

IFSA & CHEF NETWORK
**CATERING BUSINESS COVID-19 OPERATING
GUIDELINES & PROCEDURES**





EXECUTIVE SUMMARY

This document has been developed by the IFSA/Chef Network Working Group, mindful of the best available guidance, nationally and internationally, and serves as a guide for the management of COVID-19 within a catering business for the duration of the pandemic. The Working Group would like to thank The Food Safety Company for their input on the document.

The actions set out in this document should be implemented in tandem with an amended Health and Safety Plan. The purpose of this document is to ensure the safety of staff and their families, customers and the community, whilst also recognising the need to protect livelihoods.

The sole aim of this document is to help, support and advise food business operators in Ireland on how best to reopen their doors from June 29th 2020 in the safest and most assured way possible for business owners, employees and their customers. While IFSA and Chef Network support the reduction of physical distancing stipulation to 1 metre in controlled environments, the procedures and practices recommended in these guidelines fully comply with the current COVID-19 related public health protection measures identified as necessary by the HSE.

Please see appendix 1 for updated advice from the HSE Health Protection Surveillance Centre in relation to Controlled Environments and the relevant applications of 1 metre distancing.

The procedures outlined in this document will be applicable in principle, whether in relation to a 2 metre or 1 metre distance. As these measures are reviewed and changed by the HSE, the document will be reviewed and changed to offer continued support to the Hospitality Industry.

DISCLAIMER

IFSA and Chef Network have jointly devised these guidelines, the intention of which is to provide a standardised approach to the reopening of catering businesses in Ireland which incorporates the COVID-19 public health requirements.

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INTRODUCTION

In line with wider government advice, operators should make sure that the risk assessment for the business addresses the risks of COVID-19. Operators should use government information to inform decisions and control measures and consider how this will impact existing food safety management systems.

The Catering Business Operating Guidelines are designed to support Hotels, Restaurants and Cafes owners and their employees to put measures in place that will prevent the spread of COVID-19 in the workplace when the economy begins to slowly open up, following the temporary closure of most businesses during the worst phase of the current pandemic.

The Catering Business Operating Guidelines should be used by operators to adapt their workplace procedures and practices to comply fully with the COVID-19 related public health protection measures identified as necessary by the HSE.

It sets out in very clear terms for catering business employers and workers the steps that they must take before a workplace reopens, and as it continues to operate.

All procedures should be implemented in tandem with the Government Return to Work Safely Protocols: <https://www.gov.ie/en/publication/22829a-return-to-work-safely-protocol/>



WHAT TO CONSIDER BEFORE OPENING A CATERING BUSINESS

RISK ASSESSMENT AND REVIEW

In line with wider government advice, operators should make sure that the risk assessment for the business addresses the risks of COVID-19. Operators should use government information to inform decisions and control measures and consider how this will impact existing food safety management systems.

Food businesses which are restarting, or have made changes should review and, where necessary, update their **Hazard Analysis and Critical Control Point (HACCP)** procedures or **HACCP-based Food Safety Management System** packs. Operators should check that no additional hazards which you are not controlling have been introduced, for example, the introduction of takeaway / food to go services should trigger a review of HACCP.

YOU MUST

- Update Safety and Health Plans, Safety Statement and other relevant documents to address COVID-19 restrictions and these must be communicated to all staff members.
- Document the start-up checks undertaken.
- Inform the local food authority that the food business is restarting, and of any changes to registrable activities. This includes the introduction of a new delivery or takeaway service.
- Prepare a COVID-19 Response Plan. The Health & Safety Authority has provided a template for the Response Plan here: https://www.ifsau.com/uploads/1/2/0/2/120245019/hsa_covid19-response-plan-template1.pdf

If the operation is restarting, a review of usual start-up procedures should be undertaken following any shut-down and consideration given to whether any additional procedures are needed. This should be mindful of the length of time the business has not been in operation, with particular reference to legionella control.

RETURNING TO WORK

In advance of a catering business re-opening following the COVID-19 shutdown period, all premises must consider the following requirements:

- All persons returning to work must complete a COVID-19 Questionnaire / self-declaration. It is recommended that this be completed and submitted by each employee and contractors at least 3 days in advance of persons returning to work. If conditions change at any time, resulting in a re-appearance of symptoms, employees should be advised to stay at home and consult with their GP.
- The questionnaire / self-declaration (see page 33) is designed to provide confirmation that the person has no symptoms of COVID-19 and is fit to work.

- A revised Kitchen workstation and dining room seating arrangement plan and workflow must be formulated and communicated to all employees.
- The catering business should have a COVID-19 Compliance Officer to monitor business activities, ensuring social distancing and hygiene rules are being maintained to protect health and reduce the spread of the COVID-19 virus.
- Taking temperatures of employees by a designated person (COVID-19 Compliance officer) in a designated location. A threshold of 38°C and protocol for working or not working must be set and communicated to employees. The person taking temperatures should be equipped with proper PPE [personal protective equipment] and an infrared thermometer.

STAFF TRAINING

By law, all food business operators must ensure that food handlers receive the appropriate supervision and training in food hygiene. This should be specific to the area in which they work and will enable them to handle food in the safest way.

- Operators should reconsider training needs for your staff, including any changes, such as those made to procedures, recipes and other hygiene measures.
- All personnel must complete a COVID-19 Induction.

