

## Be Kind Yarra Ranges – December 2020

Be Kind Yarra Ranges is a platform for businesses, groups and individuals to access current services, programs and initiatives council is supporting, to assist in the recovery effort from COVID-19



**Be Kind to Business** engages and supports local businesses who have been trading during restrictions, have adapted their business to continue limited trading or are scheduling to reopen their business as restrictions are eased



**Be Kind to Yourself** promotes mental health and awareness programs, community support groups and networks and provide self-care guidance for residents living in Yarra Ranges



**Be Kind to Others** encourages and inspires local residents to connect and support each other as the State enters the recovery phase of the COVID-19 pandemic

For more information, including, business support and public health advice visit [www.yrc.vic.gov.au/BeKind](http://www.yrc.vic.gov.au/BeKind)

## Industry Restart Guidelines for Hospitality

- To assist in the safe re-opening of food businesses to enable dining options at the venue, The State Government and Business Victoria have developed Hospitality industry restart guidelines. The document outlines the six COVID-Safe principles and how you can apply them to your food business.

The restart guidelines can be found here: [Industry Restart Guidelines – Hospitality](#)

## COVIDSafe Plan

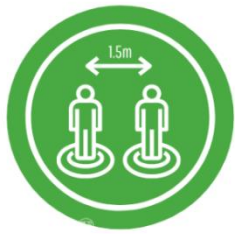
- All businesses must now have COVIDSafe Plans if they have onsite operations.
- By developing a COVIDSafe Plan and implementing it, business owners will be better placed to protect their staff, their business and to help slow the spread of coronavirus (COVID-19).

### **COVIDSafe Plans set out employer obligations and includes at a minimum:**

- Actions taken by the employer to reduce the risk of introduction and spread of coronavirus (COVID-19) in the work premises.
- The process in place to maintain records of everyone who comes to the work premises.
- The appropriate level of Personal Protective Equipment (PPE) to be worn at the work premises.
- The processes the employer has put in place to respond to a suspected or confirmed case of coronavirus (COVID-19) at the work premises.
- Acknowledgement that the employer understands their responsibilities and obligations.

Information and resources to help your business prepare a COVIDSafe Plan can be found here: [COVIDSafe Plan](#)

- Businesses are strongly encouraged to use QR codes to support contact tracing. For more information on this free service see [Victorian Government QR Code Service](#).
- A [Visitor and patron contacts log - Coronavirus \(COVID-19\) contact tracing register](#) is available for businesses using manual processes such as pen and paper.
- Businesses across the state can now access information on dealing with coronavirus (COVID-19) by calling the Business Victoria hotline on 13 22 15.



1) [Ensure physical distancing](#)



2) [Wear a face covering](#)



3) [Practise good hygiene](#)



4) [Keep records and act quickly if workers become unwell](#)



5) [Avoid interactions in enclosed spaces](#)



6) [Create workforce bubbles](#)

## Physical distancing

**All people in the workplace should be at least 1.5 metres apart and there should be no overcrowded areas.**

- Ensure workers and customers are 1.5 metres apart at all times. Where this is not possible, the duration of the close contact should be minimised.
- Ensure the workplace abides by the density quotients.
- Limit the total number of workers and customers in an enclosed area.
- No carpooling between workers to and from work unless there is no alternative mode of transport.
- Display the maximum number of people allowed within the venue via signage to be located at the entrance of the premises.



**What are the patron caps and density quotients under the 'Covid Normal' step of the roadmap?**

### Hospitality:

- Density quotient of 1 per 2sqm for indoor and outdoor hospitality venues. Up to 25 patrons are permitted in a venue before the density quotient applies.
- No requirement for seated service.
- Density quotient of 1 per 4sqm on a dancefloor up to a maximum of 50 people.
- All venues are required to use electronic record keeping when applying the density quotient of 1 per 2 sqm. In venues not using electronic record a density quotient of 1 per 4 sqm applies.

### Food courts:

- Indoor and outdoor food courts open with a density quotient of 1 per 2 sqm.
- No patron cap for indoor food courts.

## Live music:

Requirement of 5m distance from audience, and 2m between performers. Recommend live music performed outdoors where possible. Performance and rehearsal rules for professionals apply to all live music settings. Performers are excluded from venue cap.

