GUIDELINES FOR YOUR COVID SAFETY PLAN

Thank you for working with us to reduce the impact of COVID-19 in the ACT.

This document provides guidance for the following businesses and undertakings that are required to develop a COVID Safety Plan:

› Restaurants and cafes offering dine-in services
  – This includes hotel-based restaurants and cafes
› Gyms, health clubs, fitness or wellness centres
› Yoga, barre, pilates, spin facilities
› Swimming pools
› Boot camps and personal trainers
› Personal services (e.g. hairdressers, barbers, nail salons, tattoo or body modification studios, day spas, and non therapeutic massage services)
› Organisers of weddings and funerals
› Auction houses
› Real estate agencies conducting open home inspections or auctions
› Libraries
› Galleries, museums, national institutions
› Outdoor amusement parks
› Concert venues

Your obligations

The ACT Public Health (Restricted Activities – Gatherings, Business or Undertakings) Emergency Direction 2020 imposes a requirement on several categories of business or undertaking to develop and follow a COVID Safety Plan.

This information sheet outlines the range of considerations you should take into account when developing your COVID Safety Plan and the resources you can access when developing your plan. You will be stepped through:

› Ensuring physical distancing
› Cleaning, sanitising and hygiene activities
› Managing staff or customers presenting with illness
› Additional requirements for certain businesses and organisations, including those required to request contact information from patrons or visitors and record it if received
› Compliance and enforcement.

The COVID Safety Plan must be in writing and available to be produced on request by compliance and enforcement officers, but it does not need to be submitted for approval.

The COVID Safety Plan should identify the risks posed by COVID-19 to your staff (including contractors and volunteers), business and customers, and should be guided by this checklist.

Not all the points in this checklist will apply to every business, and this checklist is not intended to be exhaustive.

The development of a COVID Safety Plan is an important step in ensuring that you keep your staff and the broader community safe. You should consult with your staff as tou develop your COVID Safety Plan to ensure they are aware of their responsibilities and are able to carry them out.

Your COVID Safety Plan should be revisited and updated following further updates to public health advice, and any changes to the Public Health Directions.

Completing a COVID Safety Plan does not replace your responsibilities under the Work Health Safety Act 2011 (ACT).

Check if your venue can re-open

› Before you re-open or re-commence operations check for any changes to business restrictions and the Public Health Directions through the following link: *https://www.covid19.act.gov.au/*

Ensure physical distancing

All businesses and undertakings should implement physical distancing as outlined in the Public Health Directions, including:

› There must be no more than one person per 4 square metre of space within the venue or enclosed area.

› Appropriate social distancing measures must be put in place, including facilitating maintaining a distance of 1.5 metres between people where possible and as much as possible.

More information about how to implement physical distancing measures in your premises can be found at *https://www.covid19.act.gov.au*

Cleaning, Sanitising and Hygiene Activities

All businesses and undertakings are required to demonstrate appropriate hand and respiratory hygiene. Businesses should also ensure they maintain appropriate cleaning and sanitising practices and supplies.

› More information about how to implement proper cleaning is available here.

› More information about how to implement good hygiene in the workplace is available here.

Training

It is strongly recommended that all people working within a business, whether they be owners, employees or contractors, undertake relevant training.

› A range of training options are available, some of which are nationally recognised, subsidised by government or free for the learner. More information about options available can be found at *https://www.covid19.act.gov.au/*

Manage staff or patrons/visitors presenting with illness

The Government is urging everyone to stay home if they are unwell. This applies to staff and the broader community. .Businesses and undertakings should also be prepared to turn patrons or visitors away if they have clear symptoms of illness.

› More information about how to manage staff or patrons who are unwell can be found here.

› If a direction is issued requiring your workplace to close due to confirmed case of COVID19 contamination, you must notify WorkSafe ACT.

Additional Requirements

Some businesses and organisations will be required to provide additional information in their COVID Safety Plans and request contact information from patrons and visitors and record such details if they are provided.

