



COVID-19 safety management plan for operating Church café or refreshment services

D/1.1.12

Changes from the previous version are highlighted in yellow

Purpose

This procedure details the safety management plans for operating the Church café or refreshment services in the COVID-19 environment. The COVID-19 virus is highly transmissible from person-to-person and readily spreads to close contacts of infected individuals.

The UCAQ is committed to providing a safe workplace for its employees, contractors, visitors, students and volunteers. To meet this commitment the UCAQ will:

- meet its obligations under the *Workplace Health and Safety Act*;
- abide by the relevant Public Health Directions issued by the Queensland Chief Health Officer;
- follow [National COVID-19 safe workplace principles](#); and
- commit to continuous improvement.

Whilst this is a management plan for reopening and operating the Church café or refreshment service, the workplace should only return with the approval of the Church Council or Presbytery Standing Committee.

It should be noted that whilst the federal and state governments have provided a roadmap for when activities may potentially resume, they cannot resume until Queensland's Chief Health Officer updates the relevant [Public Health Direction](#).

Scope

All ministry agents, staff, volunteers, contractors and customers using the café / refreshment service.

Gathering numbers (as at 14 December 2020)

Not opting into the Industry COVID Safe Plan for Food Services

- For all indoor and outdoor venues - one person per two square metres. Need to be able to physical distance 1.5m between social groupings.
- The maximum number of patrons specified is inclusive of indoor and outdoor seated dining areas.
- If providing takeaway service, the cafe / outlet is **not** to promote or facilitate persons consuming takeaway food or drink on or adjacent to their premises.
- If having customers dining-in, MUST complete and publicly display the [COVID Safe Checklist](#)

Opting into the Industry COVID Safe Plan for Food Services

- Maximum individuals determined by area capacity as calculated below.
- For all indoor and outdoor venues or spaces - one person per 2 square metres with physical distancing requirements being met.



Requirements in advance of re-opening for seated dining

- Check the condition of equipment and facilities are full functioning, such as gas electricity, toilets, and hand-washing facilities.
- Ensure food and beverages at the business have not been contaminated or are now out of date.
- Ensure all staff are trained in new requirements and ensure their food handling training is up-to-date.
- It is a government requirement that the [COVID-19 Safe Checklist](#) **MUST** be displayed.
- COVID safe training is mandatory and must be completed within two weeks of a business opening / reopening. Staff that commence with the business after this two-week period must complete the training before commencing. The following is a [link to the government site with training information](#).
- Ensure staff are trained in new COVID safe requirements and ensure their food handling training is up to date.

Physical Distancing

- All persons must keep at least 1.5m distance between everyone in the workplace.
- Room / workplace capacity requirements must be adhered to, in addition to appropriate distancing.
- Signage regarding social distancing and room capacity is displayed in the workplace.

1. Kitchen / preparation area

- Staff are required to keep at least 1.5m distance between each other **where practical**. Review tasks and processes that usually require close interaction and identify ways to modify these to increase physical distancing between workers, where is practical and safe to do so.
- The maximum number of staff cannot exceed work health and safety building capacities.
- Consider assigning workers to specific workstations to minimise the need to go into other spaces.
- Each worker should be provided with their own utensils for use.
- Workers who are serving customers should not go into the food preparation area.
- Signage on hand washing, stopping the spread of germs, and food hygiene is displayed.
- If tasks must be completed and workers will be in close contact, a risk assessment **must** be undertaken and documented to identify control measures taken. For example:
 - Minimising the number of people within an area at any time. Limit access to the work area to only essential workers.
 - Staggering start, finish and break times, where appropriate.
 - Moving work tasks to different areas of the workplace or off-site, if possible.
 - Ensure each worker has their own equipment and tools.
 - If the situation is unable to be modified to meet the distancing requirements and workers will be in close contact with each other or with other people for longer than the recommended time (i.e. more than 15 minutes face to face cumulative over the course of a week or more than 2 hours in a shared closed space), personal protective equipment (PPE) such as a mask should be used. If workers are to be provided with PPE, they must be trained in its proper use.

