

COVID-19 Dine-in Checklist for Restaurants, Cafes, Pubs, Clubs, RSL clubs and Hotels

What you need to do to safely re-open your business

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

Check if your business can re-open

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

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 four square metres of floor space in the business, and where it can be supported no more than 10 persons 'dining in'.

Step 1: Calculate the floor space inside your business in square metres
[e.g. 48 square metres].

Step 2: Determine the capacity of your business when observing physical distancing of one person per four square metres.
[e.g. 48 square metres divided by 4 = a maximum of 12 persons (staff & customers)].

Step 3: The public health directions permit a maximum of 10 persons to 'dine in', 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 10 persons to 'dine in' due to the need for physical distancing.
[e.g. a capacity of 12 persons – 4 staff = 8 patrons inside]

Step 3: Where your business has an outside dining area, the maximum capacity of that area should also be calculated. This may enable your business to have a certain number of persons 'dining in' seated inside and a certain number seated outside. However, the total maximum number of seated patrons 'dining in' at your business is not permitted to exceed 10 persons.
[e.g. even if the outside area capacity could support a further 6 persons 'dining in', a

maximum of 10 persons 'dining in' are permitted, regardless of how divided between the indoor and outdoor space.]

Step 5: Furthermore, when determining your businesses overall capacity (inside and outside) 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 and that clearly states 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/or 10 patrons, and that patrons which ignore these rules and instructions may also be contravening public health emergency directions for which penalties may apply.
- If practicable set up separate exit and entry points and separate order and collection points to minimise contact.
- Encourage online and phone bookings and limit the number of walk-in diners.
- Facilitate physical distancing (one person to four 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.
- Remove waiting area seating or space seating at least 1.5 metres apart.
- Encourage customers to use pay wave and credit cards in preference to cash.
- Ensure menus are laminated and sanitised after each use or use general non-contact signage to display your menu or 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 stations.
- Stagger seating times and manage the duration of sittings to control the flow of patrons.

Manage staff or customers presenting with illness

- If you or your staff are unwell, tell them to stay at home and encourage them to seek medical attention. Ask them to be aware of the criteria for getting tested for COVID-19, available on the ACT Health website.
- Maintain a register and process for signing in staff at the start and end of shifts.
- Maintain a staff illness register.

- If an employee or customer has serious symptoms, such as difficulty breathing, call triple zero (000).
- Prepare for a significant number of staff being off sick at once. Make sure you have sufficient staff available for effective operation (food preparation, service, cleaning).
- Ensure all staff are aware of safe food handling practices and heightened health and hygiene policies and procedures, such as the importance of hand hygiene and regular sanitation of food preparation surfaces, equipment and customer and dining areas.
- 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

- 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.
- 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 clients, such as tables, must also be cleaned between clients.

Extra Measures for 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.

Review and monitor

- Regularly review your policies and procedures to ensure they are consistent with current directions and advice provided by ACT Health.
- Ensure you have a copy of this signed checklist which must be produced if requested from a relevant compliance/enforcement officer. This may include providing an electronic copy.



Name of Employee or Proprietor Conducting the COVID Safe Check	Signature & Date

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

For further food safety information:
<https://health.act.gov.au/businesses/food-safety-regulation>

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

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 15 May 2020

Accessibility

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If English is not your first language and you need the Translating and Interpreting Service (TIS), please call 13 14 50.

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