

# WESTEND COVIDSAFE PLAN

## HEALTH & SAFETY

AT WESTEND WE ARE COMMITTED TO KEEPING OUR GUESTS, STAFF, SUPPLIERS AND LOCAL COMMUNITY SAFE, WHILE STILL PROVIDING YOU WITH THE WARM, WELCOMING HOSPITALITY THAT WE'RE KNOWN FOR. SINCE RE OPENING WESTEND TO ACCOMMODATE SEATED PATRONS, WE'VE UPDATED OUR COVID-19 SAFETY PLAN, VOLUNTARILY ADDING PRACTICES AND PROCEDURES IN ADDITION TO THE GUIDELINES SET BY THE VICTORIAN STATE GOVERNMENT. IN THESE EVER-CHANGING TIMES, WE ARE MONITORING EVENTS AND LEGISLATION CLOSELY AND WILL UPDATE OUR SAFETY PLAN TO ENSURE WE ARE PRACTISING THE HIGHEST HEALTH AND SAFETY STANDARDS, SAFEGUARDING OUR CREW AND COMMUNITY. WE UNDERSTAND THAT THESE ARE CHALLENGING TIMES TO BE DINING OUT. PLEASE DO NOT HESITATE TO CONTACT OUR TEAM SHOULD YOU HAVE ANY QUESTIONS. FOR MORE INFORMATION ON COVID-19, PLEASE VISIT THE VIC HEALTH WEBSITE.

## OUR TEAM

WHENEVER POSSIBLE, STAFF MEMBERS ARE EXPECTED TO MAINTAIN A SAFE SOCIAL DISTANCE FROM EACH OTHER. START TIMES, FINISH TIMES AND BREAKS WILL BE STAGGERED AS MUCH AS POSSIBLE.

### THEIR JOURNEY TO WORK ...

OUR TEAM WILL:

- AT THEIR OWN DISCRETION, WEAR A FACE MASK, IF USING PUBLIC TRANSPORT.
- AT THEIR OWN DISCRETION, WEAR A FACE MASK IN AREAS WHERE SOCIAL DISTANCING IS NOT POSSIBLE.

### WHEN THEY ARRIVING AT WORK ...

OUR TEAM WILL:

- SCAN AND CHECK IN WITH OUR QR CODE.
- HAVE THEIR TEMPERATURE TAKEN.
- THOROUGHLY WASH AND SANITISE THEIR HANDS (REFER TO APPENDIX B).

## OUR TEAM (CONT.)

### IF THEY ARRIVE AT WORK UNWELL / WITH SYMPTOMS OF COVID

BEFORE LEAVING FOR WORK, EMPLOYEES MUST PERFORM A SELF-HEALTH ASSESSMENT. EMPLOYEES ARE ENCOURAGED TO USE THE CDC COVID-19 SELF CHECKER AND TAKE THEIR TEMPERATURE TO ENSURE A TEMPERATURE BELOW 38°C (100.4°F). VISIBLE COVID-19 SYMPTOMS ARE AS FOLLOWS:

- FEVER, CHILLS, OR SWEATING
- DIFFICULTY BREATHING
- NEW LOSS OF TASTE OR SMELL
- PERSISTENT HEADACHE
- NEW OR WORSENING COUGH
- SORE THROAT
- WHOLE BODY ACHES
- VOMITING OR DIARRHEA

### IF FEELING UNWELL BEFORE A SHIFT ...

OUR TEAM MEMBER WILL:

- CALL THE DUTY MANAGER ASAP.
- BE ASKED TO STAY HOME AND TO TAKE A TEST.
- SELF-ISOLATE UNTIL THEY RECEIVE THE RESULTS.

### STAFF MEAL BREAKS ...

- WILL BE STAGGERED AS TO AVOID CROWDING.
- DESIGNATED TO SPECIFIC AREAS WHERE SOCIALLY DISTANCING IS POSSIBLE.
- WILL NOT INCLUDE ANY SHARED SERVING CUTLERY.
- ALL STAFF MALES WILL BE PRE-PLATED.