<https://www.nsai.ie/images/uploads/general/NSAI-Guidelines-for-COVID-19-2020-04-09.pdf>

THOROUGH CLEANING OF PREMISES AND EQUIPMENT

Operators should carry out a thorough clean of the food premises and equipment before re-starting operations and consider appropriate methods to verify the effectiveness of this cleaning. The use of **micro-biological swab analysis** is recommended. Verification services are available from:

<https://www.thefoodsafetycompany.ie/other-services/hygiene-assured/>

CLEANING AND DISINFECTION

- A deep clean & disinfection of Kitchen, dining room and facilities needs to be done a minimum of 24 hours prior to re-opening any catering business to effectively prevent contamination and the spread of COVID-19 infections.
- Thoroughly detail-clean and sanitise entire facility, especially if it has been closed for a period of time. Focus on high-contact areas that would be touched by both employees and guests.
- Give all hard, non-porous surfaces and high touch points a thorough disinfection before opening and on a routine schedule with regular recorded checks after opening.
- Existing cleaning checklists should be reviewed and updated to include any additional cleaning and sanitisation required to prevent Covid-19.
- Follow sanitising material guidance to ensure it is at effective sanitising strength and to protect surfaces.
- Implement continued strong procedures and practices to clean and sanitise surfaces.
- Wash, rinse and sanitise all unprotected tools and small wares.

- Ensure the dish wash machine is working properly and chemicals are dispensing correctly. A best practice would be to run two empty racks through the machine before using. Ensure chemicals at the three-compartment sink are dispensing properly and when dispensed, sanitiser is at the correct concentration and the temperature reaches 82°C.
- Restaurants and cafes should have an Environmental Protection Agency-registered disinfectant approved for use against COVID-19 on hand.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Personal health and safety are of utmost importance.

Personal Protective Equipment (PPE) in the food industry is used for the protection of employees, and where appropriate to prevent the spread of COVID-19 amongst staff and customers. Operators must have a PPE policy in place and ensure all employees have been trained on the guidelines on how to wear and care for that equipment.

- Have a designated location for glove storage near the hand sinks to encourage hand washing before putting on gloves. Best practice would be to wear a different colour glove than that used for food and contact handling.
- Train all employees on the importance of frequent hand washing.

GLOVES

The Food Safety and Hygiene legislation requires that operators provide safe food and have appropriate hygiene procedures in place. Some businesses may implement a glove-use policy but the wearing of gloves by personnel handling food is not a legal requirement.

The best way in which food handlers can maintain good personal hygiene is by frequently washing their hands. Gloves can be used as an aid to good food hygiene practice but should not be considered a substitute for a thorough regime of effective hand washing. The COVID-19 virus (and other viruses and bacteria) can contaminate disposable gloves in the same way it gets onto workers' hands.

If gloves are used, they should be changed as often as you would wash hands and staff must wash their hands when changing or removing gloves. Gloves must be changed after carrying out non-food related activities, such as opening and closing doors by hand, handling money and emptying bins. Food workers should avoid touching their mouth and eyes when wearing gloves.

FACE MASKS

- Must cover the nose and mouth of the wearer.
- Must not be touched once in place.
- Must be worn once and then discarded after each use.
- Must be removed from behind after each use and disposed of in clearly identified PPE Used Bin.

Note: wearing of masks is not a substitute for other measures outlined above. However, if masks are worn, they should be clean, and they should not be shared or handled by other colleagues. Employers and workers should keep up to date with the latest Public Health advice issued regarding masks by **Gov. ie/NPHET**.

DISPOSABLE PLASTIC APRONS

Disposable plastic aprons are recommended to protect staff uniforms and food from contamination when providing direct service (and taking of staff Temperature).

Aprons are single use and should be discarded after each use and disposed of in clearly identified PPE Use Bin. Plastic aprons should not be worn near heat emitting appliances.

SOCIAL DISTANCING

***Please see appendix 1 for updated advice from the HSE Health Protection Surveillance Centre in relation to Controlled Environments and the relevant applications of 1 metre distancing.**

It will not always be possible for employees to keep a **2 metre*** distance from each other. In these circumstances both employers and employees must do everything they reasonably can to reduce risk.

OBJECTIVE: To maintain social distancing between individuals when they are at their workstations.

For people who work in one place, workstations should allow them to maintain social distancing wherever possible.

Workstations should be assigned to an individual as much as possible. If they need to be shared, they should be shared by the smallest possible number of people.

If it is not possible to keep workstations **2 metres*** apart then businesses should consider whether that activity needs to continue for the business to operate, and if so, take all mitigating actions possible to reduce the risk of transmission.

CONSIDER THE FOLLOWING

- Reviewing layouts to allow workers to work further apart from each other.
- Using floor tape or paint to mark areas to help people keep the required distance.
- Avoiding people working face-to-face. For example, by working side-by-side or facing away from each other.
- Using screens to create a physical barrier between people.
- Using a consistent pairing system if people must work in close proximity. For example, maintenance activities that cannot be redesigned.



SOME IDEAS AND SOLUTIONS FOR SOCIAL DISTANCING SCREENS AND DIVIDERS FOR USE IN A RANGE OF HOSPITALITY SETTINGS.

FRONT OF HOUSE

- Minimising contacts around transactions, for example, considering using contactless payments.
- Update floor plans for common dining areas, redesigning seating arrangements to ensure at least **1 metre*** of separation from seating to seating. Utilise physical barriers on booth seating when available.
- Where practicable, physical barriers such as partitions or plexiglass at registers should be used.

Limit party size at tables to smaller groups.

CLOSE WORKING

***Please see appendix 1 for updated advice from the HSE Health Protection Surveillance Centre in relation to Controlled Environments and the relevant applications of 1 metre distancing.**

This section outlines guidance relating to COVID-19 and the risks for short-term work that must be completed where workers are less than **2 metres*** apart.

ELIMINATION OF CLOSE WORKING

Elimination of close working is preferable and should be investigated.

For all food service outlets and management, it is critical to explore every available option possible before putting personnel to work in less than 2 metre close contact tasks.

The Health Service Executive (HSE) has recommended a **2 metres*** safe distance between individuals to avoid transmission hazards. Where a risk assessment identifies work where 2m separation cannot be maintained, additional safety precautions are required to manage the risk.

If due to the nature of the work required, for a short time or to carry out a particular task, **2 metres*** of separation is not possible, then maintain at least a 1 metre or as much distance as is reasonably practicable.

