

Information for Shopping Centres, Retail Outlets and other Public Facilities or Services - Coronavirus (COVID-19)

All persons have a responsibility to stop or reduce the spread of coronavirus (COVID-19). This fact sheet has been developed to assist shopping centre management, retail business operators and other public service or facility providers in implementing effective measures to ensure staff and patrons are aware of good hygiene practices and take all reasonable and practicable measures to promote healthy shared environments.

What are coronaviruses?

Coronaviruses are a family of viruses that are found in humans and many different species of animals such as cats, bats and cattle. There are many different coronavirus related illnesses such as Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS). Rarely, coronaviruses can spread from animals to humans, and consequently spread from humans to humans. COVID-19 is a novel coronavirus first discovered in Wuhan City, China in December 2019 and is the subject of this fact sheet.

What are the symptoms of COVID-19?

Symptoms of COVID-19 can range from a mild cough to pneumonia. According to the World Health Organisation (WHO), in mild or moderate cases, symptoms include:

- fever
- sore throat
- dry cough
- shortness of breath

While these symptoms mimic those of the common flu, COVID-19 can cause more serious symptoms in some people. In severe cases the infection can cause pneumonia, severe respiratory symptoms, kidney failure or death. It is still unclear why some people get more serious infections than others. However, it does appear that people in high-risk groups, such as elderly people or those with pre-existing medical conditions, have a higher chance of having severe symptoms from COVID-19.

How is COVID-19 spread?

According to the Australian Government Department of Health, evidence indicates that the virus spreads from person to person.

COVID-19 can be spread from human to human through:

- direct or close contact with a person who is infected
- direct contact with droplets from an infected person's cough or sneeze
- directly touching objects/surfaces that have cough or sneeze droplets from an infected person on them, and then subsequently touching the mouth or face

How does COVID-19 affect places that provide a service to the public?

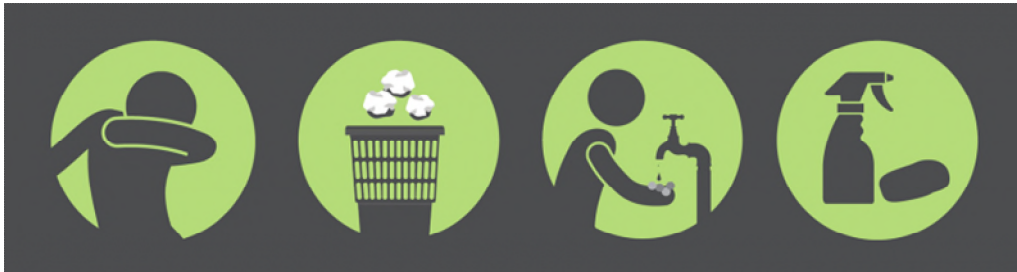
Currently, the greatest risk of spreading COVID-19 is through direct contact with an infected person or droplets from their cough or sneeze. This means that managers/operators of places that are open to and provide a service to the public need to be extremely diligent with maintaining health and hygiene procedures.

How to prevent the spread of COVID-19.

Creating and implementing robust personal hygiene and cleaning practices is vital to maintaining a hygienic and safe environment, not only for members of the community attending your facility but for your staff as well. Increasing everyone's knowledge and awareness on how COVID-19 is spread and what they can do to protect themselves and others is our best defence. The following measures are recommended to be undertaken in facilities open to the public, such as shopping centres, aquatic centres, retail outlets and other highly frequented premises.

Public health promotion

- Utilise any available advertising spaces and prime community contact locations to promote appropriate behaviour in the centre. Visit: www.health.gov.au/resources/collections/novel-coronavirus-2019
- Display signage and education material in various locations throughout the premises, including at all entrances, reminding people of good hand hygiene and cough/sneeze hygiene practices. Businesses should also recommend that persons exhibiting symptoms refrain from entering the premises.



Increased environmental cleaning and disinfection regime

Increasing existing public area surveillance to identify and address any risks to public health as well as cleaning and disinfection regimes are essential. Disposable gloves are to be used by staff when undertaking cleaning activities and these, along with clothes, wipes or paper towel, are to be disposed of appropriately immediately after use.

