed after cleaning each communal area. <ul style="list-style-type: none"> Bathrooms Kitchen area Staff rooms Shared lounge area Other as identified following onsite visit 	Clinical waste
Exit deep clean and disinfection (pathogen clean) of guest room	Detergent Disinfectant	Yes	Yes	Yes	Yes	PPE to be removed and discarded into waste bin before exiting room	Clinical waste
Exit clean and disinfection of guest room	Detergent Disinfectant	No	Yes – consider wearing an apron if cleaning product will damage clothing	Yes ²	No	PPE to be removed and discarded into waste bin before exiting room	General Waste
Outbreak clean (guest rooms and communal areas)	Detergent Disinfectant	Yes	Yes	Yes	Yes	PPE to be removed and discarded into waste bin at completion of the terminal clean	Clinical waste

¹For cleaning requirements for particular types of surfaces refer to Table 2

²Use of gloves for this cleaning is to protect hands from chemicals

Where possible, disposable PPE should be used such as gloves, gowns, masks and eye protection.

PPE should be changed after performing an exit discharge clean and disinfection of a guest room, after completing a clean of each communal area (i.e. bathrooms, kitchen areas, staff areas, shared lounge areas), and before going on a break. In addition, gloves should be changed when they are damaged or visibly soiled.

Cleaning equipment

Where possible, disposable cleaning equipment should be used, such as cleaning cloths, mops and PPE i.e. gloves, gowns, masks and eye protection.

A fresh cloth and mop to be used for each room where an exit deep and disinfection is completed and for each communal area, for example, kitchen, bathroom, lounge.

All disposable cleaning equipment should be placed into a tied, leak proof plastic bag and disposed of in the appropriate clinical waste stream.

All reusable equipment (i.e. cloths and mops) should be placed into a bag to be transported to the laundry. Reusable cloths and mops are to be laundered separately from other cleaning equipment on the hottest wash cycle before re-use and allocated to only be used at the quarantine or quarantine positive hotel.

Reusable gloves are to be washed in hot water and dried and only be used at the quarantine or quarantine positive hotel.

Re-useable equipment such as vacuum cleaners, buckets, steam cleaners should be cleaned and disinfected after each room and communal area and stored at the quarantine or quarantine positive hotel site, separate from other cleaning equipment.

Ensuring workplace safety

When cleaning on or around electrical equipment/fittings, isolate electrical equipment and turn off power source if possible before cleaning with liquids.

Read the label for the detergent or disinfectant and follow the manufacturer's recommendations.

Obtain a copy of the Safety Data Sheet (SDS) for the detergent or disinfectant and become familiar with the contents.

Wear the appropriate PPE that is identified on the label and the Safety Data Sheet.

Cleaning requirements for quarantine and quarantine positive hotels

The following cleaning schedules should be followed for hotel floors that are accommodating quarantined, close contact and confirmed COVID-19 guests (see Table 4).

A clear process should be in place to direct cleaning staff to the type of cleaning required for communal and exit hotel room cleaning.

It is recommended that all hotels should remove all soft furnishings (chairs, desks, tables, lamps) in hallways to allow guests unimpeded access for exercise, medical treatment and evacuation and so the items are not touched and contaminated unnecessarily.

Daily cleaning of communal areas in quarantine and quarantine positive hotels

The following actions should generally be taken every day.

- Carpets in common areas of quarantine and quarantine positive hotels are to be vacuumed with a vacuum cleaner that contains a HEPA filter.
- Laminate, concrete and/or tile flooring in common areas of quarantine and quarantine positive hotels are to be mopped with a detergent and disinfectant solution daily.
- Clean and disinfect all frequently touched surfaces in all common areas twice daily (see Table 4).
- Visibly dirty surfaces may require additional cleaning.

Table 4: General cleaning recommendations for frequently touched surfaces (adapted from SafeWork Australia, COVID 19 - Recommended cleaning: Supplementary information, 26 May 2020).

Item ¹	Communal area Twice daily cleaning	Exit deep clean
Alcohol-based hand sanitiser dispenser	Twice daily	Yes
Bath	-	Yes
Call bell / doorbell	Twice daily	Yes
Carpet (Soft floor)	Daily (unless visibly soiled)	Yes
Ceiling	Spot cleaned	Spot cleaned
Chairs - non-upholstered (e.g. plastic chairs, wooden chairs, other non-padded chairs)	Twice daily – hard surfaces Soft furnishings – spot cleaned	Yes
Chairs - upholstered (e.g. fabric padded chairs, sofas, office chairs)	Twice daily – hard surfaces Soft furnishings – spot cleaned	Yes
Cleaning Equipment	Yes – after use	Yes
Clipboard / Folders	Twice daily	Yes
Computer, Keyboard, Mouse	Twice daily	Yes
Headsets		Yes
Curtains and Blinds	Spot clean	Yes
Door frames	Daily	Yes
Doorknob / handles	Twice daily	Yes
Drinking Fountains	Twice daily	Yes
Elevator buttons	Twice daily	Yes
Floor (non-slip vinyl)	Daily	Yes
Floor (polished concrete)	Daily	Yes
Fridges	Daily	Yes
Handrails, stair rails	Twice daily	Yes
Keys and locks and padlocks	Twice daily	Yes
Kitchen appliances (toasters, kettles, sandwich presses, jaffle makers, ovens)	Daily	Yes
Light and power point switches	Twice daily	Yes
Lights/lighting	Twice daily	Yes
Microwave	Daily	Yes
Push/pull doors (with and without a push plate)	Twice daily	Yes
Remote controls	Twice daily	Yes
Shelves (and items on shelves)	Daily	Yes
Shower	Daily	Yes
Sink (hand washing & kitchen)	Twice daily	Yes
Tables / desks	Twice daily	Yes
Telephone	Twice daily	Yes
Toilet	Twice daily	Yes
Toilet doors and locks	Twice daily	Yes
TV	Daily	Yes
Vending Machines	Daily	Yes
Walls	Spot clean	Yes
Windows / ledges	Weekly	Yes
Window frames (sliding servery window types)	Twice daily	Yes

¹Other frequently touched surfaces may be identified during an initial walk through that will need to be added to this list.