## TRADESMEN

ALL JOBS WILL BE CONDUCTED OUTSIDE OF SERVICE HOURS EXCEPT IN EMERGENCY SITUATIONS. TRADESMAN WILL ARRIVE AND WAIT FOR A DUTY MANAGER TO GREET THEM. THEY WILL ONLY BE PERMITTED TO ENTER THE VENUE ONCE THEY HAVE:

- SCANNED A QR CODE AND CHECKED IN.
- HAVE SANITISED THEIR HANDS.

# GUESTS

ALL GUESTS ARE ASKED TO ARRIVE ON TIME FOR THEIR RESERVATION AND ENCOURAGED NOT TO ARRIVE EARLIER THAN THE BOOKING TIME. GUESTS ARE TO ENTER THE FRONT DOOR AND WAIT FOR THE HOST TO CHECK THEM IN. IF THE TABLE IS READY, GUESTS WILL BE ASKED BEFORE ENTERING TO:

- SANITISE THEIR HANDS.
- HAVE THEIR TEMPERATURE TAKEN.
- SCAN A QR CODE AND FILL IN THEIR CONTACT DETAILS FOR TRACING.

## FOR GUESTS ARRIVING EARLY ...

- THEY WILL ONLY BE PERMITTED TO ENTER THE VENUE IF THEIR TABLE IS READY.
- THEY WILL BE UNABLE TO STAND AND WAIT INSIDE.
- THEY WILL BE UNABLE TO HAVE A PRE-LUNCH/DINNER DRINK AT THE BAR AS THE BAR IS RESERVED FOR DINING.
- IN THE EVENT OF RAIN OR BAD WEATHER, WE WILL DO OUR BEST TO PROCESS EVERYONE IN AN ALLOCATED TIME. THERE IS GENERALLY SPOTS ALONG LITTLE MALOP ST TO HELP GUESTS STAY DRY.

• ONCE THE TABLE IS READY FOR GUESTS, THEY WILL BE BROUGHT TO THE MAIN ENTRANCE AND BEFORE ENTERING BE ASKED TO:

- SANITISE THEIR HANDS.
- HAVE THEIR TEMPERATURE TAKEN.
- SCAN A QR CODE AND FILL IN THEIR CONTACT DETAILS FOR TRACING.

## DINING ...

WE HAVE COMPILED A SERVICE CHECKLIST TO BE FOLLOWED BY ALL STAFF (REFER TO APPENDIX A FOR THE FULL LIST).

## DURING SERVICE ...

- GUESTS ARE EXPECTED TO REMAIN SEATED THROUGHOUT THEIR BOOKING UNLESS THEY ARE USING THE BATHROOM (NO MINGLING IS PERMITTED)

## GUESTS (CONT.)

### BATHROOMS ...

- SANITISING STATIONS HAVE BEEN SET UP IN EACH SET OF BATHROOMS.
- NO GUESTS WILL BE PERMITTED TO WAIT AT THE ENTRANCE OF THE BATHROOMS AND WILL BE ASKED TO REMAIN SEATED UNTIL THEY BECOME AVAILABLE.
- WILL BE CHECKED EVERY HOUR ON THE HOUR AND ALL TOUCH POINTS SANITISED.

### PROCESSING PAYMENT ...

- PAYMENTS WILL ONLY BE PROCESSED AT THE TABLE WHILE THE GUEST IS SEATED.
- EFTPOS MACHINES WILL BE SANITISED AFTER EVERY USE AND BEFORE BEING PRESENTED TO GUESTS.