2. Café / dining area

- Physical /social distancing measures **must** be adhered to.
- Appropriate signage should be displayed re maximum number of people at the entrance to the cafe and in the cafe plus reminding people of social distancing when in the cafe.
- If more people enter the cafe, the cafe operators will need to ask people to wait outside with appropriate social distancing until there is space in the cafe.



- The space available for social distancing also needs to consider the layout. Room capacity is not purely based on floor space but has considered layout, furnishings within the room and the requirement for movement within the space. When this is the maximum number of people in the cafe may need to be reduced.
- Consider opening windows and doors for airflow, where possible. Remember to consider security during the retail hours and to secure at the end of day.
- Place signs at the entry points instructing customers not to enter the shop if they are unwell or have COVID-19 symptoms. The sign should state that businesses have the right to refuse service and must insist that anyone with these symptoms leaves the premises.
- If possible, have separate entry and exit points for the cafe.
- Separate order and collection points to minimise contact, where possible.
- Hand sanitiser is available with appropriate signage at the entry and exit points.
- Ensure social distancing markings are on the floor and displayed.
- Consider a 1.5m barrier physical from the order area or Perspex screen.
- Configuration of tables needs to ensure that persons seated at the table or near an adjoining table are 1.5m apart.

3. Menus

- No buffet style self-service menu is to be provided.
- The preferred method is having a non-contact display of the menu e.g. signage board.
- If a menu is to be provided, this is to be laminated and sanitised after each use.
- An alternative is having single-use paper menus.

4. Communal water stations / condiments / utensils

- No communal water stations or condiment areas.

5. Non-disposable crockery / cutlery / glassware

- To be cleared by workers wearing gloves.
- Only permitted when cleared after each course and washed using a commercial grade dishwasher or glasswasher. **If only option is handwashing, must be at 60 – 70 degrees Celsius soapy water. Temperature is to be maintained, and crockery is air dried before being put away. Need to mitigate scalding risks to individuals.**
- Use disposable / recyclable cutlery / glassware where available.
- Tables must be cleaned (see Cleaning section) and using gloves.

6. Toilet facilities

- Room capacity is displayed on signage on entry. If the maximum number is in the room area, waiting for facilities should happen in the outer area until someone exits.

Recording keeping of workers, contractors and dining customers

- Contact information must be kept for dining in customers, workers and any contractors for a period **of at least 30 days and no more than 56 days**. This must include name, email address (or residential address if no email), telephone number, date and time of patronage of a person at each table.
- If requested, this information must be provided to public health officers within the stated time period.
- Ensure records are used only for the purpose of tracing COVID-19 infections and are captured and stored confidentially and secured. It is to be deleted **after 30 days and no more than 56 days**.



- It is not a requirement to collect contact tracing information for people that are picking up a takeaway meal.

Personal Hygiene

- Hand sanitiser has been placed at the entry and exit points of the cafe for use by customers and workers. Appropriate signage for use on entry and exit is displayed.
- Hand sanitisers are available around the workplace for workers, and must be at the cashier area.
- Workers are to practice good personal hygiene to limit the spread of germs. This includes:
 - no shaking hands or touching objects unless necessary;
 - sneezing into their elbow;
 - using a tissue and disposing of in a closed bin;
 - not touching their face; and
 - thorough hand washing and hand sanitising, especially:
 - serving between customers in handling stock;
 - before and after eating;
 - after coughing or sneezing; after going to the toilet;
 - after changing tasks;
 - after touching potentially contaminated surfaces.
- The sharing of equipment and tools need to be minimised.
- Signage on how to hand wash and how to hand rub is displayed in the work environment.
- Personal property that comes to the workplace should be cleaned with a disinfectant wipe (refer Cleaning section).

Cashier area

- Cashless transactions are the preferred method. Money handling should be minimised.
- If money is handled by workers, sanitiser or gloves must be used.
- Gloves must be used when counting cash.
- Queuing marking on the floor must be adhered to.
- Floor markings or a temporary barrier erected in place near the payment area denoting a 1.5m distance from the cashiers. If the shop is a premises that is likely to have people waiting to pay, additional floor markings denoting 1.5m spacing near the cashier should be installed.
- Cashier counter should be disinfected at the commencement of trade, between customers, and at the conclusion of trade.