Exit deep clean and disinfection for a confirmed COVID-19 case

All rooms that have accommodated a confirmed COVID-19 guests should have an exit deep clean and disinfection (pathogen clean) performed.

All frequently touched surfaces outlined in Table 4 should be cleaned and disinfected.

Soft furnishings or fabric covered items (for example, fabric covered chairs, mattresses or window furnishings) that cannot withstand the use of bleach or other disinfectants or be washed in a washing machine, should be cleaned

with warm water and detergent to remove any soil or dirt then steam cleaned. Use steam cleaners that release steam under pressure to ensure appropriate disinfection.

Window furnishing may be laundered in accordance with the manufacturer's instructions on the warmest setting possible. The window furnishing should be dried completely before rehangng. Do not shake dirty window furnishings as this may disperse the virus through the air.

Exit clean and disinfection for quarantined or close contacts

All rooms that have accommodated a close contact or quarantined case (that is, that have never had a confirmed COVID-19 test result) should have an exit clean and disinfection performed.

All frequently touched surfaces outlined in Table 4 should be cleaned and disinfected.

Soft furnishings or fabric covered items (for example, fabric covered chairs, mattresses or window furnishings) that are visibly dirty and cannot be washed in a washing machine, should be spot cleaned with warm water and detergent to remove any soil or dirt.

Window furnishings that are visibly dirty may be laundered in accordance with the manufacturer's instructions on the warmest setting possible. The window furnishing should be dried completely before rehangng. Do not shake dirty window furnishings as this may disperse the virus through the air.

Outbreak clean and disinfection

Anterminal outbreak clean and disinfection will be performed when cross infection between guests and staff or an unidentified source of transmission to staff has been identified to have occurred at the hotel.

All rooms and communal areas that were used for quarantine purposes should have an exit deep clean and disinfection performed..

For communal areas in addition to meeting the daily cleaning requirements all floor surfaces and soft furnishings will be cleaned following the requirements for an exit deep clean and disinfection.

Guest cleaning

There should be a process in place to allow guests to access cleaning equipment and products in order to clean their own rooms, as required.

Management of linen, crockery and cutlery

Laundry

If items can be laundered, launder them in accordance with the manufacturer's instructions using the warmest setting possible. Dry items completely. Do not shake dirty laundry as this may disperse the virus through the air.

Crockery and cutlery

Wash crockery and cutlery in a dishwasher on the hottest setting possible. If a dishwasher is not available, hand wash in hot soapy water.

Waste management

Waste generated from an exit deep clean and disinfection (pathogen clean), communal area cleaning and outbreak cleaning should be placed into the clinical waste stream.

Waste generated from exit deep clean and disinfection should be placed into the general waste stream.

References

- [Cleaning and disinfecting to reduce COVID-19 transmission: Tips for non-healthcare settings](https://www.dhhs.vic.gov.au/business-sector-coronavirus-disease-covid-19), 20 March 2020, <https://www.dhhs.vic.gov.au/business-sector-coronavirus-disease-covid-19>

- [Coronavirus \(COVID-19\) – Infection control guidelines](https://www.dhhs.vic.gov.au/covid19-infection-control-guidelines) <https://www.dhhs.vic.gov.au/covid19-infection-control-guidelines>
- [Directions issued by Victoria's Chief Health Officer](https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19) <https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19>
- [Environmental cleaning and disinfection principles for health and residential care facilities](https://www.health.gov.au/sites/default/files/documents/2020/05/coronavirus-covid-19-environmental-cleaning-and-disinfection-principles-for-health-and-residential-care-facilities.pdf), Version 3, 13 May 2020. <https://www.health.gov.au/sites/default/files/documents/2020/05/coronavirus-covid-19-environmental-cleaning-and-disinfection-principles-for-health-and-residential-care-facilities.pdf>
- [Guidance on how to clean and disinfect your workplace](http://www.swa.gov.au) - COVID-19 – Recommended cleaning: Supplementary information, 26 May 2020 <www.swa.gov.au>
- [How to put on and take off your PPE](https://www.dhhs.vic.gov.au/how-put-and-take-your-ppe) <https://www.dhhs.vic.gov.au/how-put-and-take-your-ppe>

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From: DJPR COVID Accom-Support (DJPR)
Sent: Thu, 18 Jun 2020 14:22:53 +1000
To: DJPR COVID Accom-Lead (DJPR);DJPR COVID Accom-Support (DJPR);Kait K McCann (DJPR);Rosswyn Menezes;DJPR COVID Accom-Operations (DJPR);DHHSOpSoteriaEOC
Cc: [Personal Information] (DJPR); [Personal Information] (DJPR)
Subject: RE: Rydges - cleaning required before reopening

Hello all,

I have just called Rosswyn at Rydges to see if final DHHS infection control cleaning inspection and all clear has taken place, and he informs me that it has and they are ready to receive guests.

Conscious that DJPR Accom-Ops are needing to know ASAP whether to start directing guests there to handle next few days incoming travellers, can DHHSOpSoteriaEOC please forward the final approval ASAP?

Regards,

[Personal Information]

Project Officer – Accommodation Support
 Operation Soteria
Department of Jobs, Precincts and Regions
 M: [Personal Information]
[\[Personal Information\]@agriculture.vic.gov.au](mailto:[Personal Information]@agriculture.vic.gov.au)

From: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Sent: Wednesday, 17 June 2020 5:04 PM
To: DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>; Kait K McCann (DJPR) [Personal Information] <[Personal Information]@ecodev.vic.gov.au>; Rosswyn Menezes [Personal Information] <[Personal Information]@evt.com>
Cc: [Personal Information] (DJPR) [Personal Information] <[Personal Information]@global.vic.gov.au>; [Personal Information] (DJPR) [Personal Information] <[Personal Information]@ecodev.vic.gov.au>
Subject: Re: Rydges - cleaning required before reopening

Thanks [Personal Information] - are they doing a final inspection to see whether the hotel meets cleaning requirements - so we could possibly open Friday?