### LEAVING THE VENUE ...

- GUESTS ARE REMINDED TO BE AWARE OF THEIR SEATING TIME AS THE TABLE IS LIKELY TO BE REBOOKED AFTER. THE WAITER WILL COMMUNICATE DIRECTLY WITH GUESTS, IF AN EXTENSION OR RELOCATION IS POSSIBLE.
- TO ENSURE SOCIAL DISTANCING IS ADHERED TO GUESTS ARE EXPECTED NOT TO WAIT OUTSIDE THE VENUE ONCE THEY HAVE EXITED.

## CLEANING PROCESS IN BETWEEN BOOKINGS

- TABLE, CHAIRS AND BENCHES TO BE WIPED DOWN
- FLOOR TO BE SWEEPED (IF NEEDED)
- TABLE, CHAIR AND BENCHES TO BE SANITISED USING A] SANITISING SPRAY AND PAPER TOWELS.
- HANDS TO BE SANITISED BEFORE RESETTING WITH CROCKERY, CUTLERY AND GLASSES.

## TAKEAWAY & PICK UP

UNLESS ADVISED IN ADVANCE, TAKEAWAY ORDERS ARE UNLIKELY TO BE READY EARLY. ORDERS MUST BE PICKED UP FROM THE HOST AT THE FRONT ENTRANCE. IN THE EVENT OF AN ORDER NOT BEING READY ON TIME, GUESTS WILL BE DIRECTED TO WAIT AT THE SIDE OF THE FRONT DOOR, OR IF THERE IS NOT SPACE, THEY WILL BE ASKED TO WAIT IN ON THE DESIGNATED CROSSES OUTSIDE THE VENUE.

## APPENDIX A: SERVICE CHECKLIST

1. GREET GUEST ON ARRIVAL, ASK THEM TO SANITISE THEIR HANDS, SCAN A QR CODE AND CHECK IN.
2. ONCE SEATED, PLEASE BRIEF GUESTS AS YOU WOULD USUALLY WITH THE ADDITION OF:
  - A. BATHROOM LOCATIONS;
  - B. EXPLAIN THE IMPORTANCE OF ONLY USING THEIR OWN SET OF CUTLERY;
  - C. OFFER TO CHANGE PLATES/CUTLERY ON REQUEST.
3. WHEN POURING WATER OR WINE, NEVER TOUCH THE GLASS.
4. AFTER THE GUESTS HAVE ORDERED, CLEAR ALL MENUS
5. ANY WINE GLASSES SET ON THE TABLE AND NOT USED MUST BE WASHED.
6. ALWAYS WASH AND SANITISE HANDS AT THIS POINT (REFER TO APPENDIX B).
7. WHEN TAKING DRINKS TO THE TABLE, PLEASE MAKE SURE YOU HAVE WASHED YOUR HANDS FIRST, AND ALWAYS HOLD GLASSES FROM THE LOWEST POSSIBLE POINT.
8. ALWAYS WASH AND SANITISE HANDS AFTER CLEARING DIRTY GLASSWARE, PLATES OR CUTLERY FROM TABLES.
9. AFTER THE TABLE HAS BEEN CLEARED, WIPE DOWN THOROUGHLY
10. ALWAYS WASH AND SANITISE HANDS AT THIS POINT.
11. OFFER DESSERT AND SET WITH FRESH, CLEAN PLATES AND CUTLERY.
12. WHEN PRESENTING THE TABLE ACCOUNT, PLEASE MAKE SURE YOU HAVE SANITISED THE EFTPOS MACHINE.
13. FINAL CLEAN DOWN OF TABLE AND CHAIRS WITH HOT SOAPY WATER FOLLOWED BY SANITISER AND PAPER TOWEL.
14. ALWAYS WASH AND SANITISE HANDS AT THIS POINT.
15. RESET TABLE WITH FRESH, CLEAN PLATES, CUTLERY AND GLASSWARE MAKING SURE THEY ARE CLEAN AND SPOT FREE.