- Mark queuing spots to ensure 1.5 metre spacing between each person in a queue.
- Place tables so that diners are 1.5 metres from a neighbouring table when seated. If practical, arrange seating so different groups of customers are not seated face-to-face.
- Encourage customers to remain at least 1.5 metres apart when moving through the business. If possible, stagger seating times and manage the duration of sittings to control the flow of patrons.
- Create a system to monitor the number of customers in the food premises at any one time such as assigning a staff member to count the number of diners.
- For dine in customers, the ordering should be done at the tables and not by going up to the counter. This is to reduce the number of surfaces the customer potentially touches in the premises. Customers may go up to the counter to pay if a card tap system is not available.
- Create exit and entry points to minimise contact.
- Provide signage so that expectations are clearly set out and procedures are in place for customers and staff.

## **Takeaway**

- Zone areas for takeaway foods and ordering for table service.
- Encourage online and phone bookings and limit the number of walk-in diners.
- Use contactless free payment systems.
- Consider asking takeaway customers to wait in cars to minimise the number of patrons in the space.
- Patron's attending the premises to collect takeaway are not counted in the person limit, the person limit applies to seated customers who are dining in.
- Remove waiting area seating, or space each seat in the waiting area at least 1.5 metres apart.
- Check if deliveries can be done contact free or consider setting up a table or place to put deliveries at least 1.5m from the entrance door.
- Check that adequate processes are in place for taking customer food orders in relation to allergy management (e.g. ensure records are kept).
- If you use a take away service such as menulog, check their procedures to ensure that cleaning standards are in line with the food business expectations.



## Staff & Customer Care

### Should masks be worn?

- Face masks must be carried at all times in Victoria.
- Face masks must be worn:
  - in indoor spaces (other than private residences), apart from when eating and drinking
  - on public transport and commercial passenger vehicles (e.g., taxis and ride share)
- Face masks do not need to be worn if a lawful reason not to wear one applies.
- Masks are strongly recommended in outdoor settings where 1.5 metres physical distancing cannot be maintained, and when in the home if people other than your immediate household are present.
- A face mask must be fitted and covers the nose and mouth. This means that face shields, bandanas, or scarves or loose snoods, loose Buffs® or loose neck gaiters on their own will no longer be considered a sufficient face covering.

### Should gloves be worn?

- Wearing gloves should not replace hand washing and hand sanitising practices.
- Gloves can allow bacteria to build up on people's hands, so if staff members are wearing gloves, good glove changing practices should be followed:
  - Change gloves between each task.
  - Wash and sanitise hands between glove changes.
  - Discard the gloves once they have been removed.
  - Staff members need to avoid touching their mouth, eyes or face.



## Hygiene checks

- Hand washing discussion with staff:
  - Remind to rub hands together for 20 seconds (or sing happy birthday twice) and rub along fingers, thumbs and hand contours to make contact with all the surfaces; Video demonstrations can be found at <https://www.youtube.com/watch?v=bQCP7waTRWU>.
  - Paper towelling in place for drying. Do not use cloth towelling (if possible) to reduce the risk of cross-contamination.
- Make sure clothing is clean and protective, no jewellery except wedding band is recommended.
- Cover wounds and sores with coloured band aids.
- All staff that work with food must wash their hands frequently.
- When in the kitchen or preparation area:
  - Before preparing food
  - After touching raw food
  - After handling food waste or emptying a bin
  - After cleaning
  - After blowing their nose
  - After touching phones, light switches, door handles and cash registers

## Cleaning guidance

*You need to clean and disinfect surfaces; both steps are essential*

- The first step is cleaning, which means wiping dirt and germs off a surface. You can use common household detergent products for cleaning with hot water.
- The next step is to disinfect the surface as cleaning alone does not kill germs, disinfection means using chemicals to kill germs on surfaces.

- It is a recommendation to clean and disinfect high touch surfaces at least 2 times on any given day.
- Make up a cleaning record and include dates and times for frequency, staff signing, specific equipment, staff toilets, locker areas and high touch locations.
- Clean any areas where customers may have contact including servery benches, external surfaces of display cases, card reading equipment, toilet facilities.
- If using menus, wherever possible ensure they are laminated and sanitised after each use.
- The use of gloves is recommended while cleaning.
- Common household bleach (e.g. White King), commercial bleach or any Therapeutic Goods Administration approved Disinfectants are recommended for use against COVID-19, refer to the table below for specific dilution quantities. It is important to use products that are labelled “disinfectant” and to follow the instructions on the label.
- The Therapeutic Goods Administration (TGA) has a [list of products and disinfectants](#) for use against COVID-19 available for legal supply in Australia.