It is essential to minimise any direct worker contact and provide hand washing facilities, and make other hand hygiene aids, such as hand sanitisers, wipes etc. readily accessible so workers can perform hand hygiene as soon as the work task is complete.

Make face masks available to the worker in line with Public Health advice.

The teams should be as small as is reasonably practicable in the context of the work to be done.

REQUIREMENTS FOR PERSONNEL WORKING WITHIN 2 METRES OF EACH OTHER

- No worker has symptoms of COVID-19 - Temperature checks should be conducted when personnel come to work.
- The close contact work cannot be avoided - A full risk assessment is carried out and the best way of working is clearly laid out, trained in and documented.
- PPE is present - Full process on its use is trained in and adhered to.
- Prior to donning appropriate gloves, personnel should wash / sanitise their hands thoroughly.

FOOD SAFETY

STOCK CONTROL

- Catering businesses should ensure that any ingredients or raw materials that have passed their use-by date are disposed of appropriately. Operators should also inspect stocks for damage and/or signs of pest-infestation and check temperature control records if available. Do not use ingredients or raw materials where the integrity of packaging is not intact or where there is doubt that adequate temperature control has been maintained.
- Check that usual raw materials can be obtained and ingredients so that product specifications can be met. Ensure any new suppliers or contractors meet the business' requirements.
- If due to business closure, products that would normally be stored were frozen, you should check all labelling. Ensure that the food can be used safely, considering product durability once defrosted and allergen management.
- Check that labelling is still available for allergens and that matrices are up to date. If suppliers or ingredients have changed, operators will need to review your processes.

FOOD STORAGE

- Ensure all hot and cold holding equipment is properly functioning, refrigerators are at <4°C or colder and freezers are at -18°C or colder.



HEALTH & FOOD SAFETY

KEEPING EMPLOYEES AND OTHER PEOPLE SAFE

KEEP PEOPLE WITH COVID-19 SYMPTOMS OFF THE PREMISES

- All persons returning to work must complete a COVID-19 Questionnaire / self-declaration. It is recommended that this be completed and submitted by each employee and contractor at least 2 days in advance of their return to work. If conditions change at any time, resulting in the appearance of symptoms, employees should be advised to stay at home and get checked by their GP.
- The questionnaire / self- declaration (see page 34) is designed to seek confirmation that the person has no symptoms of COVID-19 and is fit to work.
- Temperatures checks of employees by a designated person (COVID-19 Compliance officer) should be implemented and a designated location should be identified and utilised. A threshold and protocol for working or not working should be set, i.e. staff not allowed to work if temperature is 38°C or over. Equip the person taking temperatures with proper PPE [personal protective equipment].
- Updates to Safety and Health Plans, Safety Statement and other relevant documents to COVID-19 restrictions must be communicated to all staff members.

MAINTAIN PHYSICAL DISTANCING

***Please see appendix 1 for updated advice from the HSE Health Protection Surveillance Centre in relation to Controlled Environments and the relevant applications of 1 metre distancing.**

- Revised Kitchen workstation and dining room sitting arrangement plan and workflow must be communicated to all employees.
- Catering Business should have a COVID-19 Compliance officer to monitor business activities, ensuring social distancing and hygiene rules are being maintained to protect health and reduce the spread of the COVID-19 virus.
- Replace physical contact greetings (hugs and handshakes) with non-contact recognition, such as a smile or a wave.
- Where necessary to maintain physical distance consider setting up split shifts, staggered meal breaks and flexible working arrangements.
- Avoid sharing tools and personal objects, for example, pens, phones, clipboards or clean with disinfectant (e.g. disinfectant wipes) after each user.
- Set up systems to eliminate physical contact with and between customers, for example use

SOCIAL DISTANCING

- Maintain a distance of **1 metre*** from others in the workplace
- Arrange workstations with **1 metre*** separation
- Review menus to suit new work restrictions guidelines
- Introduce time slots for goods' delivery and collection
- Lengthen meal-time service window to avoid crowding
- Use sneeze screens/barriers to protect food and consumers/employees
- Consider split teams or staggered shifts
- Encourage cashless and contactless payment
- Pre-order and pre-pay options should be available to customers where possible and customers informed of these options

WORKSTATIONS

- Clearly mark staff only areas
- Cleaning schedule for any worktops/desks at goods inwards and cleaning records retained
- No sharing of stationery – colour code pens for individual personnel
- Check in area for staff working on the premises with questionnaire
- Questionnaire with COVID-19 Related questions for all visitors/contractors and file daily
- Keep a log of companies, personnel, vehicles delivering to site and file daily

KEEP TRACK OF PEOPLE WHO ENTER THE PREMISES.

Set up a process to record names, date, phone, and physical address information of people who come into enclosed business premises, including all workers, customers or guests. This information is important for the process of contact tracing, should it be required to track down and prevent the further spread of COVID-19.

The best way to do this is to keep a register of people entering or leaving the premises or workspace. The minimum information is:

- full name (not nickname)
- contact telephone number
- physical address

The register should be kept for at least 2 months.

COVID-19 COMPLIANCE OFFICER

This section is intended to outline the role and duties of a COVID-19 Compliance Officer for a Catering Business in line with the Government's recommendations to monitor Social Distancing.

It is important that the right candidate is appointed as a COVID-19 Compliance Officer.

Social distancing compliance is the responsibility of everyone. A backup must be available in the event of the COVID-19 Compliance Officer going on training, annual leave or being off sick. Details of the assigned COVID-19 Compliance Officer to be communicated on safety notice boards.

Workplace controls to comply with infection prevention measures included in this protocol should be communicated and explained to all relevant workers and others (visitors, contractors) at the place of work.

The employer will appoint at least one lead worker representative whose role is to work collaboratively with the employer to assist in the implementation of measures and monitor adherence to the measures to prevent the spread of COVID-19.