Donations and deliveries to the work site

- Deliveries should be contactless, where possible.
- Donations should be stored in a location where workers won't have contact with them for a period of at least four days.

Staff facilities (e.g. lunch area, toilet facility)

- Room capacity has been determined based on one person per **two square** metres and signage erected at the entrance.
- Ensure 1.5 m between individuals in the area. Consider removing furniture to assist with meeting physical distancing requirements. Display signage noting the requirement for 1.5m distancing.



- If possible, workers should not use the same toilet facilities as customers.

Ongoing review

- It is essential to continually review the operations in line with relevant government requirements.
- At least at the closure of each work day, opportunity should be sort from workers on how layout and the work environment may be improved, whilst meeting the physical distancing and provision of a safe work environment.

Unwell person/s

- If a worker is unwell, even minor symptoms, they must stay home. A discussion needs to occur with the Manager whether you are able to work remotely or to take paid / unpaid leave.
- If staff are in the workplace and display any cold-like / flu-like symptoms they will be directed to leave.

7. Suspected or confirmed COVID-19 worker

- If a worker suspects they have COVID-19, they must isolate themselves (self-quarantine) and advise their manager immediately.
- They should inform their manager and call a doctor or hospital and tell them their recent symptoms, travel or close contact history.
- If the person has serious symptoms, such as difficulty breathing call 000, ask for an ambulance and notify the officers of the recent travel or close contact history.

8. If the person is at the workplace

- Isolate the person to prevent the spread. A surgical mask, if available, will be provided for the person to wear.
- Call 13HEALTH and follow directions of the public health officials.
- Transport – ensure the person has transport to their home or to a medical facility. Consider if they are able to drive themselves, if their vehicle is available, or use taxi or ride-share service ensuring the person wears a mask whilst being transported.
- Clean and disinfect the areas where the person and close contacts have been. Do not use those areas until the process is complete. Use personal protective equipment (PPE) when cleaning (eye protection, gloves, mask, disposal apron, if available).
- There is not an automatic WHS requirement to close down an entire workplace, particularly if the person infected, or suspected to be infected, has only visited parts of the workplace. A decision on whether to close all or partial sections of the workplace for a period of time will be considered by the executive and in conjunction with directions from public health officials.
- Identify and inform: consider who the person has had close contact with. If instructed by public health officials, tell close contacts they may have been exposed and follow advice on quarantine requirements. This is within the requirements of the *Privacy Act*.
- Workers assisting a potentially infectious person should have appropriate PPE and follow hand hygiene procedures.
- When PPE is provided, staff using PPE require training.
- The work area is to be thoroughly disinfected prior to further use.

9. If the person was recently at the workplace

- Seek advice from public health officials.



- Identify and inform: consider who the person has had close contact with. If instructed by public health officials, tell close contacts they may have been exposed and follow advice on quarantine requirements. This is within the requirements of the *Privacy Act*.
- Clean and disinfect the areas where the person and close contacts have been. Do not use those areas until the process is complete. Use personal protective equipment when cleaning (eye protection, gloves, mask, disposal apron, if available).
- There is not an automatic WHS requirement to close down an entire workplace, particularly if the person infected, or suspected to be infected, has only visited parts of the workplace. A decision on whether to close all or partial sections of the workplace for a period of time will be considered by the executive and in conjunction with directions from public health officials.
- The work area is to be thoroughly disinfected prior to further use.

10. Vulnerable persons

The following may be considered as a vulnerable person to COVID-19:

- Over 70 years of age
- Over 65 years of age who have existing health conditions or comorbidities, and
- First Nations People over the age of 50 who have existing health conditions or comorbidities,
- Are significantly immunocompromised or taking immunosuppression therapy;
- Have chronic medical condition, including:
 - Chronic renal failure
 - Coronary heart disease or congestive heart failure
 - Chronic lung disease including severe asthma (for which frequent medical consultations or the use of multiple medications is required), cystic fibrosis, bronchiectasis, suppurative lung disease, chronic obstructive pulmonary disease or chronic emphysema
 - Poorly controlled diabetes
 - Poorly controlled hypertension.
- As per government health advice, immunocompromised persons should limit contact with others as much as possible when they travel outside.
- Vulnerable volunteers / workers must not be rostered to work or serve in the café until the [vulnerable worker risk assessment](#) has been completed and approved by Church Council before undertaking service duties.
- Vulnerable persons are encouraged to exercise judgement and consult their doctor for advice on their specific situation