## Cleaning guidance - continued

- For food preparation areas, use an approved food grade sanitiser following the manufactures instructions or a diluted solution of bleach. The bleach solution must be diluted to 200ppm to prevent potential chemical contamination risks.
- Household bleach with 4% available chlorine (e.g. White King) can be used as your food grade *sanitiser*, you must ensure that 2.5ml of bleach (1/2 a teaspoon) is diluted with 1 litre of water.
- When using a diluted bleach solution it is important to create the sanitiser each day as the available chlorine can diminish and loose its effectiveness over time.
- For all other areas where food is not handled or stored, the bleach solution must be diluted to 1000ppm.
- Let the diluted bleach solution remain on surfaces for 10 minutes before washing off with water.
- Ensure that all chemicals and spray bottles are clearly labeled.
- Ensure additional thorough cleaning of commonly touched surfaces such as lift buttons, handrails, doorknobs, door frames, handles, desks, tables, air/light controls, switches, door controls, toilet fittings and any other item that would be touched frequently using alcohol wipes, approved sanitizer or a diluted bleach solution.

## Bleach dilution tables:

### Dilutions using household liquid bleach (with 4% available chlorine as written on the label).

<i>Household bleach 4% available chlorine</i>	<i>Add the following amounts of bleach to the water to give the required concentration</i>
<i>Volume of water to which chlorine is added</i>	<i>1000ppm</i>
1 litre	26.3ml
5 litres	125ml
10 litres	250ml

### Dilutions using household liquid bleach (with 12.5% available chlorine as written on the label).

<i>Commercial grade bleach 12.5% available chlorine</i>	<i>Add the following amounts of bleach to the water to give the required concentration</i>
<i>Volume of water to which chlorine is added</i>	<i>1000ppm</i>
1 litre	8.4ml
5 litres	42ml
10 litres	84ml

- For other concentrations of chlorine-based sanitisers not listed in the table above, a dilutions calculator can be found on the department's website [www2.health.vic.gov.au/public-health/infectious-diseases/infection-control-guidelines/chlorine-dilutions-calculator](http://www2.health.vic.gov.au/public-health/infectious-diseases/infection-control-guidelines/chlorine-dilutions-calculator).
- Please also refer to the Victorian Department of Health and Human Services, Cleaning and disinfecting to reduce COVID-19 transmission.
- Information relating to cleaning of equipment and food contact surfaces, translations and specific to food businesses activities can be found in the links located at the end of this document.

## Food business equipment and utensil cleaning and sanitising

- Venues may continue to use their cutlery, crockery and beverage containers with appropriate hygiene, cleaning and sanitation processes in place.
- There is currently no evidence to suggest any benefit in switching to disposable, single-use food and beverage containers, cutlery and crockery.
- Where possible wash cutlery, plates, cups and any other equipment that can go in the dishwasher on the highest heat setting.
- Where there is no dishwasher, wash and sanitise as per the Food Safety Program in use with either a Food Grade Sanitiser or a solution of bleach to water.

## Maintenance

- Thoroughly inspect the entire premises for any maintenance issues and ensure all fixtures, fittings, equipment, surfaces and/or utensils are in a clean and sanitary condition and good working order.
- Check that the hot water system and utilities (e.g. electricity, gas) are functioning as required.
- Ensure all refrigerators, freezers and hot hold units are capable of maintaining foods at the correct temperatures as per your food safety program.
- Ensure regular grease trap emptying as per the requirements of your local water authority.
- Clean and sanitise any internal components of equipment and machines such as coffee machines or ice machines as per manufacturer's instructions.
- If you use tank water at your business, check that any servicing is up to date and filters have been regularly checked for changing and are in good condition. A link for further information can be found at the end of this document.

## Pest control

- Thoroughly inspect the premises for any signs of pests, pay particular attention to hard to reach/access areas, using a torch or other form of light will help identify any potential harbourage areas for pests.
- Check any traps.
- Wash and sanitise any potentially contaminated surfaces including external and internal surfaces of shelving units, cupboards, equipment, food grade containers etc.
- Seal any holes or openings where pests potentially can gain access to your premises.
- Provide bait as needed or call in a professional pest controller. Check the maintenance schedule if you have a contracted pest controller and bring any dates forward as required.
- Ensure that any potentially contaminated foods or packaging are discarded.
- Make sure foods are protected and appropriately covered/sealed to prevent potential contamination.
- Monitor for pests on an ongoing basis in hard to reach areas such as the back of storage shelves or wall corners and act as soon as you notice a potential issue arising.
- Declutter as needed to enable ongoing monitoring and ensure cleaning can be conducted effectively.
- Remember to check deliveries for pests and signs of damage to packaging.