Businesses required to provide additional information

› Restaurants, cafes and any business providing dine-in service
› Galleries, museums, national institutions and historic sites
› Outdoor attraction and amusements

Additional requirements for these businesses are in an attachment to this document

COVID Safety Plans for the following businesses must include a commitment to request first name and contact details and record if provided:

› Gyms, health clubs, fitness or wellness centres
› Yoga, barre, pilates, spin facilities
› Boot camps and personal trainers
› Personal services (e.g. hairdressers, barbers, nail salons, tattoo or body modification studios, day spas, and non therapeutic massage services)
› Organisers of weddings and funerals
› Auction houses
› Real estate agencies conducting open home inspections or auctions
› Restaurants, cafes and any business providing dine-in services
  – This includes hotel-based restaurants and cafes

Information about how to collect and store private information will be available soon at covid19.act.gov.au.

Compliance and enforcement

Developing and following a COVID Safety Plan is an important step in keeping your staff, customers, and the broader community safe as we continue to manage the impacts of the pandemic. Compliance efforts will be focused on education and support. However, penalties could apply and may be issued for those who put the community at risk through serious or repeated breaches of the legal requirements and obligations.

Signage

Consider displaying information to your customers and staff about your COVID Safety Plan

› Templates for posters and signage are available here
› Consider placing your COVID Safety Plan on your website or Facebook page

Review and monitor

› This document provides an overview of the risks that are likely to apply to most or all businesses in this sector. You should consider and address risks that may be specific to your business.

› Regularly review your policies and procedures to ensure they are consistent with current directions and advice provided by ACT Health.

› Ensure there is an accessible copy of your COVID Safe Plan available on site as it must be produced if requested from a relevant compliance and enforcement officer. This may include producing an electronic copy.

Keep up to date on restrictions through the ACT COVID19 website:
www.covid19.act.gov.au

The Safe Work Australia website:
www.safeworkaustralia.gov.au/

"My business' COVIDSafe Plan" template
https://pmc.gov.au/sites/default/files/files/my-business-covidsafe-plan.pdf

For further information on work health and safety in the ACT:
www.accesscanberra.act.gov.au/app/answers/detail/a_id/5015

Failure to comply with directions may result in significant penalties. Have a question? Looking for advice? Call the COVID-19 helpline on **(02) 6207 7244** from 8am-8pm daily

Current as 26 May 2020

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For updates, visit **covid19.act.gov.au**

Additional Requirements – Cafes and Restaurants

The following checklist provides a guide for the types of measures that should be included in COVID Safety Plans for hospitality venues offering dine-in service. This checklist should be supplemented by the more general advice and other resources discussed above, and consideration of the risks specific to each business.

Ensure physical distancing

› Implement controls to limit the number of people inside your business at any one time so that your business complies with the Public Health Directions. The Public Health Directions require there to be no more than one person per 4 square metres of floor space in the business, and **where it can be supported** no more than 20 patrons 'dining in' per indoor or outdoor space.

Step 1: Calculate the floor space inside each indoor or outdoor space in your business in square metres [e.g. 22 and 48 square metres]. When calculating the floor space please have regard for any large permanent fixtures, which should not be included in the measurements.

Step 2: Determine the capacity of each indoor or outdoor space when observing physical distancing of one person per four square metres.

[e.g. 28 and 48 square metres divided by 4 = maximums of 7 and 12 persons.]

Step 3: The Public Health Directions permit a maximum of 20 persons to 'dine in' for every indoor or outdoor space, subject to physical distancing being maintained. It may be that, after deducting your required staff from the total maximum capacity of your business, your maximum capacity may only permit less than 20 persons to 'dine in' due to the need for physical distancing.

Note: When determining the capacity of the spaces within your business consideration must also be given to the presence of persons placing, waiting for, and collecting take away orders.

