

**> BE COVID SAFE.
HELP NSW 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)	Narrabri
Completed by	Scott Pollock
Email address	scottp@narrabri.nsw.gov.au
Effective date	26 February 2021
Date completed	18 March 2021

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.

If any customers present with flu like symptoms they are asked not to stay

Provide staff with information and training on COVID-19, including when to get tested,

physical distancing, wearing masks 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

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

If there are more than 250 people on the premises, a staff member must be assigned 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.

In Greater Sydney, if the premises has more than one separate area, a staff member must be assigned as a COVID-19 Safe Hygiene Marshal in each separate area on the premises if there are more than 250 persons in the area. Outside of Greater Sydney, consider assigning a COVID-19 Safe Hygiene Marshal to each separate area if there are more than 250 persons in the area.

The identified Safe Hygiene Marshal must always be present when there are more than 250 patrons at the venue. If there are less than 250 patrons at the venue, consider ensuring identified Safe Hygiene Marshal/s are present during peak operational hours (during lunch 12pm to 3pm and dinner 5pm to 9pm, or other peak periods) where

practical.

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.

Note: 'Greater Sydney' means Greater Sydney as defined by the Public Health (COVID-19 Restrictions on Gathering and Movement) Order 2021.

Our cafe does only holds 70 people so a COVID Marshall is not needed

Venues taking bookings for weddings and funerals should ensure there is a COVID-19 Safety Plan in place for the event.

We do not hold weddings or funerals in the cafe

Physical distancing

Capacity must not exceed one customer per 2 square metres of publicly accessible space. There can be up to 25 customers at the premises before the square metre rule applies.

Children count towards the capacity limit.

Our maximum capacity is 140 people for the cafe area and we only have seating for up to 70 people

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

Tables are spread out to defer people from turning around and mingling with other tables. All tables are 1.5 meters apart.

Ensure 1.5m physical distancing where possible, including:

- **at points of mixing or queuing such as bars, toilets and entrance and exit points**
- **between seated groups**

- **between staff.**

Floor markers will be used to support physical distancing at entry/exit points. Sinks in the bathrooms are already adequately spaced. Floor plans will be developed to keep 1.5m of distance between seated groups.

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

Floor stickers provided and set up and entry points, in front of bar and at food stations.

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.

All staff are asked to maintain 1.5m apart where possible. Masks are provided for staff who are unable to physically distance with other staff members or guests.

There should be no dancefloors.

No Dance floors are in the cafe

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

Use roster to determine separate break times for staff and encourage staff to follow roster as closely as possible.

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

Floor stickers will be in place to stop customers from reaching/leaning on bench tops/counters/bar.

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

Only necessary deliveries are accepted. Clients are discouraged from sending print material, function equipment or promotional materials to the venue.

All in-house deliveries will be invoiced and paid electronically.

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

Where practical, place signs around the outside of the venue encouraging guests to move on and not hang around. Staff to periodically check the outside of the venue for gatherings. Place a limit on people allowed in the smoking area at a time.

No more than 30 performers should sing indoors. There is no recommended cap on performers singing outdoors. All performing singers should face forwards and not towards each other, have physical distancing of 1.5m between each other and any other performers, and be 5m from all other people including the audience and conductor, where practical. In indoor areas, audience members should not participate in singing or chanting.

Where practical, place signs around the outside of the venue encouraging guests to move on and not hang around. Staff to periodically check the outside of the venue for gatherings. Place a limit on people allowed in the smoking area at a time.

Hygiene and cleaning

Adopt good hand hygiene practices.

Staff are asked to wash hands for 20seconds with soap consistently throughout the day and especially after touching high-traffic areas. Posters on "how-to wash" are displayed in public bathrooms and staff areas.

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

Soap, paper towel and hand dryers are provided in all bathrooms.

Reduce the number of surfaces touched by customers wherever possible.

Remove unnecessary items (ie water coolers) from the cafe to reduce number of things that can be touched. Leave doors open, where appropriate, to minimise the number of people touching door handles.

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

Note: under the Smoke-Free Environment Act 2000, smoking, including use of hookahs, is not permitted in certain public places including 'enclosed public places' and 'commercial outdoor dining areas' (within the meaning of the Smoke-Free Environment Act 2000).

No buffet style or communal serveries are allowed in the cafe

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

All cutlery and tableware will be washed in a commercial grade dishwasher after each use.

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

All menus are laminated and cleaned between sittings

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 day, especially between meals

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

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

In indoor areas, increase natural ventilation by opening windows and doors where possible, and increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).

Where possible we try and keep good airflow throughout the cafe

Record keeping

Keep a record of the name, contact number and entry time for all staff, dine-in customers and contractors for a period of at least 28 days using the NSW Government QR code system. Processes must be in place to ensure that customers provide the required contact information, such as by checking customer phones for the green tick to confirm they have checked in. Records must be provided as soon as possible, but within 4 hours, upon request from an authorised officer.

Note: If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf. If there are unexpected circumstances which prevent the use of electronic methods to collect contact details (such as an internet outage), any paper records must be entered into an electronic format such as a spreadsheet within 12 hours.

Service NSW QR codes are provided at the entrance to every event and sign in is mandatory for all attendees. No paper sign in is allowed. Venue staff may use Ipad to assist people with the check-in process.

Contact details provided to the venue are to be used for contact tracing purposes only.

Ensure records are used only for the purposes of COVID-19 contact tracing and are collected and stored confidentially and securely. When selecting and using an electronic method of record collection, take reasonably practical steps to protect privacy and ensure the records are secure. Consider the 'Customer record keeping' page of [nsw.gov.au](https://www.nsw.gov.au)

Records collected for COVID-19 contact tracing purposes will be used for this purpose only. Records are stored by Service NSW.

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

All staff are aware of the COVIDSafe app and its benefits.

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.

Yes

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

Yes