

A COVID-19 MANAGEMENT PLAN (CMP) for

Friends of Brisbane Botanic Gardens and Sherwood Arboretum (FBBGSA) First Approved October 28th 2020

The Friends of the Brisbane Botanic Gardens (fBBGSA), is a not-for-profit company limited by guarantee that supports the growing projects of Brisbane's three botanic gardens – City Botanic Gardens, Botanic Gardens Mt Coot-tha and the Sherwood Arboretum.

Our mission:

- **Connect** with the Gardens' projects through active participation.
- **Promote** the Gardens at various exhibits, shows and related events
- **Protect** the Gardens through advocacy and input into planning

The Friends provide opportunities to become closely involved in activities to support the botanic gardens and to benefit from the friendship and sense of community that comes from volunteering within our organisation. Our members come from all walks of life. Our activities and events include monthly speakers, meetings, team projects, talks, conferences, tours, morning teas, small gatherings, exhibitions etc.

Introduction to document:

The purpose of this document is to provide guidance in a structured manner to develop and implement our organisation's own analysis of the intended activity and how we plan to manage infection control while conducting our activities.

The document is made for the purpose of supporting the FBBGSA to rebuild and recommence our activities by matching the QLD Health authority and the Brisbane City Council directives.

The CMP will be a dynamic document and will reflect current state and BCC day-to-day directives. The specific social distancing, hygiene practices and PPE guidelines may change at which time an addendum will be noted and recorded in minutes. Notice will be sent to all members within 7 days.

COVID19 MANAGEMENT PLAN FRIENDS BRISBANE BOTANIC GARDENS AND SHERWOOD ARBORETUM	
Board approval date	
Date completed	
Date distributed	
Date reviewed	
Contact Officer	Annette Irish

Guiding Questions	Overview of management plan	Who is Responsible
What checks and preparation has FBBGSA done to ensure recommencement of activities?	<ul style="list-style-type: none"> • Preparation of approved COVID19 Management plan; • Prepare procedures to assess condition of all tools and equipment held within the storage shed, held by members and all other facilities including nursery before and after use • Prepared COVID19 management plan member training 	Board and all team members
How will FBBGSA comply with social distancing requirements?	<ul style="list-style-type: none"> • Compliance statement at all events, workshops, team projects and venue entrances; <ul style="list-style-type: none"> ◦ Signage at entry points; ◦ Separate entry and exit – to include BBG auditorium events and plant sales; ◦ Social distancing during sales, meetings, team project activities, information booths, both at BBG and external venues including off-site plant sales, tours and garden expos etc; ◦ Keep informed and amend all state and council directives. 	All Members at all events
How is FBBGSA restricting numbers within the venue	<ul style="list-style-type: none"> • Applying current approved total number restrictions per square metre; • Placement of floor 'spacing' graphics; • Notification by attendees of current health complaints; • Ratio of 1 coordinator per 9 team members during projects such as kitchen garden team, propagating team, plant audit team and others • BCC staff to be included in the total numbers of attendees 	Event organiser and team coordinators
What extra measures is FBBGSA doing to keep guests and gardens visitors safe?	<ul style="list-style-type: none"> • Direct members and guests to stay at home if they are sick, and to go home immediately if they are unwell or become unwell during activity. • Keep contact information of all attendees to all functions using the current Membershipworks FBBGSA web-based database for all registrations, sign in and record system; • Sign in for all activities to be kept on record for 56 days; • Nil supply of open serve tea and coffee facilities by FBBGSA; • Reduce risk by no handling of food – use Café for venue and supply food and beverages; • Tool and equipment cleaning procedures • Supply fully stocked first-aid kit with appropriate COVID-19 PPE? 	Team coordinators and member services coordinator
What measures has FBBGSA put in place to keep members safe during activities?	<ul style="list-style-type: none"> • Changing work processes to allow for social distancing; • Increased cleaning frequency; • Postponement or cancellation of all non-essential face to face gatherings, meetings or workshops; • Re-organising schedules to limit numbers of attendees; 	Board members, team coordinators, and team members