› Place signs at entry points to instruct customers not to enter the premises if they are unwell. The sign should clearly state the number of patrons that are allowed to be seated. The sign should also state that businesses have the right to refuse service or entry. The sign can also state that the business cannot by law permit more persons than its capacity, and that patrons which ignore these rules and instructions may also be contravening Public Health Directions for which penalties may apply.

› If practicable set up separate exit and entry points and separate order and collection points to minimise contact.

› Limit the number of staff serving a single indoor or outdoor space. Where a business operates with more than one indoor or outdoor space, wait staff should be assigned to one 'section', to limit interaction with patrons.

› Encourage online and phone bookings and limit the number of walk-in diners.

› Facilitate physical distancing (one person per 4 square metres) by marking standing areas where customers queue to encourage a 1.5 metre spacing between each person in the queue.

› Place tables in a way that ensures patrons seated at those tables are 1.5 metres apart and reduce the number of tables and seating capacity in line with Public Health Directions.

› Consider using physical barriers where practical, such as plexiglass around counters involving high volume interactions with customers.

› Space waiting area seating at least 1.5 metres apart. If this is not possible, the seating should be removed.

› Encourage customers to use pay wave and credit cards in preference to cash.

› Consider how to display your menu in a way that minimises risk, options include: ensure menus are laminated and sanitised after each use; use general non-contact signage to display your menu; have single use paper menus available. For takeaway services place menus outside the venue.

› Remove any self-service buffet style food service areas and communal water/drink/utensil stations.

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› Stagger sittings times and manage the duration of sittings to control the flow of patrons. The Public Health Directions recommend limiting duration to two hours.

› Modify processes behind the counter (including in the kitchen) to limit workers having to be in close contact, as much as practicable. For example: assign workers to specific workstations to minimise the need to go into other spaces; implement processes so front of house workers can collect food without needing to go into food preparation areas.

Cleaning, Sanitising and Hygiene Activities

› Ensure all staff are aware of safe food handling practices and heighten health and hygiene policies and procedures, such as the importance of practising good hand hygiene and regular sanitation of food preparation surfaces, equipment and customer and dining areas.

› Areas used for food preparation and serving will need to be thoroughly cleaned, and food preparation surfaces and utensils cleaned and sanitised before use to ensure there is no risk to food safety.

› Increased frequency of cleaning for high touch areas or items (e.g. tables, chairs), and rest room facilities.

› Clean packaged (sealed) food if required, before opening it.

› Check all stocks of food packaging materials are clean (e.g. takeaway containers).

› Clean all food areas and clean and sanitise food surfaces, utensils and equipment.

› Provide hand sanitiser, clearly labelled for public use only at points of entry.

› Brief your staff on hygiene processes and procedures, each shift. They should wash hands often with soap and water for at least 20 seconds. Display handwashing instructions above each sink.

› Ensure your hand washing facilities are not obstructed and have sufficient paper towel and soap; these facilities should only be used for hand washing. If gloves are used, ensure they are changed regularly and wash hands between glove changes.

› Place additional signage in key areas, including above the hand wash facility, with correct procedures. Posters on handwashing and preventing the spread of germs can be downloaded at *https://www.covid19.act.gov.au/resources*

› Provide hand washing facilities for customers and patrons including clean running water, liquid soap, paper towels. If hand washing facilities are not readily available, provide an appropriate alcohol-based hand sanitiser.

› Non-disposable crockery/cutlery/glassware is permitted only when cleared after each course and washed using a commercial grade dishwasher or glasswasher. Clean customer areas and clean and sanitise crockery and cutlery etc.

› Use disposable/recyclable cutlery/glassware when available, or ensure strict table clearing guidelines requiring gloves.

› Reduce the sharing of equipment and tools.

› Implement more frequent sanitising of all surfaces (particularly frequently handled surfaces: EFT machines, counters, trolley handles, self-serve areas, fridge and cool room handles etc).

› Surfaces used by customers, such as tables, must also be cleaned between clients.