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From: DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>
Sent: Wednesday, June 17, 2020 5:02:21 PM
To: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; Kait K McCann (DJPR) [Personal Information] <[Personal Information]@ecodev.vic.gov.au>; Rosswyn Menezes [Personal Information] <[Personal Information]@evt.com>
Cc: [Personal Information] (DJPR) [Personal Information] <[Personal Information]@global.vic.gov.au>; [Personal Information] (DJPR) [Personal Information] <[Personal Information]@ecodev.vic.gov.au>
Subject: FW: Rydges - cleaning required before reopening

[Personal Information] just called me back: Infection control person/s will be back first thing tomorrow.

Cross our fingers.....

Regards,

Personal Information

Project Officer – Accommodation Support
Operation Soteria
Department of Jobs, Precincts and Regions
M: Personal Information
agriculture.vic.gov.au

From: Rosswyn Menezes (Personal Information) <Personal Information@evt.com>
Sent: Wednesday, 17 June 2020 1:48 PM
To: Rachaele E May (DJPR) (Personal Information) <Personal Information@agriculture.vic.gov.au>
Cc: DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>
Subject: RE: Rydges - cleaning required before reopening

Hi Rachaele,

Hope you are well.

Just giving you an update....

We had DHHS infection specialists here yesterday and we inspected the hotel again. They noticed a few concerns that needed to be addressed and we got onto it right away. We are ready for the specialist to return and inspect the hotel again and then have us ready to have guests.

I was informed that the specialist would come in today but no one has come yet.

Should you have any queries, please do not hesitate to reach out.

Thank you.

Best regards,

Rosswyn Menezes | General Manager | Rydges on Swanston Melbourne
701 Swanston Street, Carlton, VIC, 3053

Hotel: Personal Information

Email: Personal Information <Personal Information@evt.com> | **Web:** www.rydges.com/swanston | www.skylineevents.com.au

From: Rachaele E May (DJPR) (Personal Information) <Personal Information@agriculture.vic.gov.au>
Sent: Sunday, 14 June 2020 9:35 PM
To: Rosswyn Menezes (Personal Information) <Personal Information@evt.com>
Cc: DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>
Subject: Re: Rydges - cleaning required before reopening

Fantastic, thanks Ross.

I will pass this on to DHHS. We look forward to working with you this week as you welcome your next intake of guests.

Regards
Rachaele

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From: Rosswyn Menezes Personal Information [@evt.com](mailto:rosswyn.menezes@evt.com)>
Sent: Sunday, June 14, 2020 8:03:19 PM
To: Rachaele E May (DJPR) Personal Information [@agriculture.vic.gov.au](mailto:rac@agriculture.vic.gov.au)>
Cc: DJPR COVID Accom-Support (DJPR) <DJPRcovidacom-support@ecodev.vic.gov.au>
Subject: RE: Rydges - cleaning required before reopening

Hi Rachaele,

I hope you are well too.

Thanks for sharing the feedback. The hotel was certainly not up to the mark since we closed on 01st June. All my staff were in isolation and hence did not have any staff doing any cleaning. On the last day of operation, we only had 1 staff member at the hotel while there was the whole compliment of Nurses, Security and DHHS staff. Unfortunately no cleaning was done that day.

IKON services sanitised all guestrooms on 04th and 05th June

IKON Services returned and sanitised common areas on 10th June

Just to note that IKON do not clean rooms or public areas,

- Rooms: Remove garbage bags and sanitise rooms
- Public Areas: Sanitise all areas.

After they sanitise, my team goes in, cleans and get it ready to next arrival.

Hotel staff returned back on Fri 12/06 and have cleaned all rooms and public areas to be ready for guest arrivals since Mon 15/06.

- Table surfaces dirty, coffee cup milk rings still present (not stains), food marks present. **All F&B areas have been cleaned and ready to use.**
- Finger marks on many touch surfaces. **Addressed**
- Bathroom mirrors and other surfaces showed no signs of cleaning, still water splash marks on all glass/mirror surfaces. **Addressed**
- Taps show no sign of cleaning. **Addressed**
- Shower floors still dirty, one room with remnants of toilet paper in shower base. **Addressed**
- Hallway had what appeared to be coffee splatter over wall – clearly not wiped down. **Addressed**
- **Cutlery appeared to be used/not cleaned. The pic is from a room that that had checked out. Already cleaned for next arrival.**
- Rubbish still on floor of some rooms. **All rooms cleaned in last 3 days.**

We have a dedicated cleaner to clean all public areas each day. Most of the above are tasks that are covered multiple times each day. Unfortunately we did not have any staff since the last guest departed on 1st June.

We are ready to have guests return to the hotel. Please advise if infection control would like to inspect prior to sending guests across.

I will send you the cleaning certificates from IKON services when I go in tomorrow morning.

Should you have any queries or concerns, please do not hesitate to give me a call. We look forward to have guests return shortly.

Thank you very much.

Best regards,

Rosswyn Menezes | General Manager | Rydges on Swanston Melbourne

701 Swanston Street, Carlton, VIC, 3053

Hotel: Personal Information

Email: Personal Information | [@evt.com](mailto:>@evt.com) | **Web:** www.rydges.com/swanston | www.skylineevents.com.au

From: Rachaele E May (DJPR) Personal Information [@agriculture.vic.gov.au](mailto:>@agriculture.vic.gov.au)

Sent: Sunday, 14 June 2020 4:19 PM

To: Rosswyn Menezes Personal Information [@evt.com](mailto:>@evt.com)

Cc: DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>

Subject: Rydges - cleaning required before reopening

Hi Ross,

I hope you are well.

DHHS have provided us with some feedback from their site inspection by the DHHS infection specialists last week. I have attached a summary of their feedback (I am unable to forward their whole report). In summary, a number of areas appear to need a follow up clean:

- Table surfaces dirty, coffee cup milk rings still present (not stains), food marks present.
- Finger marks on many touch surfaces.
- Bathroom mirrors and other surfaces showed no signs of cleaning, still water splash marks on all glass/mirror surfaces.
- Taps show no sign of cleaning.
- Shower floors still dirty, one room with remnants of toilet paper in shower base.
- Hallway had what appeared to be coffee splatter over wall – clearly not wiped down.
- Cutlery appeared to be used/not cleaned.
- Rubbish still on floor of some rooms.