Guiding Questions	Overview of management plan	Who is Responsible
	<ul style="list-style-type: none"> • Considering alternative arrangements where possible for members considered at increased risk; • Develop and deliver training on COVID safe procedures; • Members working staggered times; • Team members working at distance but under team coordinator supervision 	
How is FBBGSA complying with hygiene and cleaning requirements?	<ul style="list-style-type: none"> • Instruction on how to practice good hygiene; • Hand washing facilities or alcohol-based hand sanitiser at entry and exit points; • Signs posted regarding practicing of proper hygiene and hand washing; • Ensuring frequently touched areas and surfaces are cleaned regularly with detergent; • Ensuring routine cleaning carried out in all areas; • Allow for sufficient cleaning time. <p>Cleaning BCC Equipment</p> <ul style="list-style-type: none"> • All chairs used in auditorium and other BCC venues to be wiped down after use and dried before stacking. <p>Tools and Equipment</p> <ul style="list-style-type: none"> • Reducing shared equipment and tools; • Cleaning of all tools and equipment before and after use by the user; • Use of own or supplied tools for team activities: <ul style="list-style-type: none"> ◦ Not sharing tools such as used in volunteer programs such as the Kitchen Garden and Growing Friends teams; ◦ FBBGSA to maintain supply of cleanser for hands, tool and equipment cleaning. 	Board representative in conjunction with Team Coordinators to review procedures and order supplies, all members to use the new supplies and follow new cleaning procedures
How is FBBGSA managing deliveries, contractors and visitors for contact tracing?	<ul style="list-style-type: none"> • Contact free deliveries; • Removing paperwork from ordering and delivery interactions; • Arrange drop off point for deliveries; • Keeping contact details of all visitors to assist with contact tracing; • Have contractors or visitors sign in or text their contact details unless registered using the FBBGSA web-based on-line registration process. 	Team coordinators and FBBGSA members
How is FBBGSA to review and monitor COVID 19 compliance?	<ul style="list-style-type: none"> • Review processes to ensure the measures in place are effective; • Review existing critical risks and whether changes in practices will affect current risk management; • For all new critical risks introduced due to changes in team numbers and practices, to introduce required new risk controls; • Schedule quarterly review of processes by consulting with team coordinators on effectiveness of current procedures and reporting processes. 	Board, event organisers and team coordinators