## Self-serve areas

- Cease providing any foods including coffee and hot drinks for self-service and turn off any equipment customers may use.

## All food deliveries must be cleaned before use

- All perishable food such as fresh fruit and vegetables should be cleaned as usual. Do not use soap, disinfectants or detergents to wash your food. These cleaning products are not designed for human consumption and may be unsafe to use with food.



## Avoid interactions in enclosed spaces

- Where possible, move internal meeting and activities to an outdoor area.
- Encourage workers to take their lunch breaks and any other breaks outdoors.
- Open windows and doors where possible to increase ventilation.
- If possible, wedge doors open to avoid hand contact with surfaces.
- An outdoor smoking area, or drinking area where smoking is allowed, can become an outdoor dining area. However, smoking would no longer be allowed in that space. If you choose to relocate your smoking area to create more dining space for your venue, you must also take into account the requirements of the Tobacco Act, which stipulates that an outdoor area where smoking is allowed cannot be within four metres of an outdoor dining area.



## Consider creating workforce bubbles

- Consider having 'pools' of rostered workers reviewing shift arrangements to create smaller teams and have each team work independently and avoid mixing workers across shifts.
- Consider staggering or increasing the time between shifts to eliminate bottlenecks and avoid intermingling between different teams.
- Limit worker movement between sites to one worksite unless it is not reasonable and practical. Support casual workers to work at one venue wherever possible to limit the potential for seeding of infection across multiple businesses.
- Keep records that will help businesses enforce workforce bubbles, such as knowing which workers are in different pools, start and end times of shifts etc. Employers must keep a record of all workers and visitors who attend the workplace for longer than 15 minutes in the past 28 days. Maintain records of all workers who have disclosed that they are working for different employers across more than one work premises.
- Staff are not to car pool with each other unless an emergency where other arrangements cannot be made.



## Information to collect - Workplace attendance register

- All Victorian workplaces are required to establish and maintain a 'workplace attendance register of every person who attends the workplace for a period of more than 15 minutes (including customers and sub-contractors).
- Businesses are strongly encouraged to use QR codes to support contact tracing. For more information on this free service see [Victorian Government QR Code Service](#).
- A [Visitor and patron contacts log - Coronavirus \(COVID-19\) contact tracing register](#) is available for businesses using manual processes such as pen and paper.
  - First name and a contact phone number.



- Keep the record for 28 days from the date the individual attended the venue. This enables contact tracers to quickly contact those who were potentially exposed in the event that a positive case of coronavirus (COVID-19) is detected at the venue.
- Securely destroy the record after 28 days from the date the individual attended the venue.
- If a patron does not want to provide their details, explain the purpose for collection, which is to assist any contact tracing in the event of an outbreak.
- If the patron still declines to provide details after being given an explanation, an employer/worker can refuse service.
- Patron information can be collected for persons under the age of 18.

### **What if an employee or customer notifies me that they are a suspected or confirmed case of COVID-19?**

- If the employee/customer presented to the workplace while infectious, best practice is to:
  - Undertake a risk assessment to help determine what actions are required. This may include closing part or all of the work premises to allow for a comprehensive clean.
  - Determine what areas of the business were visited, used, or impacted by the person with coronavirus.
  - Notify DHHS immediately of the case as per the Employer obligations in the Workplace Directions by contacting the 24-hour coronavirus (COVID-19) hotline on 1800 675 398.
  - Consult with DHHS on whether the business is required to stay closed for a short period to facilitate cleaning and enable contact tracing.

### **Staff**

- Display information about the symptoms of coronavirus (COVID-19) and the need for staff to stay home when unwell
- If staff develop symptoms at work such as *fever, chills or cold sweat, cough, sore throat, shortness of breath, runny nose or loss of sense of smell*. They should be directed leave work and self-isolate until they are tested and their results are received.
- Support the self-isolating employee while they are absent from work and if appropriate, allow them to work from home. The employee can visit <https://www.coronavirus.vic.gov.au/employees-and-job-seekers> to check if they are eligible for government support.
- Employee privacy is important and there is a balance between alerting other employees to a potential exposure while maintaining employee privacy.
- Encourage staff to report when they have been a close contact\* with a confirmed case of coronavirus (COVID-19).
- Communicate with, and provide training for, staff on safety and hygiene practices to ensure they understand and can fulfil their duties and responsibilities.
- Ensure staff are aware of, and understand, the resources and support services available to them.
- Put in place a staff roster with times and dates to ensure that if contact tracing is needed it can be undertaken.