The number of representatives appointed will, ideally, be proportionate to the number of workers in the workplace and these key personnel will be clearly identifiable in the workplace (e.g. use of a badge). Every workplace will, however, have at least one worker representative in place to address these COVID-19 requirements.

The worker representative should, together with the COVID-19 response management team, support the implementation of the measures identified in this national protocol. Such a person or persons should be clearly identifiable in the workplace and receive the relevant and necessary training by their employer.

THE ROLE

1. The role of a COVID-19 Compliance Officer is to monitor business activities to ensure social distancing and hygiene rules are being maintained to protect health and reduce the spread of COVID-19.
2. These key personnel should be known to all personnel and his or her role communicated to all employees.
3. The person undertaking the role must receive training in what the role will entail. www.hsa.ie
4. Ensuring compliance to the **2 metre*** social distancing rule and good hygiene is not the sole responsibility of the COVID-19 Compliance Officer. Their role is supported by all Business management and employees.
5. A COVID-19 Compliance Officer must not put themselves at risk while carrying out their duties.
6. COVID-19 Compliance Officers must have a structure or framework to follow within the organisation to be effective in preventing the spread of COVID-19. This structure must be regularly audited and managed to ensure it works and protects all onsite. Failure to take it seriously could result in an outbreak of COVID-19 onsite.

HEALTH & SAFETY DOCUMENTATION

This section is intended to outline the role and duties of a COVID-19 Compliance Officer for Catering Business in line with the Government's recommendations to monitor Social Distancing.

- Risk Assessments to be reviewed to address the risk of COVID-19 infection and associated control measures required to be recorded and actioned. Significant changes to operations could include:
 - Exposure to COVID-19 cases
 - Short staffing
 - Risks from unfamiliar tools and equipment (including new PPE)
 - Risks from unfamiliar chemicals introduced
- Safe Systems of Work to be documented and implemented in accordance with government guidelines.
- Additional Personal Protective Equipment that will be required to be documented and made readily available.
- All new chemicals introduced to help sanitise the premises must have COSHH assessments which outline the hazards, risks and controls needed for personal protection.
- Train all staff on all the controls contained in the risk assessments and required PPE, and in the COSHH assessment information.
- HACCP Prerequisites to be reviewed to control the risk of transmission of COVID-19 throughout all stages of the HACCP Plan:
 - General Controls for COVID-19
 - Purchase & Delivery
 - Storage
 - Preparation & Cooking
 - Hot & Cold Food Service
 - Re-opening of closed premises

HYGIENE

ENABLE GOOD HYGIENE PRACTICES

- Hygiene is always of the utmost importance when handling, distributing and serving food. This responsibility has taken on even greater significance for the catering industry as COVID-19 continues to spread around the world.
- COVID-19 can spread in restaurants between employees and customers through droplets produced when an infected person coughs or sneezes, or through contaminated surfaces or objects. But every foodservice operation can help reduce the risk of a COVID-19 outbreak by reviewing the importance of regular hand hygiene and routine disinfecting procedures with team members, with a special focus on the virus that causes the disease.

HOW CAN COVID-19 SPREAD IN YOUR RESTAURANT?



Through the air by coughing and sneezing



Close personal contact, such as touching or shaking hands



Touching an object or surface with the virus on it, then touching your mouth, nose or eyes

Recommendations for handwashing in foodservice operations have become even more critical as a result of the pandemic. All team members should wash their hands:

- Before and after being on public transport (if using it)
- Before and after being in a crowd
- When arriving and leaving the workplace/other sites
- Leaving and returning to the kitchen and prep areas
- Using the washroom
- Before and after having a cigarette or vaping,
- When hands are dirty
- Taking out rubbish
- Handling cleaning solutions
- Eating, drinking, smoking or chewing gum
- Handling raw meat, poultry or seafood
- Touching the body or clothing
- Sneezing, coughing, or using a tissue
- Handling money
- Before putting on gloves and after removing them

In addition, all premises should

- Provide public health messages at business premises to support good hygiene practices.
- Regularly disinfect commonly touched surfaces.
- Provide facilities and resources so that employees or customers on the premises can regularly wash and dry their hands
- Supply hand sanitisers where handwashing facilities are not easily available, for example at any entrances to business premises.
- Ensure frequent cleaning of premises, especially counters and credit card terminals, door handles, and other high-touch surfaces.
- Supply personal protective equipment (PPE) for employees as appropriate

WASH YOUR HANDS!

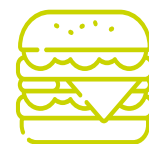
BEFORE...



Work



Entering the kitchen



Handling food



Putting on gloves

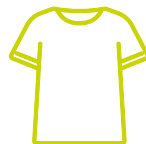
AFTER...



Using the bathroom



Taking out garbage



Touching your clothing, hair, face or body



Leaving the kitchen



Handling chemicals



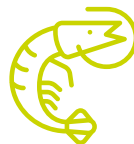
Eating or drinking



Handling Money



Clearing tables or dirty dishes



Handling risky ingredients like raw meat, poultry or seafood



Sneezing or coughing



Between handling different types of food



After glove removal

AND...

Once every hour to compensate for occasions you may have missed

FOOD SAFETY

Currently there is no evidence to support transmission of COVID-19 associated with Food. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose or possibly their eyes, but this not thought to be the main way the virus spread.

It is possible that infected food handlers could introduce the virus to the food they are in contact with by coughing and sneezing, or through hand contact. However, this is unlikely to occur if food handlers are in a catering business that follows standard, good hygiene practices, with a strong HACCP system in place to reduce the risk of transmission of most foodborne illnesses.

As a Catering Business, good hygiene practices are a part of 'business as usual'. These usual practices should be maintained, but additional measures will need to be adopted to ensure employees, and customers are protected during the pandemic.

