Unite against COVID-19

COVID Safe Checklist for dining in such as at Restaurants, Cafes, Pubs, Clubs, RSL clubs and Hotels

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

1. **Check your business can re-open**
   - ❑ Check the Queensland Government's COVID-19 website at www.covid19.qld.gov.au to confirm you can re-open your business and whether any specific restrictions apply.
   - ❑ If your business has been closed, check the condition of equipment and facilities are fully functioning, such as gas, electricity, toilets, and hand-washing facilities. Ensure food and beverages stored at your business have not been contaminated or are now out of date.
   - ❑ Ensure staff are trained in new requirements and ensure their food handling training is up to date.
   - ❑ COVID Safe training programs are now available and can be accessed online through TAFE Queensland (https://tafeqld.edu.au/covid-safe), or from an approved industry organisation. A list of approved industry courses is available at www.covid19.qld.gov.au.

2. **Wellbeing of workers**
   - ❑ <u>Direct workers to stay at home if they are sick, and to go home immediately if they become unwell</u>. Require them to be tested for COVID-19 if they have any symptoms of acute respiratory disease (cough, sore throat, shortness of breath) or a fever or history of fever. They must remain in isolation at home till they get the result and it is negative for COVID-19.
   - ❑ Consider safety risks and manage these according to the appropriate hierarchy of controls i.e. elimination, substitute, isolation, administrative controls then personal protective equipment where required.
   - ❑ Implement measures to maximise the distancing between workers to the extent it is safe and practical and minimise the time that workers are in close contact. Where it is practical and safe to do so, review tasks and processes that usually require close interaction and identify ways to modify these to increase social distancing between workers.
   - ❑ Modify processes behind the counter (including in the kitchen) to limit workers having to be in close contact, as much as possible. 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.
   - ❑ Postpone or cancel non-essential face-to-face gatherings, meetings and training and use video conferencing where practicable.
   - ❑ Consult with workers on COVID-19 measures in the workplace and provide workers with adequate information and education, including changes to work tasks and practices and appropriate cleaning and disinfection practices at work.
   - ❑ Put signs and posters up to remind workers and others of the risk of COVID-19.

3. **Social distancing**
   - ❑ <u>Place signs at entry points to instruct customers not to enter the shop if they are unwell or have COVID19 symptoms. The sign should state that businesses have the right to refuse service and must insist that anyone with these symptoms leaves the premises.</u>
   - ❑ Limit walk-in appointments and client interaction at the counter through the use of online or phone bookings.
   - ❑ If practicable set up separate exit and entry points and separate order and collection points to minimise contact.

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- ❑ Implement measures to restrict numbers on the premises, including maintaining a maximum of 10 people at any one time (not including staff), or 20 people if you are in an outback region (as defined on the Queensland Government COVID website), and ensuring distance of 4 square metres per person.
- ❑ Ensure social distancing by placing floor or wall markings or signs to identify 1.5 metres distance between persons for queues and waiting areas.
- ❑ Place tables to ensure that persons 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.
- ❑ Provide contactless payments or ordering and payment online or through ordering apps.
- ❑ 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 and introduce online ordering wherever possible.
- ❑ Set up different areas for ordering and collection, and where practical, separate entry and exit paths.
- ❑ Where practical, restrict service to table service only to reduce the movement of patrons and the number of surfaces touched.
- ❑ Remove any serve yourself buffet style food service areas and communal water stations or condiments.
- ❑ Stagger seating times and manage the duration of sittings to control the flow of patrons.

4. Record keeping
- ❑ <u>Contact information must be kept for customers, workers and any contractors for a period of at least 28 days.</u>
    - ▪ This must include name, address and mobile phone number of a person at each table.
- ❑ Ensure records are used only for the purposes of tracing COVID-19 infections and are captured and stored confidentially and securely.

5. Hygiene and cleaning
- ❑ Instruct all workers to practise good hygiene by frequently cleaning their hands. Hand washing should take at least 20 to 30 seconds. Wash the whole of each hand, covering all areas with soap before washing with water. If hand washing is not practical, alcohol-based hand sanitiser containing at least 60% ethanol or 70% iso-propanol is recommended.
- ❑ 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. Use disposable/recyclable cutlery/glass ware when available, or strict table clearing guidelines requiring gloves.
- ❑ Reduce the sharing of equipment and tools.
- ❑ Clean frequently touched areas and surfaces at least hourly with detergent or disinfectant (including shared equipment and tools, Eftpos equipment, tables, counter tops and sinks). Surfaces used by clients, such as tables, must also be cleaned between clients.

6. 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.

7. **Review and monitor**

❑ Regularly review your systems of work to ensure they are consistent with current directions and advice provided by health authorities.

❑ This checklist is a key part of your COVID Plan as outlined on the WorkSafe website.

❑ Publicly display this signed checklist as evidence that you are a COVID Safe business.

❑ 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.

❑ Keep up to date and find additional guidance at www.covid19.qld.gov.au & www.worksafe.qld.gov.au

❑ Employees with a general work related complaint can call WHS Queensland on 1300 362 128.

❑ Business owners that would like to better understand their WHS duties regarding COVID-19 can call 1300 005 018 or their union or industry association.

❑ Customers who have concerns about whether a business is complying with this checklist can call 13QGOV (13 74 68).

Name of person(s) conducting business or undertaking as defined in the Work Health & Safety Act 2011:	
Signature & date:	