## **Other factors to consider for your food business:**

### **Suppliers and restocking**

- Update the supplier list as needed.
- If you change suppliers, ensure that allergen management protocols are in place to avoid risk such as an allergen matrix (contact your Environmental Health Officer for a copy).

- Update menu items with any changed ingredients, change labelling as needed and ensure this is communicated to staff.
- If you purchase items at the store, ensure that you practice social distancing measures and use any hand sanitiser provided.
- Remember to wash your hands when you re-enter your food business to avoid contaminating any surfaces.
- Contact any suppliers and check that they are aware of protocols in place for deliveries of food such as deep cleans for van or hand sanitising.
- Current advice is that food packaging poses no risk of contamination.
- Provide disposable containers or clean and sanitise non disposable containers after each use.

## Check supplies of

- Liquid soap, paper towelling to hand wash basins; appropriate cleaners/sanitisers; hand sanitisers for customers; & Gloves.

## Foods in storage

- Check the thermometer(s) are working and change batteries if needed.
- Ensure that refrigerators are maintaining foods at or below 5°C, store a cup or bottle of water in the refrigerator. Use the probe thermometer to confirm the temperature.
- Do not rely on the temperature display for food temperatures as this is not always accurate.
- Ensure that any leftover foods have been discarded except those stored at ambient temperature. Check packet labelling if in doubt.
- Check any foods in the freezer to ensure that they have remained frozen. Discard any foods that have been thawed and then refrozen.
- Check date labelling and discard out of date foods.

## Time limit on bookings

- Having set seatings so there is minimal overlap between different groups is recommended. If businesses choose to impose a time limit on bookings, this should be kept to less than two hours, particularly if there is more than one group sharing the same space.

## Children's play area or playground

- At this current time children's play areas and play grounds should remain closed.

## Additional Resources

### Business Victoria

<https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/coronavirus-business-support>

### Department of Health and Human Services (VIC)

<https://www.dhhs.vic.gov.au/reopening-restaurants-and-cafes#how-will-you-be-keeping-staff-and-customers-safe>  
*Infection prevention control resources*

<https://www.dhhs.vic.gov.au/infection-prevention-control-resources-covid-19>

*Preventing infection in the workplace - includes cleaning and disinfection guidance*

<https://www.dhhs.vic.gov.au/preventing-infection-workplace-covid-19>

*Hospitality free short course - on-line training*

<https://rtw.educationapps.vic.gov.au/>

*Water supply information*

<https://www2.health.vic.gov.au/about/publications/policiesandguidelines/making-sure-rainwater-water-supply-is-safe>

*Mental Health*

<https://www.dhhs.vic.gov.au/mental-health-resources-coronavirus-covid-19>

*Family violence and crisis response*

<https://www.dhhs.vic.gov.au/family-violence-crisis-response-and-support-during-coronavirus>

### FSANZ

More information about food safety and COVID-19 can be found on the Food Standards Australia New Zealand website

<https://www.foodstandards.gov.au/industry/Documents/Recommencing%20operations%20checklist%202020.pdf>

<https://www.foodstandards.gov.au/consumer/safety/Pages/NOVEL-CORONAVIRUS-AND-FOOD-SAFETY.aspx>

<https://www.foodstandards.gov.au/foodsafety/standards/Pages/Food-safety-requirements.aspx>

### Safe work information

<https://www.safeworkaustralia.gov.au/covid-19-information-workplaces>

<https://www.safeworkaustralia.gov.au/collection/covid-19-resource-kit>

### For more information

About COVID-19	Department of Health and Human Services (DHHS) Website: <a href="https://www.dhhs.vic.gov.au/coronavirus">https://www.dhhs.vic.gov.au/coronavirus</a> Hotline: 1800 675 398 (24/7)
Easing of restrictions	
Speak to an Environmental Health Officer	Yarra Ranges Council Call: 1300 683 333 or 9294 6905 Email: <a href="mailto:bekind@yarraranges.vic.gov.au">bekind@yarraranges.vic.gov.au</a> <a href="#">COVID-19 Updates</a>
Be Kind enquiries	
Temporary Outdoor Dining	<a href="#">YR - Temporary Outdoor Dining</a>
To report non-compliance with restrictions	DHHS Hotline: 1800 675 398 (24/7) Police Assistance Line: 131 444