Photos are attached

DJPR understood that the rooms and general areas had been cleaned and completed as such:

- IKON services cleaned guest rooms and hallways only.
- AMC completed rest of hotel facility.

Can you confirm if this is your understanding, and if the cleaning certificates provided by the cleaning companies to you reflect this.

I have asked DHHS if another deep infectious clean is required. I will let you know their response.

In the meantime, can you please confirm if the hotel has had a general clean since the inspection last week. We will hold off sending in guests until DHHS are satisfied with the cleaning standards.

Regards
Rachaele

Rachaele May
Operations Soteria (COVID-19)
DJPR Hotel Quarantine Agency Commander
djprcovidacom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions
402 Mair Street Ballarat, Victoria Australia 3350

M: Personal Information

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From: Merrin Bamert (DHHS)
Sent: Wed, 17 Jun 2020 21:07:05 +1000
To: Pam Williams (DHHS)
Cc: DJPR COVID Accom-Lead (DJPR);Sandy M Austin (DHHS)
Subject: FW: OUTREACH VISIT- Stamford Plaza Hotel Collins St

Hi Pam

We asked for this after the breach on Sunday morning, it happened on the 16th

Please see outcomes

Thanks

Merrin

Merrin Bamert

Commander, Operation Soteria, Covid - 19
 Director, Emergency Management, Population Health and Health Protection
 South Division
 Department of Health and Human Services
 Level 5 / 165-169 Thomas Street, Dandenong, 3175

Personal Information

Personal Information

@dhhs.vic.gov.au

From: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>
Sent: Tuesday, 16 June 2020 9:50 PM
To: Merrin Bamert (DHHS) <Personal Information @dhhs.vic.gov.au>; Melody Bush (DHHS) Personal Information @dhhs.vic.gov.au>; Personal Inform DHHS) Personal Inform @dhhs.vic.gov.au>
Subject: Fwd: OUTREACH VISIT- Stamford Plaza Hotel Collins St

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From: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>
Sent: Tuesday, June 16, 2020 6:41:48 PM
To: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>
Cc: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>
Subject: OUTREACH VISIT- Stamford Plaza Hotel Collins St

Hi Personal Info

Please see below a copy of the Outreach visit to Stamford Plaza.

[Site visit report - IPCON Outbreak Team](#)

Location/premises

Stamford Plaza Melbourne
111 Little Collins Street, Melbourne VIC 3000

Parking details: No car parking available offsite, we parked directly out front in 'Clearway' with Green parking badge, hazard lights on and with hotel staff keeping watch for parking officials (to aid appropriate doffing)

Report

Date of report: 16/06/2020

Site visit

Date of site visit: 16/06/2020

Time of visit: 13:30hrs

Names of staff who attended site visit: [Personal Information] (IPCN), [Personal Information] (IPCN)

Is there another site visit planned- Yes

If so, date and time: 17/06/2020, 08:00hrs

Initial aim or intention of visit

Hand Hygiene, but on arrival staff requested a 'walk through' of site as IPC had not yet visited

Brief overview of visit/observations from IPC perspective

- ABHR scattered over floors in hotel, readily available and visible
- Hand-rub signage posted on floors, not laminated
- Separate team access to bathrooms (Nursing, Security Staff)
- Some security staff wearing masks on floors
- Clinical waste bins were not available on every floor
- Some general waste observed outside hotel rooms
- Independent Hairdressing facility located on ground floor of hotel which is accessed by the public. Proprietor reports his clients use hotel bathroom facilities on level 1
- Appropriate physical distancing of security staff in staff area
- Nursing staff feeling unsupported with several issues (see below)
- Security staff reporting some gaps in knowledge for some issues (see below)

Nursing Report from Lead Nurse on shift [Personal Information] [Personal Information] (@gmail.com) who request 'urgent' attention.

- Urgent delivery of large and smaller N95 masks where contact less than 1.5mts is necessary which is often daily. They had N95 which have been replaced with surgical masks.
- Urgent delivery of Yellow bins on every floor at present bins are shared between floors, this was requested over one week ago. Some nursing staff report not doing this and only taking a clinical waste 'bag' to dispose of used PPE.
- Face shields for expecting swabbing in likely increased COVID positive hotel environment
- Increased Nursing labor by at least 1 EFT to effect increased testing in room and management of COVID screening daily
- Security reception staff and PCA training in appropriate PPE use

- An increase in phone points to effect screening calls by all staff, this was requested at the beginning of lockdown and physically not possible apparently. Often screening is not completed in a timely manner (by the completion of the am shift) because of access to phones (all being used concurrently)
- Urgent supply of surgical masks in different sizes as currently staff are not able to maintain adequate seal if using poorly fitted mask
- Nursing staff expecting more positive cases in quarantined cases as deteriorating physical states (low SaO2 levels for instance on routine observations). Staff feeling anxious about this.

Security Report; from MSS Security Manager [Personal Information]

- Staff want to wear gloves with patient transport when handling luggage
- Suggestion of hand sanitizer in pockets for staff
- Unsure what to do when staff report symptoms consistent with COVID-19
- Report of two security guards being sent home for isolation and testing after escorting COVID-19 positive cases for daily walk

Immediate recommendations- communicated to staff

- All signs within facility (hand-rub, handwashing donning/doffing posters as examples) to be replaced with laminated signs to aid appropriate cleaning
- Rubbish in hallways to be removed
- Reiterated to all staff spoken to, to maintain physical distancing at all times
- To return at 08;00hrs 17/06/202 to undertake Hand Hygiene Education

IPCON communication

Describe key personnel, names, roles, contact details relevant to the visit

HR Business Partner- Stamford Hotel (Name unknown)

Person Hotel Manager

Personal Information

stamfordplaza@dhhs.vic.gov.au

DJPR site contact

> Ad. Officer [Personal Information]

DHHS T/L, 7-3

> Personal Information

DHHS T/L, 2:30-10

> Personal Information

This has been saved on our teams drive, please contact further if you need further advice.

Personal Information and I will be returning tomorrow morning 0800hrs for Hand Hygiene Education.