## APPENDIX B: HAND HYGIENE

### HAND WASHING ...

WASHING YOUR HANDS IS A CRITICAL PRACTICE TO PROTECT YOURSELF AND OTHERS FROM COVID-19 AND OTHER FOOD-BORNE ILLNESSES. ALL EMPLOYEES MUST WASH THEIR HANDS AS OFTEN AS POSSIBLE USING SOAP AND HOT WATER FOR AT LEAST 20 SECONDS IN DESIGNATED HANDWASHING SINKS. INSTRUCTIONS ON PROPER HANDWASHING TECHNIQUES CAN BE FOUND AT EVERY DESIGNATED HANDWASHING SINK.

### HAND SANITISERS ...

HAND SANITISER STATIONS CAN BE FOUND AT THE FRONT DOOR AND AT THE ENTRANCE TO THE BATHROOMS.

HAND SANITISERS REINFORCE HAND HYGIENE BUT SHOULD NOT REPLACE WASHING YOUR HANDS. IN THE EVENT THAT HANDWASHING SINKS WITH HOT WATER AND SOAP ARE UNAVAILABLE (SUCH AS WHILE DELIVERING FOOD), USE A HAND SANITISER WITH BETWEEN 60–90% ALCOHOL CONTENT AND RUB YOUR HANDS TOGETHER UNTIL THEY ARE COMPLETELY DRY.

### PROPER HANDWASHING TECHNIQUE ...

- USE A PAPER TOWEL TO TURN ON THE WATER FAUCET TO RUN HOT WATER.
- WET HANDS AND FOREARMS WITH CLEAN RUNNING WATER AND APPLY A GENEROUS AMOUNT OF SOAP.
- SCRUB LATHERED HANDS, FOREARMS, UNDERNEATH FINGERNAILS, AND BETWEEN FINGERS FOR AT LEAST 10–15 SECONDS. RINSE THOROUGHLY UNDER HOT RUNNING WATER FOR 5–10 SECONDS.
- DRY HANDS AND FOREARMS THOROUGHLY WITH SINGLE-USE PAPER TOWELS.
- REFILL THE PAPER TOWEL OR SOAP DISPENSERS IF THEY ARE EMPTY AND WASH YOUR HANDS AGAIN.
- USE A PAPER TOWEL TO TURN OFF THE WATER FAUCET AND TO OPEN THE DOOR WHEN EXITING THE RESTROOM. DISCARD THE PAPER TOWEL IN THE APPROPRIATE TRASH RECEPTACLE.

## APPENDIX B: HAND HYGIENE (CONT.)

### WHEN TO WASH YOUR HANDS ...

YOU MUST WASH YOUR HANDS:

- UPON ARRIVING TO WORK.
- BEFORE DEPARTING FROM WORK.
- BETWEEN EACH KITCHEN TASK OR EVERY 30 MINUTES, WHICHEVER IS MORE FREQUENT.
  
- AFTER HANDLING RAW ANIMAL PRODUCTS.
- WHEN MOVING BETWEEN FOOD PREPARATION AREAS.
- AFTER ALL CLEANING TASKS, SUCH AS SWEEPING, MOPPING, OR DISINFECTING SURFACES.
  
- AFTER USING THE RESTROOM.
- AFTER SNEEZING, COUGHING, OR USING A TISSUE.
- AFTER TOUCHING YOUR HAIR, FACE, OR BODY, INCLUDING SAFETY EQUIPMENT.
- AFTER EATING, DRINKING, SMOKING, OR CHEWING GUM.
- AFTER INTERACTING WITH EXTERNAL VENDORS OR GUESTS.
- ANY TIME YOU MAY HAVE COME IN CONTACT WITH A CONTAMINATED OBJECT.
- AND AFTER HANDLING:
  - DIRTY DISHES, EQUIPMENT, OR UTENSILS.
  - TRASH.
  - CASH AND CREDIT CARDS.
  - PENS, MENUS, AND OTHER CONTAMINATED MATERIALS.
  - ELECTRONICS SUCH AS CELL PHONES AND OTHER PERSONAL OR SHARED DEVICE.