

**> BE COVID SAFE.
STAY IN BUSINESS.**

Your COVID-19 Safety Plan

Restaurants and cafes (including food courts and other food and drink premises)

Business details

Business name	The Crossing Theatre Cafe
Business location (town, suburb or postcode)	2390
Plan completed by	Scott Pollock
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Wellbeing of staff and customers

Exclude staff and customers who are unwell from the premises.

All staff have been asked to stay at home if they are unwell or show any symptoms of COVID 19

Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning. Train staff in the process of how to collect and store contact details of patrons if your venue is dine-in.

'COVID-19 awareness for food service' is a free, voluntary online course which covers all

measures required to become a COVID Safe retail and food service business in NSW. It is available through the NSW Food Authority website [foodauthority.nsw.gov.au/covid-training](https://www.foodauthority.nsw.gov.au/covid-training)

We have held many meetings to discuss all issues arising from COVID 19. A Risk Assessment has also been completed. We collect contact details of all patrons via a QR code or by hand - all contacts are kept digitally.

The link for the 'COVID 19 Awareness for Food service' online course has been distributed to all staff

Make staff aware of their leave entitlements if they are sick or required to self-isolate.

All staff are aware of their leave entitlements and also that they are required to self isolate if they are sick or have flu like symptoms

Display conditions of entry (website, social media, venue entry).

Our conditions of entry are placed at our entry point, as is a hand sanitiser station. Our plan is also available on our website

Venues must assign one staff member as a COVID-19 Safe Hygiene Marshal who will be in distinctive clothing (such as a shirt or badge) and responsible for ensuring all aspects of the COVID-19 Safety Plan are being adhered to including overseeing social distancing, cleaning and ensuring the accuracy of record keeping. If a venue has more than one separate area, there must be a COVID-19 Safe Hygiene Marshal in each separate area.

If the venue has a capacity of 250 patrons or more, the identified Safe Hygiene Marshal/s must always be present while the venue is operational; for venues with a capacity of less than 250 patrons, the identified Safety Marshal/s must be present during peak operational hours (during lunch 12pm to 3pm and dinner 5pm to 9pm, or other peak periods).

Food courts are exempted from the requirement for a COVID-19 Safe Hygiene Marshal, but should still have strategies in place to ensure the venue COVID-19 Safety Plan is implemented.

A COVID MARSHALL is always present during operating hours of the cafe and monitors all COVID requirements

Physical distancing

Capacity must not exceed 300 patrons, or the number allowable by one customer per 4 square metres of space, whichever is the lesser.

In food courts, the maximum capacity is one customer per 4 square metres of space.

The capacity for the cafe is 32 people. We have set the table accordingly

If the premises has more than one separate area, each separate area can have up to 300 persons, or the number of persons that is equivalent to one person per 4 square metres of space (whichever is the lesser), provided that each separate area is:

- **separated from other areas on the premises**
- **designated a separate area by the occupier of the premises**
- **has staff that are providing food and drink only in that area**
- **does not allow people in different areas to mingle**
- **monitored by a designated COVID-19 Safe Hygiene Marshal at required times.**

We only have one area for the cafe

Dancefloors are generally not permitted. However, there may be events where a dancefloor is permitted with a COVID-19 Safety Plan in place.

No dancing is allowed

Bookings must not exceed 10 customers (except for weddings, funerals and corporate events). There should be no more than 10 customers at a table. Children count towards the capacity limit.

Our maximum booking for a table is 10

Venues taking bookings for weddings, funerals and school events should ensure there is a COVID-19 Safety Plan in place for this event. Bookings can be taken for future dates for a higher number of guests than permitted by the current Public Health Order, but patrons should be advised that their event will need to comply with restrictions in place at the time.

We have a separate COVID Safety Plan for Venue Hire and Corporate functions

Reduce contact or mingling between customer groups and tables wherever possible.

All our patrons are seated at all times to minimise mingling of patrons

Move or remove tables and seating to support 1.5 metres of physical distance wherever possible. Household or other close contacts are not required to physically distance. Groups of friends may not necessarily all be household-like contacts and so may require additional space at a table so that they can physically distance.

All tables are at least 1.5 metres apart

Reduce crowding and promote physical distancing with markers on the floor where people are asked to queue, such as at the bar.

These are placed at the entry of the cafe and at the payment desk

Where possible, ensure staff maintain 1.5 metres physical distancing (including at meal breaks and in office or meeting rooms) and assign workers to specific workstations. If staff are not able to physically distance, or work in a role with significant public interaction, strongly recommend they wear a face mask if practical.

This is adhered to

Alcohol can only be consumed by seated customers.

This is adhered to

Where reasonably practical, stagger start times and breaks for staff members.

- use roster to determine separate break times for staff
- encourage staff to follow roster as closely as possible

Consider physical barriers such as plexiglass around counters with high volume interactions with customers.

we have a 1.5 metre distance between staff and customers at the pay counter

Review regular deliveries and request contactless delivery / invoicing where practical.

- only necessary deliveries are occurring
- staff are to wash hands after unpacking/signing off orders

Introduce strategies to manage gatherings that may occur outside the premises.

When this may happen we have a staff member to monitor the situation

Hygiene and cleaning

Adopt good hand hygiene practices.

-wash hands for 20seconds with soap consistently throughout the day and especially after touching high-traffic items

Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.

-soap, paper towel and hand dryers are available in all bathrooms

Reduce the number of surfaces touched by customers wherever possible.

All surfaces that are not needed have been taken away - all other surfaces are sanitised between meal sessions

No self-serve buffet style food service areas, communal bar snacks, communal condiments, or hookahs. If condiments are on individual tables, such as salt and pepper shakers, these should be cleaned between each customer.

We don't allow any service stations and all condiment vessels are sanitised between seatings

Clean cutlery and tableware with detergent and hot water, or with a commercial grade dishwasher if available.

This is adhered to

Menus should be laminated (clean between use), displayed or be single use. Place takeaway menus outside the venue where possible.

This is adhered to

Clean frequently used indoor hard surface areas at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day. Clean tables, chairs and any table settings between each customer. If using a

paper sign in system, ensure the pen is wiped down with a disinfectant solution or wipe between use.

All doors, handles, tables, chairs and utensils are cleaned regularly throughout the door, especially between meals

Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.

-remind staff of dilution rates of sanitiser, currently 1:1 ratio of disinfectant and water

Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.

this is adhered to

Encourage contactless payment options.

-cafe purchases will be encouraged to be done via contactless payment

Record keeping

Keep name and a contact number for all staff, customers and contractors for a period of at least 28 days. Each person that attends a venue MUST provide their name and contact details. Where possible, personal details should be collected in a way that protects it from disclosure to other customers. Records are only to be used for tracing COVID-19 infections and must be stored confidentially and securely. QR Code sign-in is encouraged.

It is the role of the COVID-19 Safe Hygiene Marshal to ensure the accuracy and legibility of records. Paper sign-in is permitted, but premises must convert these into digital form within 24 hours, and provide immediately if requested.

- sign in sheet is provided at the entrance of the event room for all guests to use
- A QR code is also available to collect contact details of patrons
- After 28 days sign in sheets are to be shredded
- All these are digitalised and saved
- Our COVID MARSHALL monitors this

Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.

-encourage staff to download the app

Except for food courts, all venues must register their business through nsw.gov.au. Food courts should consider registering their business through nsw.gov.au.

This is adhered to

Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.

This is adhered to

I agree to keep a copy of this COVID-19 Safety Plan at the business premises

Yes