Many thanks,

Personal Information

Personal Information

Infection Prevention & Control Outreach Team Nurse, COVID-19

IPC Outbreak Management | Legal and Executive Services Division

Department of Health and Human Services | 50 Lonsdale Street, Melbourne, Victoria, 3000

Personal Information

Personal Information

[@dhhs.vic.gov.au](mailto:dhhs.vic.gov.au)

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From: Merrin Bamert (DHHS)
Sent: Sun, 14 Jun 2020 14:14:47 +1000
To: DJPR COVID Accom-Lead (DJPR)
Subject: Fwd: Rydges Review 13/06/2020.
Attachments: RydgesEMAIL [Personal Information] 12062020.docx,
 COVID19IPCON_RydgesSiteVisit [Personal Information] 20200613.docx

Hi Rachaele

As promised

Regards

Merrin

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From: Pam Williams (DHHS) [Personal Information] @dhhs.vic.gov.au>
Sent: Sunday, June 14, 2020 2:11:22 PM
To: Merrin Bamert (DHHS) [Personal Information] @dhhs.vic.gov.au>
Subject: FW: Rydges Review 13/06/2020.

I asked if I could share this and then when they got back to me they sent me to the Infection Control people. No-one will give us a clear statement.

Pam Williams

COVID19 Accommodation Commander

Department of Health and Human Services

m: [Personal Information] @dhhs.vic.gov.au

www.dhhs.vic.gov.au

Soteria (Ancient Greek : Σωτηρία) was the goddess or spirit (daimon) of safety and salvation, deliverance, and preservation from harm.

From: [Personal Information] (DHHS) [Personal Information] @dhhs.vic.gov.au>
Sent: Saturday, 13 June 2020 4:57 PM
To: Pam Williams (DHHS) [Personal Information] @dhhs.vic.gov.au>
Cc: [Personal Information] (DHHS) [Personal Information] @dhhs.vic.gov.au>; [Personal Information] (DHHS) [Personal Information] @dhhs.vic.gov.au>
Subject: Rydges Review 13/06/2020.

Please find 2x report attached of Fridays and today's reviews.

Infection Prevention & Control Outreach Team Nurse (Consultant), COVID-19
 IPC Outbreak Management | Legal and Executive Services Division

Department of Health and Human Services | 50 Lonsdale Street, Melbourne, Victoria, 3000

T: [Personal Information]
 E: [Personal Information] @dhhs.vic.gov.au

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EMAIL: 12/6/2020 from [Personal Information]

Hi [Personal Information],

[Personal Information] and i just did a walk through,

Observations-

- abhr at entry, in lift and scattered around hotel levels
- donning/doffing stations insitu. Only 1 clinical waste bin seen on site
- seperate areas for security guards, and clinical staff. Appropriate physical distancing can be maintained
- scattered non- monogrammed signage around facility (attached is 1 example). Signs are not laminated and appear old.
- large clinical room, with supplies and operational material

We chatted to the security guard who explained that security guards will escort persons/families to the rooftop to have their daily outside break.

It seems that security are still not otherwise clear on the operations at the facility going forward. According to signage (attached) security staff asked to wear gloves throughout shift.

Recomendations;

- Further visit by IPCC to refine IPC measures/signage- ideally as a joined up multi agency visit to ensure appropriate operational facilitation
- Ascertain if clinical staff/ security staff have seperate bathroom/handwashing facilities
- Site may require ongoing surveillance to ensure appropriate IPC measures (use of gloves, and other ppe)

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Site visit report - IPCON Outbreak Team

Location/premises

Name of premises/facility/setting: Rydges Swanston St

Location/Address: 701 Swanston Street

Report

Date of report: 13/06/2020

Site visit

Date of site visit: 13/06/2020

Time of visit: 11: 19

Names of staff who attended site visit: Personal Information

Is there another site visit planned? Possible follow up post next clean and to place proper signage.

Brief overview of visit.

- Required to assess the hotel for reopening on Monday 15th June as Quarantine Hotel
- Follow-up site assessment of lobby and hotel floors completed.
- Obtained site map.

Recommend that site is not ready for opening. Proper and effective clean needs to occur and correct signage needs to be placed on all floors prior to occupation.

Page Break

IPCON communication

Describe key personnel, names, roles, contact details relevant to the visit

Personal Infor

Operations manager
Front desk manager

Infection prevention and control notes

Environmental cleaning and disinfection

- Reported Deep Cleans performed on 28th and 31st of May 2020.
 - IKON services cleaned guest rooms and hallways only.
 - AMC completed rest of hotel facility.
- Review of site today suggest that site has not been cleaned to a deep clean standard. Please see **Appendix 1- Cleaning Photographs.**
 - Table surfaces where dirty, coffee cup milk rings still present (not stains), food marks present.
 - Finger marks on many touch surfaces.
 - Bathroom mirrors and other surfaces showed no signs of cleaning, still water splash marks on all glass/mirror surfaces.

- Taps show no sign of cleaning.
- Shower floors still dirty, one room with remnants of toilet paper in shower base.
- Hallway had what appeared to be coffee splatter over wall – clearly not wiped down.
- Cutlery appeared to be used/not cleaned.
- Rubbish still on floor of some rooms.
- Rydges housekeeping staff member present: vacuuming and making beds:
 - Noted use of gloves that were continually worn and not changing between rooms.
- Old signage still present throughout - ? adequate cleaning of surfaces?

- Sight cleaning observations reported during OMT at 12pm 13/6, to Personal Information
- Phoned Pam Williams 15:30pm to update, and forward report.

- Suggest: Deep clean prior to occupation.

Signage

- Signage used prior to first deep clean on the 28th of May is still present throughout the facility.
 - Majority not laminated.
 - Continual presence of signage that was on walls prior to "cleans"- suggests the deep clean was not performed adequately.
- Some signs are hotel issued and not DHHS standard. See
 - Incorrect instructions noted by previous IPC IPCON nurses around glove and mask use to security staff and observed again today.
- Condition of signs suggest repetitive contact of staff with surfaces (eg Brushing against)
- **Appendix 2 - Signage.** For photos.

- Suggest: Complete removal of current signage.

- Lamination of signage
- New signage to be correct mounted throughout facility at significant points
- Signage to be consistent with DHHS advice/education.