TOP 5 KEY FOOD SAFETY REQUIREMENTS

- Separate and prevent cross contamination
- Washing hands. Proper hand hygiene is essential to reduce the spread of COVID-19 as well as keeping food safe
- Cleaning and sanitising
- Temperature control
- Staff training



MANAGING EMPLOYEE TRAINING

The key to a safe and continued return to work requires a clear plan of action, strong communication and a shared collaborative approach between employers and workers.

In essence it is identifying workplace controls to comply with infection prevention measures and enabling all staff to be an integral part of the fight against the virus and in so doing protecting their colleagues, customers, suppliers and themselves.

Core objective: Identify Training Needs – Upskilling to enable employees to do their jobs effectively and ensure compliance with COVID-19 working requirements.

A good place to start is to review existing legal requirements within the food industry relating to food safety and hygiene, revise the details with employees and once completed, layer on the new elements specific to COVID-19 position.

The Food Safety Authority has an extremely useful series on “Guides to Food Safety Training” which would readily match that initial need. (Links attached below). The fundamentals covered in these training guides are relevant for any disease prevention in the workplace, sometimes logged as “common sense” in the industry and easily serve as a platform onto which we can layer on COVID-19 relevant specifics.

Other training is available via the Food Safety Company at:

<https://www.thefoodsafetycompany.ie/training-courses-online-training/>

Relevant courses include:

- **Infection Control Training & Prevention:** This course covers infection prevention, control of pathogens and viruses. It is suitable for all care staff and food workers.
- **Control of Legionnaires Disease:** This course covers applicable legislation, understanding legionnaire’s disease, conditions which affect growth, symptoms plus controlling the risks within the workplace.
- **Responsible Service of Alcohol:** This course provides participants with an understanding of their responsibilities in adhering to the liquor licensing laws and most importantly to confidently deal with customers in a safe and lawful manner.
- **Customer Care Training:** Professional Customer Care training course suitable for all personnel in the service industry. It has evolved to suit the present trading environment and especially deals with customer retention.

A key output from training in this area must be **MINIMISING THE SPREAD OF COVID-19** in effect this is our primary goal.

The NSAI have made available COVID-19 Workplace Protection and Improvement Guide <https://www.ifsai.eu.com/uploads/1/2/0/2/120245019/nsai-guidelines-for-covid-19-2020-04-09.pdf> which outlines in detail some key facts and information. The document is intended to consolidate practical guidance that is available on how to manage business continuity during the COVID-19 pandemic. It addresses risks to both workers and the public. It focusses on the prevention of the spread of the virus, what employees and employers need to do and ultimately what to do if there is a confirmed case of the virus on site. The section on prevention could offer a nucleus for training.

The Government of Ireland has published **Return to Work Safely Protocol COVID-19 Specific National Protocol for Employers and Workers**. It is a detailed list of what needs to be done, by whom and by when to enable a safe return to work. It clearly sets out the shared responsibility that employers and employees must engage with in a collaborative process.

TRAINING CHECKLIST

1. PLAN FOR TRAINING PRIOR TO RE-OPENING

2. WHAT IS COVID-19

3. HOW TO PREVENT AND MINIMISE THE SPREAD OF COVID-19

4. IDENTIFICATION AND ISOLATION OF STAFF WHO MAY HAVE SYMPTOMS PROCEDURE

5. ADVANCED TRAINING FOR COMPLIANCE OFFICER

6. WEEKLY/REGULAR UPDATES

1. PLAN FOR TRAINING PRIOR TO RE-OPENING

It will be essential to plan for significant training of all staff prior to re-opening. Covering off Covid-19 specifics, new work protocols, refreshing Food Safety Management System for all, identifying new communication channels, identifying new shared responsibilities, introducing the COVID-19 Compliance Officer (if applicable) and dealing with any anxiety and questions that staff may have.

Leaving it until the day of reopening will add stress and strain onto a process which will be very challenging in itself and result in failure.

Allowing every team member to see what their role is will be critical. Enabling them to demonstrate to customers that everything is under control will instil confidence in them and reassure those customers that visiting the restaurant is a pleasant experience that can be repeated again and again.

https://www.fsai.ie/food_businesses/haccp/haccp.html

https://www.fsai.ie/food_businesses/haccp/principles_of_haccp.html

https://www.fsai.ie/food_businesses/food_safety_training.html

2. WHAT IS COVID-19

COVID-19 is a new illness that can affect your lungs and airways. It is caused by a virus called coronavirus. Infection with the virus that causes COVID-19 can cause illness, ranging from mild to severe, and, in some cases, can be fatal. It can take anything from 2 days up to 14 days for symptoms of coronavirus to appear. They can be similar to the symptoms of cold and flu.

Common symptoms of coronavirus include:

- A fever (high temperature - 38 degrees Celsius or above).
- A cough - this can be any kind of cough, not just dry.
- A shortness of breath or breathing difficulties.

For the complete list of symptoms, please refer to the HSE Website. <https://www2.hse.ie/conditions/coronavirus/symptoms.html>

Some people infected with the virus, so called asymptomatic cases, have experienced no symptoms at all.

3. HOW TO PREVENT IT OR MINIMISE THE SPREAD OF COVID-19

- Coronavirus (COVID-19) is spread in sneeze or cough droplets.
- You could get the virus if you:
 - Come into close contact with someone who has the virus and is coughing or sneezing
 - touch surfaces that someone who has the virus has coughed or sneezed on and bring your unwashed hands to your face (eyes, nose or mouth)

The best way to prevent person-to-person spread of COVID-19 is to use proper hand hygiene and respiratory etiquette and practice physical distancing.

Employees who have symptoms of acute respiratory illness are recommended to stay home if they are well enough to do so or contact the health service if they are acutely unwell. They should not come to work and should restrict their movements for 14 days from symptom onset, the last five days of which should be fever free.

4. IDENTIFICATION AND ISOLATION OF STAFF WHO MAY HAVE SYMPTOMS

Response Plan

There should be a defined response structure that identifies team(s) responsible for responding to a suspected case. At a minimum, a COVID-19 Compliance officer should be appointed.

