

Be Kind Yarra Ranges

- 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



Social distancing

- The more space between you and others, the harder it is for the virus to spread
- Maintain a 1.5m distance between yourself and others where possible
- In an enclosed area, leave a minimum of 4m² per person
- Avoid close contact with anyone with cold or flu-like symptoms
- Where possible, travel at quiet times and avoid crowds
- Minimise handshaking and other physical greetings
- Yarra Ranges Council has free social distancing stickers through our Be Kind Yarra Ranges at www.yrc.vic.gov.au/BeKind

Personal Hygiene

- Stay at home if you are unwell
- Wash hands frequently for 20 seconds with warm water, soap and single use paper towelling, including before and after eating and after going to the toilet
- Use a minimum 60-80% alcohol-based hand sanitiser. Hand sanitiser is only effective on already washed and clean hands and should not replace hand washing
- Cough and sneeze into your elbow or a tissue. Put any used tissues straight into the bin
- Avoid touching your eyes, nose and mouth

Staff & Customer Care

Should gloves be worn?

- It is your businesses choice to issue any PPE equipment to staff members, including disposable gloves
- 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

Should masks be worn?

- It is your businesses choice to issue any PPE equipment to staff members, including disposable masks
- State advice remains, it is not necessary to wear a mask if you are not experiencing flu like symptoms
- The Department of Health and Services advises there is little evidence supporting the widespread use of surgical masks in healthy people to prevent the transmission of COVID-19

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

- The employee should be directed to self-isolate until they are tested and their results are received
- If the employee returns a positive test and they have presented to the workplace with symptoms, best practice is to:
 - close the building
 - call the 24-hour coronavirus (COVID-19) hotline on 1800 675 398
 - Conduct a deep clean of the premises
- Any other employees who may have been exposed are not advised to self-isolate unless they have symptoms.
Symptoms include:
 - Fever
 - Chills or cold sweat
 - Cough
 - Sore throat
 - Shortness of breath
 - Runny nose
 - Loss of sense of smell
- Support the self-isolating employee while they are absent from work and if appropriate, allow them to work from home
- Employee privacy is important and there is a balance between alerting other employees to a potential exposure while maintaining employee privacy
- 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, cough, sore throat or shortness of breath they should leave work and seek medical advice and call the 24-hour coronavirus (COVID-19) hotline on 1800 675 398
- 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

Staff & Customer Care (Continued)

How can I setup my building to prevent the spread of COVID-19?

- Display the maximum number of people allowed within the venue via signage to be located at the entrance of the premises
- Measure the venue and ensure that there is a minimum of 4m² per customer of floor space
- Open windows and adjust air conditioning to enhance airflow
- Hold any internal doors open to reduce the risk of touching handles where possible
- Where possible, allow for one entry and a separate exit to minimise contact
- Consider placing a box of tissues with a plastic lined bin in the main room to facilitate good hygiene practice
- 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

Maintenance

- Thoroughly inspect the entire premise 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 back on and functioning
- Ensure all refrigerators, freezers and hot hold units are capable and maintaining foods at the correct temperatures as per your food safety program
- Re-instate 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 manufactures 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 take action 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

Cleaning guidance

- It is a recommendation to clean and disinfect surfaces at least 3 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
- Open windows and doors where possible to increase ventilation
- Clean any areas where customers may have contact including servery benches, external surfaces of display cases, card reading equipment, menus
- The use of gloves is recommended
- 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 end of the document 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
- 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 lose 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 labelled

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

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. Dilute 2.5ml (half a teaspoon) of household bleach (4%chloride) to 1 litre of water

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 reapplying to the hands
- 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
- 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
- gloves must not be used as a substitute for hand washing and when in use
 - Change gloves in between tasks e.g. smoking, changing bin liners, opening/closing doors, handling raw chicken etc.
 - Wash hands in-between glove changes
 - Staff members need to avoid touching their mouth, eyes or face
 - Discard the gloves once they have been removed staff members hands

Information to collect from patrons

- 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 or visitor still declines to provide details after being given an explanation, they cannot be compelled to do so.
- Patron information can be collected for persons under the age of 18

