

Steps to take if a guest has tested positive to COVID-19

The question was asked yesterday on what to do if a guest calls up (post their stay) to say they have tested positive.

1. Confirm if the guest has advised DHHS
2. Call the DHHS hotline [1800 675 398](tel:1800675398) to advise.
3. Ask DHHS for advice on what is required, i.e. a deep clean, as their answer may change based on when the guest was at the property. i.e. a guest staying a couple of weeks ago Vs two days!
4. Be ready to provide contact tracing data to DHHS
5. Have all staff who would have been in contact with that guest isolate, get tested and stay at home until results are returned.
6. Continue to liaise with DHHS as required.
7. Advise Yarra Ranges Tourism (in confidence) by calling Simon O'Callaghan CEO on 0408 386 135 or Sally Coyle on 0425 725 450. We will assist wherever possible in helping to manage your communications.

If the above situation is DHHS calling to advise they will provide information on what you need to do. But will likely still require steps 4 and 5.