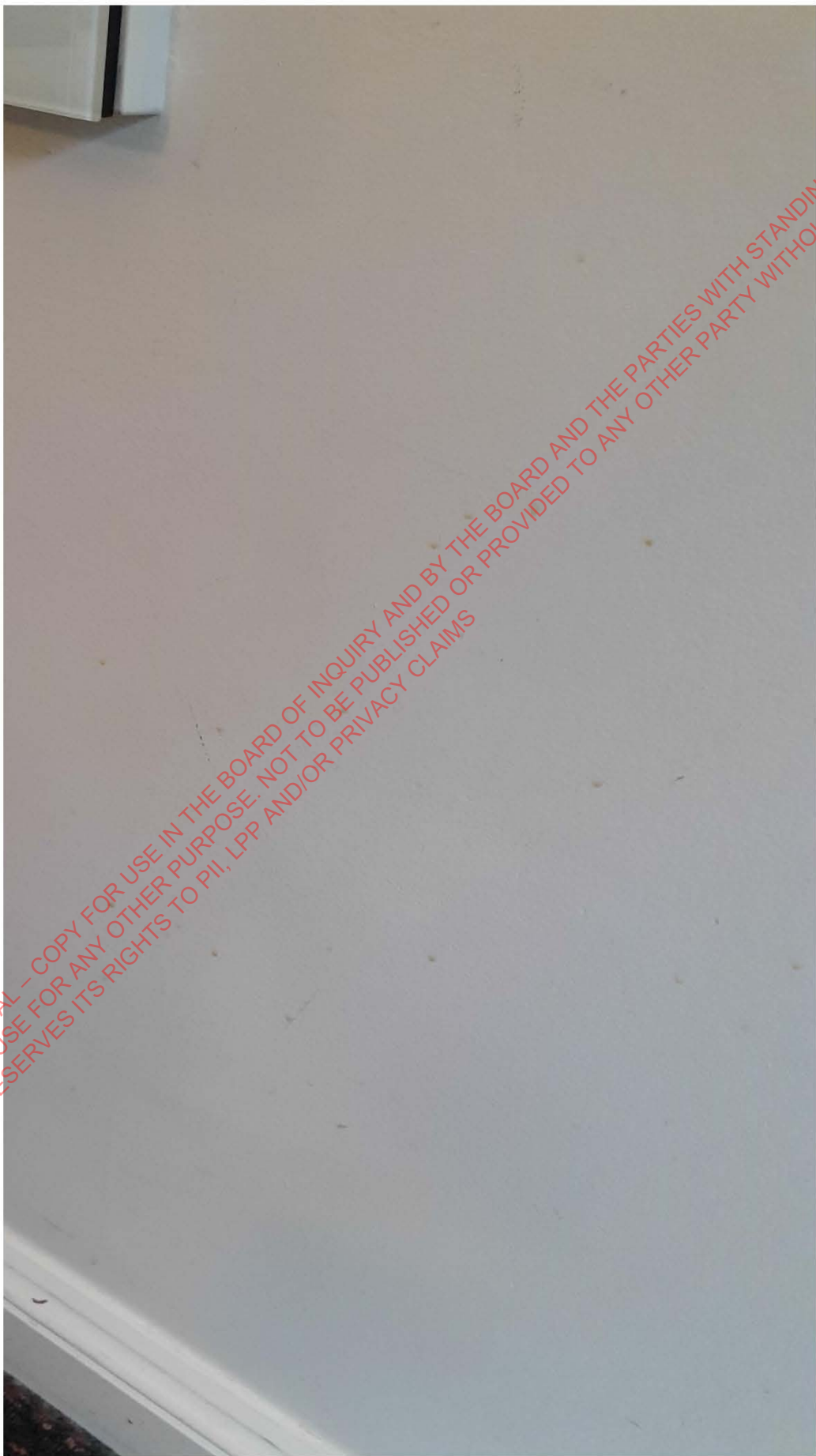
Staffing arrangements and education

- There has been no education provided on this visit.
- Areas:
 - Security are currently assigned to the café bar and restaurant area (3 security staff present at time of visit)
 - Other staff are currently located to the tearoom, orbit room, realm room and scope room. Please see **Appendix 3 – site map.**
 - All share toilet facilities found behind 'Scope room' – no options for separating toilets for security and others on this floor.
- There are ongoing issues and concerns around security education and onboarding of information in regards to PPE use, COVID etiquette and facility operations.
 - This was demonstrated again today by security on the ground today wearing gloves continuously.

Appendix 1 – Cleaning Photographs.