Public conveniences:

- Increase surveillance by staff of public conveniences to ensure an adequate supply of soap, running water and paper towelling are readily available. Aim to check and disinfect these facilities every hour in high traffic centres.
- Check the manufactures' instructions of your regular disinfectant products to confirm they are effective at killing corona-virus or call the company to confirm. Generally only alcohol (>60%), hydrogen peroxide bleach (0.05%), household bleach (1000ppm) and ammonium based products are effective (contact times on surface as per dilution rates vary between products- **KNOW YOUR PRODUCT**). Where products currently in use are determined not to be effective at killing coronavirus, source alternate products that are recommended for this.
- Ensure to include in the cleaning regime flush-buttons, tap levers, door handles and locks, hand dryers, and light switches*.
- Waste receptacles are being filled faster than normal and need to be compressed regularly and changed when full.

Public seating areas:

- Assign roles to staff members to ensure commonly touched surfaces are frequently cleaned and sanitised (i.e. door handles of main doors to the building as well as dining tables, countertops, armrests to chairs, controls to light switches and air-conditioning panels, touch-screens, internet kiosk equipment etc.)*.
- Remove all shared newspapers, magazines and books.
- If possible remove any porous items that are difficult to clean and disinfect (e.g. rugs, curtains, cushions).

***Please note:** Electronic devices should be cleaned with a suitable product designed for the intended use and in accordance with manufacturers' instructions. Do not directly spray disinfectant on these surfaces. Wipe over with a 'just damp' cloth or paper towel moistened with disinfectant. Do not clean mobile phones whilst charging- unplug the phone beforehand. Discard the cloth or paper towel immediately after use.

Staff and public safety (panic behaviour):

- It is recommended to have increased security available to be able to manage any sudden changes in behaviours.
- Ensure communication lines are open and effective between centre management and all other affected parties (e.g. shop operators).

Frequently Asked Questions

Q. What else can I be doing to help prevent the spread?

A. In addition to the above, the following actions should be taken:

- Ensure staff stay home when they are sick or leave the workplace immediately if they develop symptoms.
- Clean and disinfect surfaces commonly touched by customers (i.e. self-serve registers, touch screens, countertops etc.).
- Reduce the risks associated with handling money by ensuring staff wash or sanitise hands between handling money and performing other activities. Cashless transactions are preferred during this time. Buttons on eftpos machines should also be cleaned and disinfected on a regular basis using the same method as specified for electronic devices above.
- Reduce customers waiting or sitting in close proximity to each other, particularly if you have a small shop area.
- Ensure staff follow these easy steps at least twice daily or between each user to maintain clean and hygienic workstations:
 - 1) Thoroughly wash hands with warm, running water and soap and dry hands on paper towel or using an air-dryer. Alternatively, use an alcohol-based hand sanitiser.
 - 2) Use disposal paper towel and a disinfectant to wipe down hard surfaces. These include:
 - a. keyboard*
 - b. mouse*
 - c. phone/mobile Phone*
 - d. desktop surface
 - e. armrests on your chair
 - f. cabinet door/drawers
 - 3) Carefully dispose of the used paper towel immediately after use.
 - 4) Wash or sanitise hands again as per step 1).

Q. What if I become aware of a confirmed coronavirus (COVID-19) attending my premise and using the public facilities?

A. If your business has contact with a person confirmed positive for COVID-19, be prepared to follow the cleaning guidelines in the link below, contacting Environmental Health for support should you need it:

<https://www.health.gov.au/sites/default/files/documents/2020/03/environmental-cleaning-and-disinfection-principles-for-covid-19.pdf>

Q. Where can I get the latest information or further advice?

A. To keep up-to-date with current advice and directives from the Federal and State Governments, please refer to the following links:

Department of Health's website: <https://www.health.gov.au/>

Queensland Health's website: <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19>

For further information or assistance, please contact:
Council's Environmental Health Section on **1300 79 49 29** or
Queensland Health on **13 74 68**.