

## Wilson Security response to COVID-19 (Coronavirus) !

### Core duties at the hotel

Security personnel have been engaged to support authorised officers from the Victorian Department of Health and Human Services (DHHS) and Victoria Police to uphold mandatory quarantine directions from Chief Health Officer. This means ensuring the safety of quarantined guests and the people that those guests will interact with.

These duties are as follows:

- Support the Chief Health Officer, authorised officers and Victoria Police in the enforcement of the *Isolation (International Arrivals) Directions* on the premises of the hotel.
- Ensure quarantined guests do not leave the hotel for the period of their quarantine without the permission of an authorised officer. This will be a direction from the Authorised officer assigned to the Hotel or VICPOL member
- Ensure that any disputes involving quarantined guests in the hotel are de-escalated without physical contact. If unable to de-escalate, Victoria Police should be contacted immediately. Your health and safety is priority, and escalation is to be via Supervisor and 000 immediately.
- Provide advice to quarantined guests on which areas they can go to in the hotel and ensure that this is upheld, this must be as directed by the DHHS representative.

### Will there be existing hotel security and how should we work with them?

You should fully coordinate and cooperate with the operations teams at the hotels. Your manager/supervisor will need to liaise with the hotel's existing security and management operations team for advice on hotel layouts, access and

exit points and emergency evacuation protocols. All staff are to adhere to the evacuation of the Hotel you are working in.

## Who should I contact if I don't know the answer to a guest's question?

If a **guest has a question** about their quarantine, they should contact a dedicated **Government Support Services Line on 1800 675 398**. The Line has been established to deal with all guest complaints and queries. which will answer any queries guests may have.

If a security team member has a question about how to ensure the safety of guests and uphold the Chief Health Officers directions, speak to your manager.

## Are quarantined guests allowed to leave the hotel?

As stated in the *Isolation (International Arrivals) Directions*, quarantined guests **are not allowed to leave** the grounds of the hotel for the duration of their quarantine.

Any changes to this will be communicated to the security team and managed by DHHS.

## Are quarantined guests allowed to visit other areas of the hotel or use the hotel facilities?

No, however this will be dependent on the policy of the individual hotel as directed by an authorised officer. The details of movement within each hotel is set out in the declaration. Persons in quarantine are not able to access any other parts of the Parkroyal hotel unless approved by the DHHS Management representative or VICPOL.

**If persons leave their room(s), direct them politely to return to their room(s)** If they do not comply, your manager should contact Victoria Police. You are not to go hands on and or block their movement, you are to verbally remind the person that they are breaching the order and that their actions will have to be reported immediately, and they face a possible \$19,000 fine if they breach the quarantine order.

Please note and record their response, room number etc as this will form part of your incident report for DHHS and the Victoria Police, this information must be accurate as it will form part of a brief and be used in court.

You must always act in the most professional & respectful manner representing your company and the Australian Government, taking into consideration the order they guests are under but also show courtesy and understanding of your task. Your actions must be in line with the instructions and best practice at all times, remembering you may be being recorded on a mobile phone and or device.

## **Are friends and family of guests allowed to visit people who are quarantined at the hotel?**

**No.** As stated in the *Isolation (International Arrivals) Directions*, apart from medical professionals in an emergency situation, the only other external parties who can enter the hotel to see a quarantined guest are the parents, guardians or temporary carers of quarantined guests under 18 years old. All other external parties are not permitted to visit quarantined guests.

## **Can I use physical contact in the enforcement of my duties?**

**Manhandling of quarantined individuals is NOT permitted at any time.** Any disputes that cannot be de-escalated verbally should be referred to your manager who will contact Victoria Police directly. The Victoria Police contact is 000.

Tactically withdraw yourself and escalate via mobile phone giving live updates on the situation to your manager, who will escalate to DHHS and Victoria Police.

## **What happens in the event of an evacuation?**

Your security team, the hotel, Victoria Police and the Metropolitan Fire Brigade will need to establish evacuation protocols that ensure the safety of all people in the hotel and, where possible, ensure social distancing requirements are met.

The evacuation direction must be followed, and Hotel process takes over, you are to assist with verbal instructions if safe to do so, and follow the Hotels Wardens, evacuation plan and instructions. Please make yourselves familiar with this as guests will look to you for guidance in an emergency.

## **What should I do if medical assistance is required**

A 24 hour nurse service will be stationed at the hotel. Direct the person to go through the reception desk.

If it is an emergency call 000, allow the Nurse to take the lead on medical assistance.

## What about social support for guests who need help?

Red Cross, and Beyond Blue members will be able to assist and provide additional support where needed.

Red Cross 03 9921 0828

Beyond Blue 1300 766 177

## All staff are to complete the following Government information and training link;

[https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training?fbclid=IwAR2Y8eLN0JbJei5HehebMAHVlouLD5Tr\\_ZrpyiMU6Mlongsq2xk6vffLyxM](https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training?fbclid=IwAR2Y8eLN0JbJei5HehebMAHVlouLD5Tr_ZrpyiMU6Mlongsq2xk6vffLyxM)

Please keep the certificate on your phone from the attached link you have completed for verification.

## Hygiene Safety

Please note you are responsible for using the wipes and hand sanitiser and following all the safety instructions and materials supplied for your tasking. Ensure any equipment or passes issues are wiped down before handing over to any staff member, are wiped down when you commence shift and do your part to ensure social distancing measures are upheld.

Please not the following;

- We do not enter any person room
- We do not deliver food, or assist hotel staff in moving food trays, or rubbish
- We do not move or assist with laundry, or bed linen.
- We do not assist with person bags or luggage
- **We always maintain social distance WITH EVERYONE**

Thanking you all again for your professionalism during this unique and sudden event.