<p>Register and signage for all Events</p>	<p>Registration will be implemented for all activities:</p> <ul style="list-style-type: none"> • Online, using the FBBGSA Membershipworks, MSW, event register; • Register to include name, address, email, phone contacts, start and finish times; • At the time of booking members, visitors and patrons are to be notified of the following: <ul style="list-style-type: none"> ○ They will not be able to enter the experience if they are unwell, have COVID-19 symptoms or have been in a declared COVID-19 hotspot in the past 14 days; ○ The notice should state that businesses have the right to refuse service and must insist that anyone with these symptoms will not be able to participate. • Introduction of flexible bookings and refund policies to help encourage sick members, visitors and patrons to stay home; • FBBGSA representative to manage registrations; • Signs stating the same are to be placed at the entrance or handouts upon arrival; • The list of registrants to be emailed to the team coordinator/s as an online form for use to verify attendance at the event; • Coordinator may provide completed list by either: <ul style="list-style-type: none"> ○ Hard copy emailed to FBBGSA within 24 hours after the event; ○ Completion of attendance list produced by the MSW on-line registration.
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<p>Cleaning</p>	<ul style="list-style-type: none"> • Cleaning schedules will need to be increased; • Alcohol-based hand sanitiser is to be made available at entry and exit points so attendees can use it when arriving and leaving; • During events frequently touched surfaces (such as handrails, machinery, tools, equipment, water taps and doors) should be cleaned regularly using appropriate cleaning solutions; • Personal items such as eyeglasses and phones should be cleansed and disinfected frequently (e.g. by using isopropyl alcohol wipes); • Food preparation areas and equipment where customers access should be cleaned in line with Safe Work Australia's guidance on Cleaning (refer to workplace cleaning on pages 5-7 of the <i>OIR COVID-19 Guide</i>); • The workplace is to provide closed bins for workers where appropriate to hygienically dispose of waste and rubbish such as used tissues, immediately (or if away from amenities, as soon as possible) after use.
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RETAIL Activities Management	Plant Sales Events: <ul style="list-style-type: none"> • Alert all BBG staff as to the COVID management plan and its application at every retail event; • Ensure BBG staff meet and support retail practices; • All SALES to be registered using the web-based FBBGSA shopping cart system; • When cash is offered it is to be handled only with disposable gloved hands; • Two FBBGSA members on duty at all times: <ul style="list-style-type: none"> ◦ 1 for processing sales; ◦ 1 for QnA and marshalling customers. • Clean register table between each customer; • Staff to wear disposable gloves; • Provide alcohol based sanitiser at entry to retail area; • Design a set layout for sales areas for all sales events: <ul style="list-style-type: none"> ◦ OPTION: a sample table with main stock held behind sales area to be accessed only by FBBGSA members on duty. • Set out of display and tables to ensure 1.5 metre distance to be maintained between staff and customers at all times; • Indicators for physical distancing including line markings, bollards, indicators, and physical distancing floor stickers; • Ensure Customers apply spacing at all times; • Customers to pack own bags or boxes
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Food Service	<ul style="list-style-type: none"> • No buffets or shared 'serve yourself' sections such as tea and coffee; • All food will be pre-prepared and sealed; • No open food displays or food on display meant for consumption; • Maximum number of attendees at any one time is determined by the 2 square metre rule; • For smaller venues below 200 square metres, businesses can have one person per 2 square metres up to 50 persons at a time or as advised by QLD Health Dept • Food Service are must be kept separated from other defined areas by a minimum of 1.5 metres at all times; • Patrons must remain seated and stay when in the defined area, and they must be provided table service by dedicated staff for that defined area; • Tables, chairs, stools and booth seating must be sanitised after every use; • Reference: https://www.covid19.qld.gov.au/__data/assets/pdf_file/0024/127653/COVID-Safe-FAQ.pdf 	FBBGSA event organisers
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	<p>Cutlery</p> <ul style="list-style-type: none"> • Non-disposable crockery/cutlery/ glassware permitted when cleared after each course and washed using a commercial grade dishwasher or glass washer; • If not practicable use disposable/ recyclable cutlery, crockery and glass ware. <p>Hygiene</p> <ul style="list-style-type: none"> • Make hand sanitisers freely available throughout the event based upon capacity for customer use; • Hand and respiratory hygiene are to be encouraged; • Frequent environmental cleaning and disinfection must be maintained. <p>Condiments/Water stations/ BYO</p> <ul style="list-style-type: none"> • All serves of condiments should be disposable such as sachets of salt pepper and sugar; <ul style="list-style-type: none"> ◦ Not stored or disseminated from a common container • No communal water stations; • BYO cups (i.e KeepCups) are not permitted to be used if collected and stored with other crockery and cutlery. 	
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<p>Outdoor Activities</p>	<p>This section provides guidance regarding outdoor activities that engage volunteers who act as group leaders, instructors or supervisors.</p> <p>To operate in outdoor environments, FBBGSA will conduct thorough safety management planning to address variables that might present risks for their groups, including weather, fire, safe traverse, food safety, and disease.</p> <p>Key focus areas for Outdoor Activities in managing the risks associated with COVID-19 are:</p> <ul style="list-style-type: none"> • Limit co-mingling of groups in participation; • Management and, where viable, segmentation of groups of participants through scheduling of activities; and • Implementation of strict hygiene measures at entry and exit points, communal areas and management of equipment. <p>Includes all activities on BCC property, external venues and all activities organised by FBBGSA or promoted as a FBBGSA activity including events such as garden expos and open garden tours.</p>	<p>The board and the event organisers and have responsibility for the safety of the group and for management of the activity.</p>
<p>Spacing</p>	<ul style="list-style-type: none"> • No more than one person per 2 square metres for spaces of greater than 200 square metres; • Requirement of 2 square metres per person and physical distancing (>1.5 metres). 	<p>All attendees to follow instructions FBBGSA rep</p>