Extra Measures for Food Businesses Reopening for the First Time

If your business premise/building has been closed or operating minimally during the COVID-19 period, you need to take these extra checks:

› Check that the cleanliness of your premises is suitable and ready for preparing or handling food and make sure that nothing has happened during the closure or reduced operation that stops you from operating safely.

– Check that food, equipment and other surfaces have not become contaminated from issues such as maintenance activities, or leaks, increased pest activity or reduced use of the facility.

– Make sure the services you need for power; water supply and drainage are working as intended.

– Check the condition of the services and equipment.

– Make sure that services, facilities and equipment are fully functioning.

– Check for any signs of pest infestation e.g. cockroaches and rodents (rat or mice droppings, cockroach spotting), gnawed food and food packaging.

– Carry out pest control before opening.

– Throw out food or packaging damaged

by pests.

- Throw out all other food in damaged or open packaging.
- Clean premises, utensils and packaging (where appropriate) before opening.
- Check toilets and hygiene facilities are working.
- Make sure toilets and handwashing facilities for staff and customers (if applicable) are in working order and have warm running water, soap and paper towels.
- Flush clean water through machines that are plumbed into the water supply, such as ice machines, drinking fountains, coffee machines, slush-ice makers, post mix guns, self-service soft drink machines and water coolers, especially if these haven't been turned off during restrictions.
- If power was off for more than 4 hours, or chillers were opened, potentially- hazardous foods (such as foods that contain meat, poultry, seafood and dairy products) may have reached temperatures above 5°C and will need to be thrown away regardless of their current temperature.
- Perishable foods in the fridge/cool room may still be safe to use if these are not showing obvious signs of spoilage are within their Use-By date or Best Before date. Consider the suitability of all food that may have been compromised during any shutdown or reduced operation period.
- If a freezer was full, power was off for less than 24 hours, the freezer was not opened during the power cut AND there is no evidence of thawing, contents should be OK to use.
- If the freezer was opened during the power cut, the freezer was not full, there is any evidence that contents have completely thawed, or have thawed then refrozen, throw this food out.
- Food still frozen with ice crystals throughout it can continue to be kept frozen if you are sure it did not thaw out and then re-freeze when the power came back on.
- Frozen food that has defrosted and was refrozen when the power was restored should not be used. This will not always be obvious, but important signs of defrosting and refreezing may be miss shaped products; drip from packaging that has become frozen; packages stuck together; or pooling of frozen fluids in the bottom of sealed packages.
- Throw out any food past its Use-By date.
- Check to see if any foods have been contaminated during storage – throw out if signs of damage, contamination or spoilage. If in doubt, throw it out.

Deliveries, contractors and visitors attending the premises

› Where practical, direct delivery drivers or other contractors visiting the premises to minimise physical interaction with workers.

› Use electronic paperwork where practical. If a signature is required, discuss providing a confirmation email instead, or take a photo of the goods onsite as proof of delivery.

› Ensure a number of suppliers so that you can maintain adequate stocks of hand soap, paper towel, sanitisers.

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Additional Requirements – Galleries, Museums, National Institutions, and Historic Sites

In addition to the general requirements of the COVID Safety Plan, galleries, museums, National Institutions and historic sites are required to:

› Manage ingress and egress (with separate points)

› Entry of groups are to be separated by time.

› Prepare a plan to ensure that visitors travel in a single direction through the institution in groups of up to 20, complying with social distancing rules including 1.5m between people and one person per four square metres for the space they are in.

› Increased frequency of cleaning for high touch areas or items, and rest room facilities.

› All groups must have supervisory oversight to ensure social distancing is enforced and that groups of greater than 20 people do not form

Additional Requirements – Outdoor attractions and amusements

› Careful management of flow of groups throughout venue or site. Groups are to be of up to 20, complying with complying with social distancing rules including 1.5m between people and one person per four square metres for the space they are in.

› All groups must have supervisory oversight to ensure social distancing is enforced and that groups of greater than 20 people do not form.

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