Cleaning

- Strict cleaning requirements must be adhered to involving detergent and/or disinfectant is undertaken in all work areas with particular attention on high contact points.
 - Frequently touched surfaces must be cleaned at least hourly with detergent or disinfectant
 - Includes shared equipment and tools, Eftpos equipment, counter tops and sinks, tables (except customer dining tables are cleaned after each use)
- For extended cleaning, gloves are to be worn if undertaking cleaning. Hands should be washed with soap or use alcohol-based hand sanitiser before and after wearing gloves.
- Cleaning regime of the worksite conforms to the published guidelines (Attachment B)



Staff Meetings

- Meetings involving external parties held on the premises should be limited.
- Internal and external meetings should still consider using online technology. If this is not possible, the meeting needs to be kept to under two hours duration with appropriate physical distancing.

Hazard and incident notification

- A hazard incident notification form ([WHS forms](#)) is to be completed. In accordance with the Synod Critical Incident Policy, any confirmed COVID-19 case with a member or worker of the Uniting Church Synod should be escalated.
- If a person who has been at the site is a confirmed or probable case of COVID-19 and you are notified
 - Contact Queensland Health by telephoning 134 COVID to seek advice from public health officers on workplace procedures to be put in place.
- If the confirmed or suspected COVID-19 case is treated and transported by paramedics or requires immediate treatment as an in-patient in a hospital it is a notifiable incident.
 - A notifiable incident needs to be reported to Workplace Health and Safety Queensland (WHSQ), telephone: 1300 362 128.
- Any records of a notifiable event to WHSQ need to be retained for a minimum of 5 years from the date it was reported to WHS Queensland.
- In the event that there is a confirmed case of COVID-19, Queensland Health will be notified by the medical professional who confirms the diagnosis.

Related documents

Checklist for operating church café or refreshment services in COVID environment

[COVID Safe Food Services checklist](#)

[Food Services Industry Plan](#)

Risk Assessment

[Assessing work for volunteers deemed vulnerable](#)

Cleaning

[Uniting Church in Queensland summary COVID-19 routing cleaning requirements](#)

[Safe Work Australia cleaning to prevent spread of COVID-19](#)

Printable Posters

[Keeping your distance](#)

[Stop the spread of germs](#)

[Handwashing](#)

[Protect yourself and others](#)

[How to use hand sanitiser](#)

Attendance register

[UCAQ attendance register](#)

[Synod Wide Work Health and Safety Policy Statement](#)

[C/1.3 Critical Incident and Issues Escalation Policy](#)



Definitions

Term	Meaning
COVID-19	Novel coronavirus formally named SARS-CoV-2. The clinical disease state resulting from an infection with SARS-CoV-2 is known as COVID-19. COVID-19 is high transmissible from person-to-person and readily spreads to close contacts of infected individuals.
Physical distancing (or social distancing)	To keep space between yourself and other people outside of your household as one way to slow the spread of viruses, such as coronavirus. This requires people to stay, where possible, 1.5m from other people, not to gather in groups, and avoid crowded places and mass gatherings.
Social grouping	A group of friends who come or travel together and may include family members who do not reside in the same household.
Volunteer	A person who, in a church activity, is rostered for a duty, involved in running the activity, and/or directed to perform specific tasks other than to join in communally.

Revisions

Document number	D/1.1.12				
Version	Approval date	Approved by	Effective date	Policy owner	Policy contact
8.0	14.12.2020	General Secretary	14.12.2020	COVID Coordinator	COVID Coordinator
Next scheduled review	14.12.2021				



TO HELP STOP THE SPREAD OF CORONAVIRUS, WE'VE MADE SOME TEMPORARY CHANGES.

We'll keep you posted
with any future updates.

For more information about **Coronavirus
(COVID-19)** visit [health.gov.au](https://www.health.gov.au)

**Customers dining in will be
required to provide name
and contact details.**

Information is purely for COVID-19 tracing purposes



Australian Government



Coronavirus
(COVID-19)