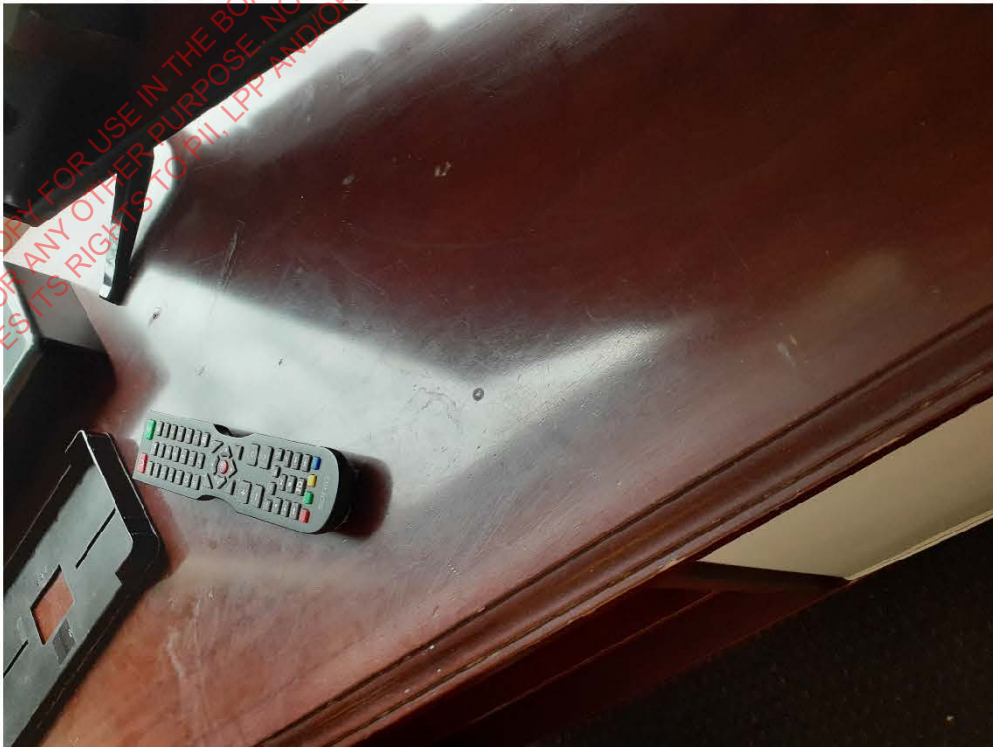
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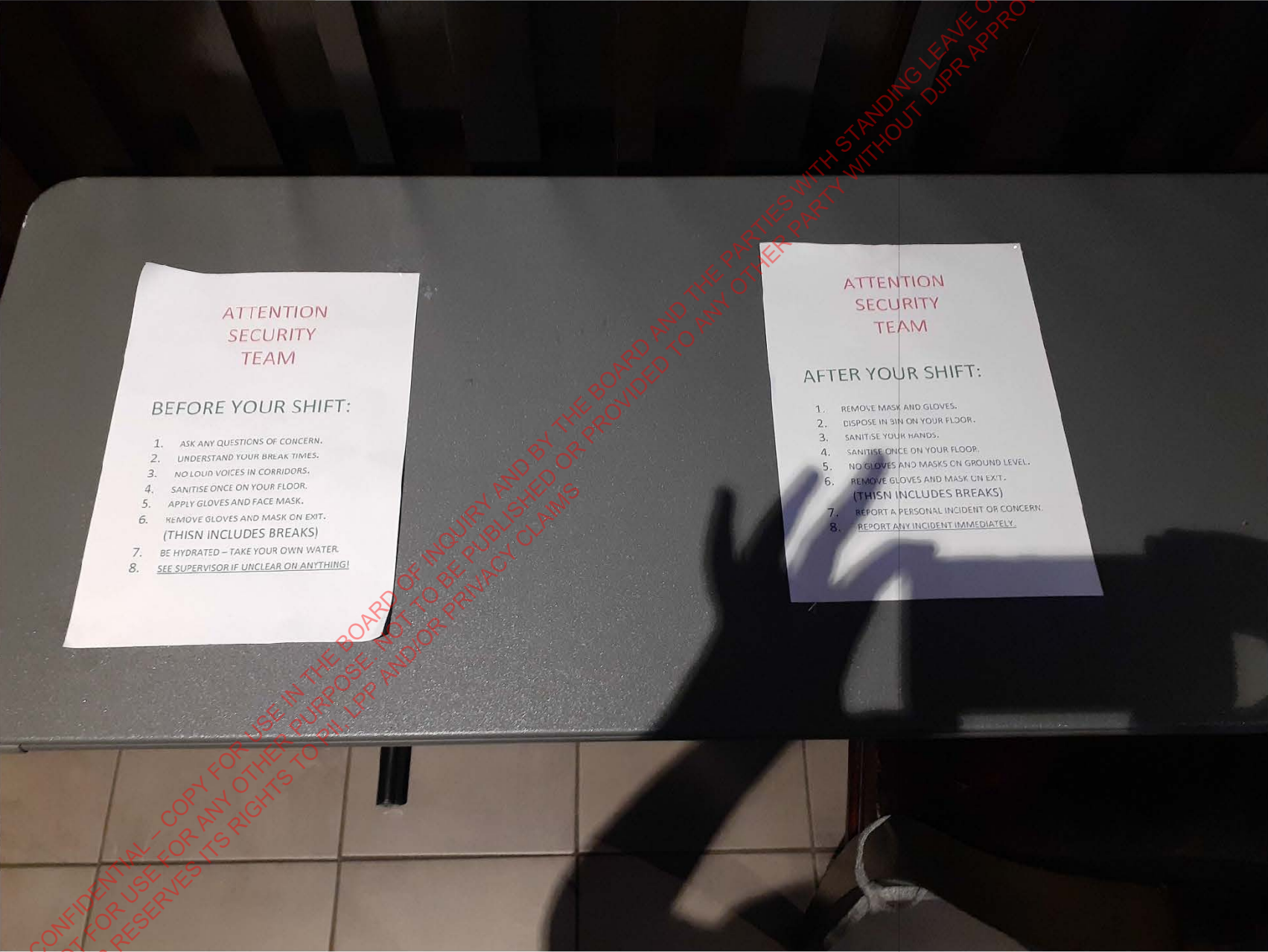
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Appendix 2 – Signage



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ATTENTION
SECURITY
TEAM

BEFORE YOUR SHIFT:

1. ASK ANY QUESTIONS OF CONCERN.
2. UNDERSTAND YOUR BREAK TIMES.
3. NO LOUD VOICES IN CORRIDORS.
4. SANITISE ONCE ON YOUR FLOOR.
5. APPLY GLOVES AND FACE MASK.
6. REMOVE GLOVES AND MASK ON EXIT.
(THIS INCLUDES BREAKS)
7. BE HYDRATED - TAKE YOUR OWN WATER.
8. SEE SUPERVISOR IF UNCLEAR ON ANYTHING!

ATTENTION
SECURITY
TEAM

AFTER YOUR SHIFT:

1. REMOVE MASK AND GLOVES.
2. DISPOSE IN BIN ON YOUR FLOOR.
3. SANITISE YOUR HANDS.
4. SANITISE ONCE ON YOUR FLOOR.
5. NO GLOVES AND MASKS ON GROUND LEVEL.
6. REMOVE GLOVES AND MASK ON EXIT.
(THIS INCLUDES BREAKS)
7. REPORT A PERSONAL INCIDENT OR CONCERN.
8. REPORT ANY INCIDENT IMMEDIATELY.