When responding to a suspect case, there are number of actions that may need to be considered. These should be included in the response plan. The appointment of incident response personnel for stabilisation, continuity and recovery activities are recommended.

A designated isolation area should be predetermined as part of the response plan. The designated area and the route to the designated area should be easily accessible and as far as is reasonable and practicable should be accessible by people with disabilities. The designated area should have the ability to isolate the person behind a closed door and be suitable to facilitate the following:

- Ventilation, i.e. via a window
- Hygiene practice by providing:
 - Tissues
 - Hand sanitiser, disinfectant
 - Gloves, masks
 - Waste bags

Response Actions

If someone becomes unwell in the workplace with symptoms such as cough, fever, difficulty breathing, the COVID-19 manager/response team should isolate the employee by accompanying the individual to a designated isolation area via the isolation route, keeping at least 2 metres away from the symptomatic person.

If a confirmed case is identified in the workplace, staff who have had close contact as assessed by Public Health, should be asked to stay at home for 14 days from the last time they had contact with the confirmed case and follow the restricted movements guidance on the HSE website.

All affected staff should be actively followed up by the COVID-19 Compliance Officer/response team.

If the person develops new symptoms or their existing symptoms worsen within their 14-day observation period they should call their doctor for reassessment. The above eventualities should be recorded by the COVID-19 Compliance Officer.

Personnel who have been in close contact with a confirmed case include:

- Any individual who has had greater than 15 minutes face-to-face contact.
- Any individual who has shared a closed space with a confirmed case for less than two hours.

5. ADVANCED TRAINING FOR COMPLIANCE OFFICER

The role of COVID-19 Compliance Officer will be key and will need specific training/upskilling.

First Aid

If first aid is required in the workplace it may not be possible to maintain a distance of 2 metres. Workers with a specific role in acting as first responders should be provided with updated training on infection prevention and control principles including: performance of hand hygiene and appropriate use of personal protective equipment when delivering first aid.

Further advice on first aid is available from the Pre-Hospital Emergency Care Council (PHECC):

https://www.phecit.ie/PHECC/Publications_and_Resources/Newsletters/Newsletter_Items/2020/PHECC_COVID_19_Advisory_v1.aspx

Communications

- Keep all employees informed of changes to practices
- Appoint COVID-19 Compliance Officer
- Provide regular updates on changes to practices, policies and procedures
- Keep up to date on issues/resources required for continued operation
- Employees available and suitable for continued work
- Regular Contact with those in self-isolation
- Regular contact with remote workers

What to do when a suspect case occurs?

- Appoint dedicated resource to manage prevention measures e.g. COVID 19 Compliance Officer
- Segregate suspected cases from others – separate area where possible
- Advise on steps to minimise contamination e.g. minimise surface contact, disposal of tissues etc
- Segregation of disposable tissues/towels used by suspected case
- Call the General Practitioner of the person
- Follow advice regarding self-isolation and other prevention measures e.g. sending to hospital/home
- Keep log/record of close contacts of person
- Cleaning of area where suspected case operated
- Assessment of incident and follow-up actions necessary
- Provide information to HSE on request
- Follow up with close contacts of suspected case and carry out necessary risk assessment for possible contamination
- Review contact logs to identify possible contamination risks.

Defence Checklist

- Awareness and information
- Keep up to date with Public health advisory notices
- Comply with any public health guidelines and orders
- Provide necessary training
- Minimise spread
- Hand washing – adequate supply of soap and disposable towels for staff and customers
- Hand sanitisers available at suitable locations e.g. entrances/exits & customer contact areas
- Implement physical distancing measures e.g. rearrangement of workflows/patterns to reduce infection risk
- Working from home where possible
- Restructure teams/shifts, reduce numbers and exposure
- Limit canteen numbers/restrict operation

KEY AREAS OF NOTE FOR COMPLIANCE OFFICER

A. HAND HYGIENE

Good hygiene and hand washing

Good hygiene and washing your hands properly and often will help to stop the spread of coronavirus. Follow this advice as strictly as possible and encourage others to do this too.



DO

- Wash your hands properly and often.
- Cover your mouth and nose with a tissue or your sleeve when you cough and sneeze.
- Put used tissues into a plastic lined bin and wash your hands.
- Clean and disinfect frequently touched objects and surfaces.



DO NOT

- Touch your eyes, nose or mouth if your hands are not clean.
- Share objects that touch your mouth – for example, bottles, cups

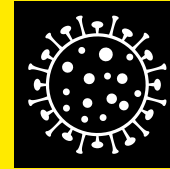
Employers Must:

- Ensure that appropriate hygiene facilities are in place to accommodate workers adhering to hand hygiene measures.
- Make available advice and training on how to perform hand hygiene effectively:

<https://www2.hse.ie/wellbeing/how-to-wash-your-hands.html>

- Display posters on how to wash hands in appropriate locations:

Coronavirus COVID-19



Coronavirus
COVID-19
Public Health
Advice

**Stay safe.
Protect each other.**

Know the symptoms. If you have them, self-isolate and contact a GP.

Continue to:



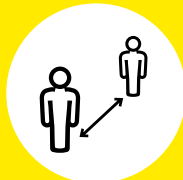
Wash

your hands well and often to avoid contamination.



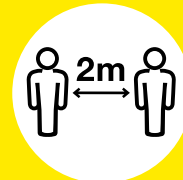
Cover

your mouth and nose with a tissue or sleeve when coughing or sneezing and discard used tissue safely.



Limit

contact with others when out and about.



Distance

yourself at least 2 metres (6 feet) away from other people, especially those who might be unwell.