Returning staff, managing risk

- The density quotient of one person per four square metres does not apply to staff in workplaces, but staff working in the kitchen must practise physical distancing where possible
- Check kitchen working areas and manage in such a way as to separate function areas e.g.: One person on the sandwich making bench, one person serving, etc.
- Consider having staff work back to back or side to side whenever possible rather than face to face. This may mean moving equipment around
- Use of screens or barriers
- Reduce contact between staff by putting in 'teams' where only certain staff work with other staff so each person works with only a few others
- Utilise separate spaces for break areas for example outdoor seating
- Provide separate doors if possible for entry and exit
- Check in with staff, identify vulnerable members to manage risk and set up a plan that outlines how risk will be managed (including temperature checking, health screening). For further information see the further information section for the link to SafeWork Australia
- Instruct staff to wash hands or use hand sanitiser at entry points and set up a hygiene station
- Consider requesting staff change any clothing (or uniform) on site to reduce risk, provide a safe area to change and organise on site washing
- Avoid sharing any equipment such as thermometers or pens
- If possible, wedge doors open to avoid hand contact with surfaces
- Organise a separate space for staff personal items such as phones or handbags

Staff records

- Put in place a staff roster with times and dates to ensure that if contact tracing is needed it can be undertaken;
- Encourage staff to download the Covid 19 app. <https://www.health.gov.au/resources/apps-and-tools/covidsafe-app>

What signage to display

- Display a sign at each public entry that includes information on the maximum number of people that can be present in the space at a single time, rounded down to the nearest whole number
- Display posters on good hygiene and handwashing practices in prominent places and establish hygiene stations (with hand sanitiser) at entrances and throughout the venue to encourage hand hygiene of staff and patrons
- Information about the symptoms of coronavirus (COVID-19) and the need to stay home when unwell

Physical distancing –customers

- Encourage online and phone bookings and limit the number of walk-in diners
- Mark queueing 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
- A maximum of 6 people will be able to sit at a table to eat a meal together. Larger groups will need to sit at separate tables, with the tables spaced at least 1.5 metres apart
- Spacing of 1.5 metres between groups is required
- Create a system to monitor the number of customers in a food premise at any one time such as assigning a staff member to count the number of diners
- Create exit and entry points to minimise contact
- Zone areas for take away foods and ordering for table service
- Use contact free payment systems
- Consider asking take away customers to wait in cars to minimise the number of patrons in the space
- Provide signage so that expectations are clearly set out and procedures are in place for customers and staff
- If possible, wedge doors open to avoid hand contact with surfaces
- Patron's attending the premises to collect takeaway are not counted in the 20 person limit, the 20 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
- Victoria Police and other authorities involved in the regulation of hospitality and liquor licencing, such as VCGLR, and local councils, may conduct spot checks to ensure compliance with the directions of the Chief Health Officer

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/bleach; 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 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

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

Delivering take away

- 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

Self-serve areas

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

Wineries, breweries and distilleries

- For wineries, breweries or distilleries with a restaurant or café, they will be able to sell alcohol by the bottle and glass, or sell a tasting experience, if they are serving with a seated meal
- In addition, they can sell full bottles from their cellar doors for consumption away from the premise. As part of the sales process
- where the liquor licence permits it, a cellar door may also choose to offer free samples of its produce to a seated customer to help the customer choose what to buy – but they will not be able to sell a tasting or wine by the glass, unless it is accompanied by a meal
- Wineries can host private and business functions subject to the restrictions outlined in the Hospitality Industry Guidelines for coronavirus (COVID-19). Gatherings for essential work purposes can be arranged

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

Can I convert my smoking area into a dining area to hold more patrons?

- Yes, 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 chose to relocate your smoking area to create more dining space in 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

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
- Please also refer to the Victorian Department of Health and Human Services, Cleaning and disinfecting to reduce COVID-19 transmission

Further information can be found at:

Information relating to cleaning of equipment and food contact surfaces, translations and specific to food businesses activities can be found in the links located below:

Business Victoria

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

Online Training

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

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>

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>

<https://www.safeworkaustralia.gov.au/doc/signage-and-posters-covid-19>

For more information

About COVID-19	Department of Health and Human Services (DHHS) Website: https://www.dhhs.vic.gov.au/coronavirus 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: bekind@yarraranges.vic.gov.au
Be Kind enquiries	
To report non-compliance with restrictions	DHHS Hotline: 1800 675 398 (24/7) Police Assistance Line: 131 444