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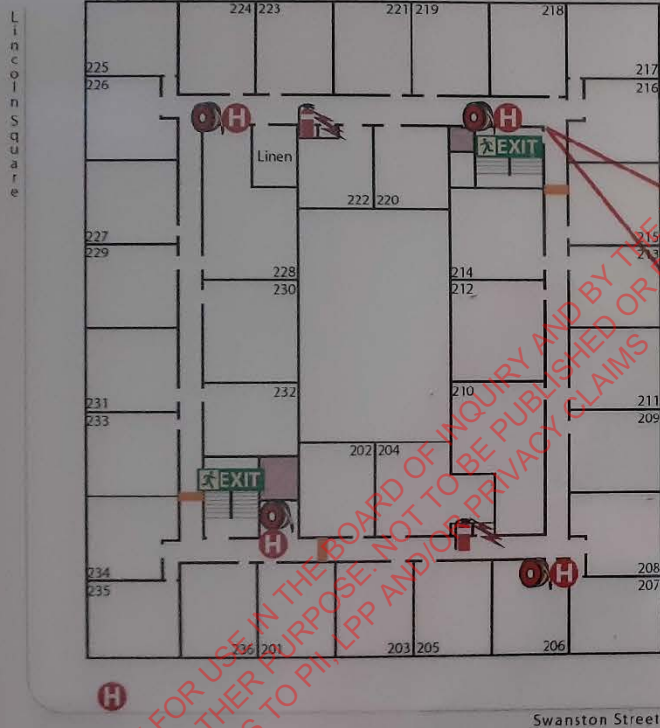
Appendix 3 – site map.

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Rydges on Swanston
701 Swanston Street
Carlton

Level 2



Standard Fire Orders

- 1 **If safe, assist anyone in immediate danger, remove occupants from room or fire origin**
- 2 **Close the door to isolate fire and smoke**
- 3 **Notify Reception - Ext. 9
Call the Fire Brigade on 000**
- 4 **If safe, attempt to extinguish fire
DO NOT PLACE YOURSELF IN DANGER!!**
- 5 **If required or if the Evacuation Tones sound evacuate to Assembly Area
Follow all instructions given by Wardens**
- 6 **Remain at Assembly Area as directed
Account for all occupants**



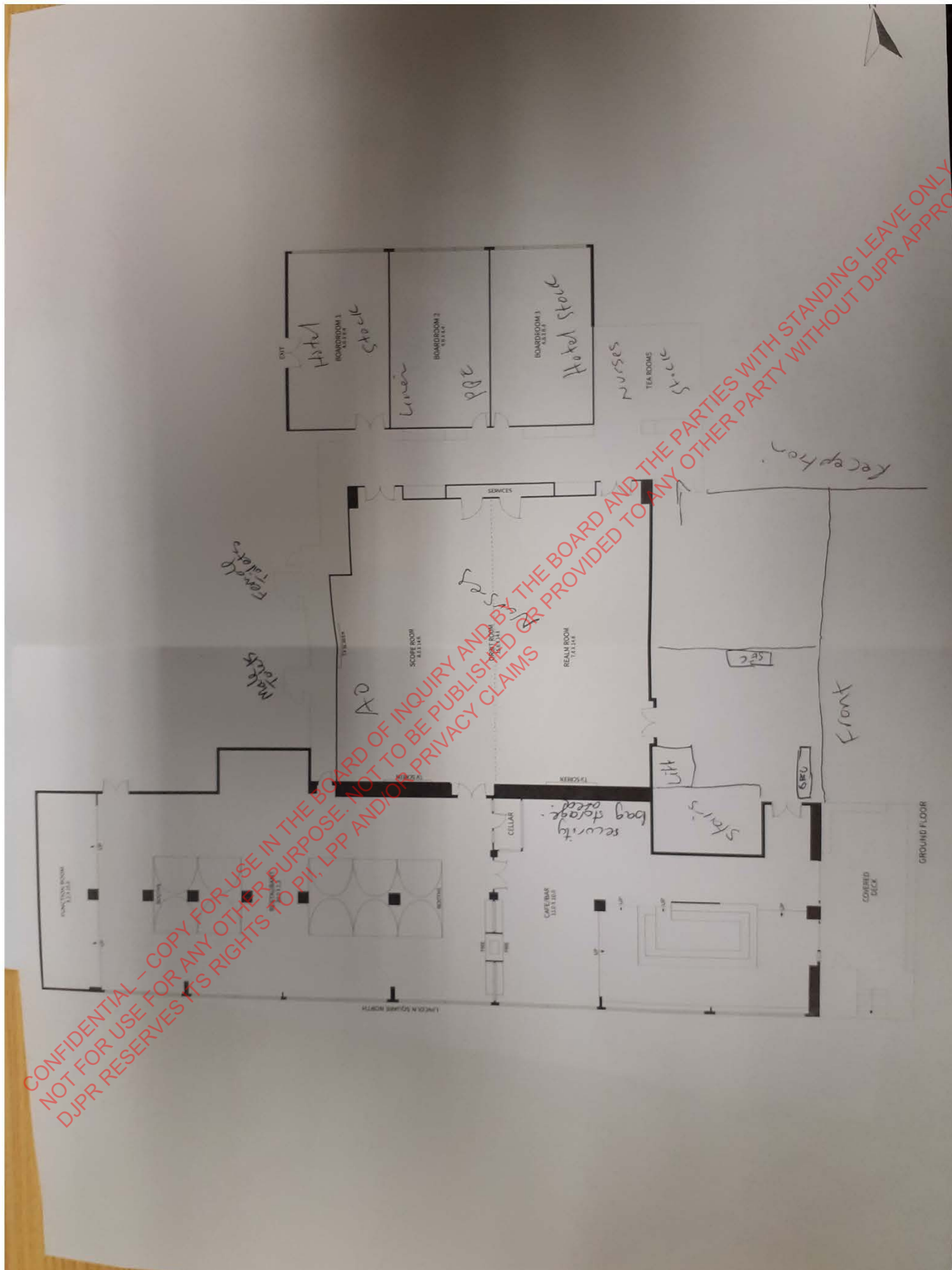
Assembly Area Diagram



Legend

	Hose Reel		Exit
	Dry Powder Ext.		Lift
	Smoke Door		Switch
	Hydrant		Assembly Area

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