Symptoms of COVID-19

- > a fever (high temperature - 38 degrees Celsius or above)
- > a cough - this can be any kind of cough, not just dry
- > shortness of breath or breathing difficulties

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Ireland's public health advice is guided by WHO and ECDC advice



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Workers Must:

- Ensure they are familiar with and follow hand hygiene guidance and advice.
- Wash their hands with soap and water or with an alcohol-based hand rub regularly (see hygiene section)
- Have access to facilities to support hand hygiene (for example hand sanitiser/hand wipes/hand washing facilities).

B. RESPIRATORY HYGIENE

In addition to hand hygiene, good respiratory hygiene and etiquette is also necessary.

Employers Must:

- Provide tissues as well as plastic lined bins/bags for their disposal.
- Empty bins at regular intervals and wash hands immediately afterwards.
- Provide advice on good respiratory practice.

Workers Must:

- Adopt good respiratory hygiene and cough etiquette.
- Ensure they are familiar with and follow respiratory hygiene guidance

C. PHYSICAL DISTANCING

***Please see appendix 1 for updated advice from the HSE Health Protection Surveillance Centre in relation to Controlled Environments and the relevant applications of 1 metre distancing.**

Physical distancing is recommended to reduce the spread of infection. Introduction of physical distancing measures should be implemented across all spaces within the restaurant including entrance, point of sale, dining area, kitchen, delivery area etc. Each space should achieve the following:

- Keeping a distance of **2 metres*** (6.5 feet) between individuals
- Avoid making close contact with people (i.e. Smile, do not shake hands)
- Reducing time spent in close proximity with others
- requesting customers to remain seated while in the restaurant workplace signage.
See <https://www.gov.ie/en/collection/02cd5c-covid-19-information-resources/#logoguidelines>
- Staggering times for collections/deliveries
- Introduce zoning / sections in the kitchen. Limiting if not preventing flow between those sections
- Wearing appropriate ppe where these measures are not practical
- Organise breaks in such a way as to facilitate maintenance of physical distance
- Distancing during breaks, reorganise and rearrange working and break areas. For example, placing tables and chairs far enough apart in canteens
- Isolating individual zones in the restaurant. Limiting reasons for moving between zones e.G. Chefs going onto dining floor. In addition, it may be worth considering that one person becomes the link between kitchen and dining area

- Provide one-way systems for access/egress routes in the workplace where practicable
- As far as is reasonably practicable, prevent gatherings of workers in the workplace at the beginning and end of working hours (such as at time recording terminals and in changing rooms, washrooms and showers)
- Implement physical distancing during any outdoor work activity

Communicating preventative control measures to customers will be essential. Restaurants may need to consider the following:

- The implementation of a queue management system with correct distance markings
- The provision of a staff member at the door keeping numbers in restaurant at an acceptable level
- ensuring hand sanitiser is available and used and reassuring those waiting to enter the store
- Signage should be placed outside the restaurant regarding numbers allowed in/policy with children entering/acceptable behaviour towards staff, etc.
- Signage on public responsibility to sanitise and maintain physical distancing
- The provision of hand sanitiser at entrance for customers

D. CLEANING

Cleaning of work areas must be conducted at regular intervals. Further information on cleaning in non-healthcare settings is available from the ECDC at:

<https://www.ecdc.europa.eu/en/publications-data/disinfection-environments-covid-19>

E. PPE

While correctly using PPE can help prevent some exposures, it should not take the place of other preventative measures as outlined above. Examples of PPE include gloves, goggles, respiratory protection. Use of PPE may already be required in many workplaces to address occupational health and safety risks, for example, exposure to hazardous chemicals such as asbestos.

In the context of COVID-19 risk, employers should check the HPSC website regularly for updates regarding use of recommended PPE.

Further information on PPE is available at:

https://www.hsa.ie/eng/Topics/Personal_Protective_Equipment_-_PPE/

Also see PPE Section, page 7,8

6. WEEKLY/REGULAR UPDATES

Each individual within the business has an important role to play in this entire process. Good communications will be key to the success of COVID protection plans. Agree up front what the best method of achieving that clarity is, be it emails, WhatsApp messaging, meetings etc. Set this in motion in any training and finally agree the frequency of the communication from the outset.



MANAGING PHYSICAL DISTANCING

KITCHEN

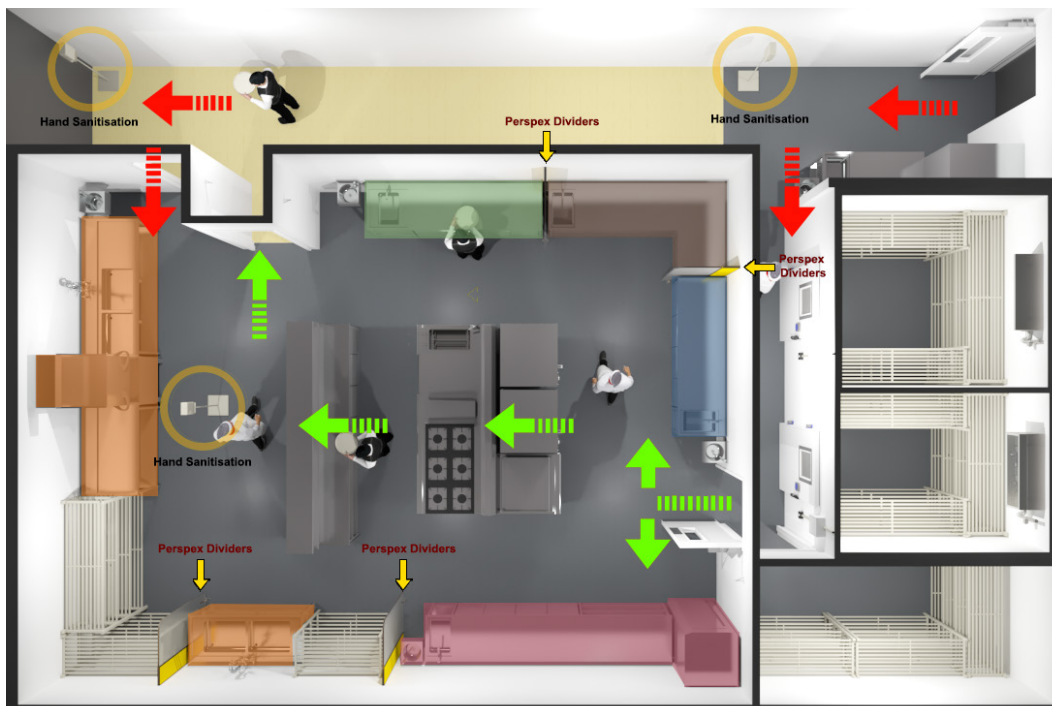
Objective: Maintaining social distancing between individuals when they are at their workstations.