<p>Managing outdoor activities</p>	<ul style="list-style-type: none"> • Confirm health status prior to entry to any facilities (refer to Section Register) • Signing on and off with full disclosure of contact details; • Detailed attendance register to be kept for a minimum of 56 day. • The privacy measures FBBGSA will apply protect sensitive health information. • Health Restrictions to exclude anyone who has: <ul style="list-style-type: none"> ○ COVID-19 or has been in direct contact with a known case of COVID-19 in the previous 14 days; ○ COVID-19 symptoms or who is a high health risk (e.g. due to age or pre-existing health conditions); ○ Travelled internationally. • No co-mingling of established groups; • Attendees to provide their own water and food unless catering provided by an approved Food service supplier; • No sharing of food between attendees; • Hand sanitising consistently applied; • No more than ratio of 1:9 per coordinator with a maximum group not to exceed 20 per event including the coordinators and/or BCC staff, garden owners, etc; • Stay in groups on trails, roads, paths, etc. where physical distancing and hygiene norms can be maintained; • Team coordinator to use stand back procedures - give way method where one group allows the other group to pass at the appropriate distance, where applicable; • High contact points within an Outdoor Space must be cleaned before another group can access that area – this includes tables, benches, and other facilities that have been used by the group such as in the Kitchen Garden pavilion; • Consider the capacity for the group to apply appropriate methods; • Communicate plans for all activities to other groups such as BCC staff as required; • Groups must remain constant, with no swapping between groups by individuals during the session; • No sharing of personal items once activity commenced (e.g, tools, chairs, binoculars, clothing); • Equipment cannot be shared between groups, unless cleaned/sanitised between sessions; 	<p>FBBGSA rep will assess the maximum capacity of each defined area, and will communicate</p> <ul style="list-style-type: none"> - Must not create an unnecessary risk of people congregating.
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<p>Scheduling</p>	<ul style="list-style-type: none"> • Amend activity schedules to reduce in-person contact for member participants, the public and BCC staff by: <ul style="list-style-type: none"> ◦ Scheduling time between activity sessions for all attendees to safely arrive and exit the venue; and ◦ Considering staggered arrival and/or departure times for different groups. ◦ Consider alternative start/finish points for different groups (where appropriate) • Manage venue entries and exits (and separate where possible) to ensure a seamless flow of participants and through the area or venue and limit the risk of overlap and congestion. • Consider separate defined areas/zones as appropriate to minimise risk and manage all requirements as outlined (contact tracing, hygiene, limiting co-mingling) 	<p>FBBGSA event organisers</p>
<p>Kitchen Garden, Plant Label Audit, Growing Friends teams and other volunteer program teams</p>	<ul style="list-style-type: none"> • Direct members to stay at home if they are sick, and to go home immediately if they become unwell. • Keep contact information of all attendees to all team activities using the current Membershipworks FBBGSA web-based database for all registrations, sign in and record system; • Sign in for all activities to be kept on record for 56 days; • Nil supply of tea and coffee facilities. • Reduce risk by no food handling – use catering or gardens Café for venue and supply food and beverages; • Tool and equipment cleaning procedures – refer to section Cleaning • Supply fully stocked first-aid kit with appropriate COVID-19 PPE? 	<p>Team coordinators</p>
<p>Tours and open private garden events</p>	<p>FBBGSA as the organising body is responsible for applying and managing the FBBGSA COVID plan at all public and private events.</p> <p>At events such as open gardens, although on private property, the management plan is to be applied at all times including:</p> <ul style="list-style-type: none"> • Social distancing; • Cleaning; • Clearly defined Entry and Exit; • Small groups to be scheduled to move through the venue to maintain social distancing requirements; • Limit the use of cash transactions by encouraging attendees to use contactless payment options; • Limit time within the confines of a vehicle/bus wherever practical to help enable frequent cleaning of high touch areas, surfaces and spaces with detergent or disinfectant and to minimise use of shared facilities such as toilets on the vehicle/vessel. 	<p>Event Coordinator and FBBGSA reps on site</p>

	<ul style="list-style-type: none"> All Procedures listed under Food service, cleaning, social distancing and outdoor activities are applicable. 	
Pre-screening for team project activities and set bookings	<ul style="list-style-type: none"> Check that patrons have not been in a declared COVID-19 hotspot in the past 14 days. This may include checking border declarations or residency documentation before commencing the experience. Notify patrons that they will not be able to participate if they are unwell, have COVID-19 symptoms or have been in a declared COVID-19 hotspot in the past 14 days. The notice should state that businesses have the right to refuse service and must insist that anyone with these symptoms will not be able to participate. This should be done at the time of booking and with signs at the entrance or alighting transport. Introduce flexible booking and refund policies to help encourage sick patrons to stay home. Implement measures to restrict numbers within the experience, including maintaining a maximum of people (as approved by the QLD Health Dept) at any one time, including organisers and other staff. 	Event organiser/s
Social distancing	<ul style="list-style-type: none"> Introduce measures to restrict interaction between different groups in the tour or activity including assigning individual seats for the duration of the activity. Wherever possible, patrons should be seated and remain seated. If practicable, set up separate exit and entry points to minimise contact. Introduce measures to provide for appropriate social distancing between tour groups and members of the general public when in public spaces (e.g. lunch breaks on bus tours). Bus tours – preferable to ensure single seating unless co-habiting family or friends are travelling. 	Event organiser/s