***Please see appendix 1 for updated advice from the HSE Health Protection Surveillance Centre in relation to Controlled Environments and the relevant applications of 1 metre distancing.**

It will not always be possible to keep a **2 metre*** distance. In these circumstances both employers and employees must do everything they reasonably can to reduce risk. If it is not possible to keep workstations 2m apart then businesses should consider whether that activity needs to continue for the business to operate, and if so, take all mitigating actions possible to reduce the risk of transmission.

Workstations should be assigned to an individual as much as possible. If they need to be shared, they should be shared by the smallest possible number of people.

SAMPLE KITCHEN CONFIGURATION WITH PHYSICAL DISTANCING



DINING ROOM

Guests will not only expect to “be safe,” they will want to “see safe.”

Thoroughly detail, clean, and sanitise the entire facility prior to resuming dine-in services and continue to do so regularly, focusing such cleaning and sanitation on high contact areas that would be touched by employees and patrons.

Do not allow patrons to congregate in waiting areas or bar areas. Design a process to ensure patron separation while waiting to be seated that can include floor markings, outdoor distancing, or waiting in cars until they are called.

Update floor plans for common dining areas, redesigning seating arrangements to ensure at least **1 metre*** of separation from seating to seating. Utilise physical barriers on booth seating when available.

Where practicable, physical barriers such as partitions or plexiglass at registers should be used.

Limit party size at tables to smaller groups.

The use of disposable paper menus is strongly encouraged, which should be discarded after each patron use. Otherwise, businesses using reusable menus shall be clean and sanitised between each use by a patron. Non-touch menus are also acceptable for use (Black Board).

Between diners, clean and sanitise table condiments, digital ordering devices, bill presenters, self-service areas, tabletops, and commonly touched areas, and discard single-use items.

Where practical, consider a reservations-only business model or call-ahead seating.

Use technological solutions where possible to reduce person-to-person interaction: mobile ordering, mobile access to menus to plan in advance, text on arrival for seating and contactless payment options.

DINING SAFELY

Restaurants can re-open to operate safely under social distancing rules from June 29th, 2020.

The main objective will be to allow the seated areas to operate in a way that will protect the staff and customers and give both the confidence to return to restaurants.

Consider the following:

The following is a list of the elements that will communicate a strong message to diners.

THE 4 S'S: STOP, SANITISE, SIGN, SIT.

- **STOP** before you enter. Please ensure anyone exiting the premises has done so. We have set up our seated area for your safety. Please check there is a space available for you before you proceed past this point (Quick Service Restaurant) or wait to be advised on seating by your host (Full-Service Restaurant).
- **SANITISE** your hands as you enter and leave this area. We sanitise the seats and tables after every use. Pens should be sanitised before and after signing in.
- **SIGN** your name in a welcome book with contact details for potential tracing if required if not done so prior online or by text messages. Pens should be either sanitised between used or patrons should be asked to bring their own pen.
- **SIT** and keep your table and chair within the area marked on the floor, wait for service and enjoy your food.

SUPPORT THE MESSAGE WITH:

- Pull up/Cori-board at entrance to seated area with clear messaging around the STOP, SANITISE, SIGN, SIT messaging.
- Paper menus with menu on one side and key hygiene messages on the other.
- Toblerone style floor standing messages for internal and external use
- Window posters to inform passers by of one-way system in and out where possible, if not, person leaving the premises to always take priority.

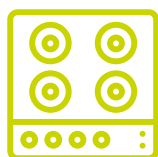
DISPENSER PLACEMENT RECOMMENDATIONS

As you continue to operate during the COVID-19 pandemic reinforce proper hand hygiene through optimal dispenser placement. Here are some guiding principles for areas in your restaurant.



1 ENTRANCES

Provide employees and customers picking orders the opportunity to practice good hygiene with hand hygiene stands at restaurant entrances. Post visible notices that promote proper hand hygiene and physical distancing.



2 KITCHEN

Ensure there are fully stocked dispensers for soap and paper towels at handwashing sinks and smaller hygiene dispenser at individual workstations for access touch-free dispensers can reduce contamination.



3 KITCHEN EXIT

Keep a dispenser filled while disposable towels and cleaning supplies by the kitchen door to encourage regular wiping down of the front counter where customers may be picking up orders during the pandemic. Also, place hand sanitiser dispensers at all doors to back-of-house rooms.



4 FRONT COUNTER

Place hand sanitiser dispensers near the front counter to promote hand sanitising between customer pickup transactions, especially those that involve cash, which is known to spread germs. Provide one-at-a-time napkin dispensers, so customers touch only the napkins they take.



5 RESTROOMS

Ensure you have enough dispensers for soap, towels, tissues and hand sanitiser. Restock them regularly. Touch-free dispensers reduce touchpoint surfaces, and hand sanitiser dispensers further encourage personal hygiene during the pandemic. Providing tissues for coughing or sneezing into can help prevent the spread of pathogens.



6 WASTEBINS

Place covered waste bins near all dispensers to avoid towel waste and cross-contamination. Also, place waste bins by doors, so paper towels can be used to open the door and then thrown out to reduce contamination.

PHYSICAL SET UP

The physical set up in Restaurants could be as follows:

- Mainly seats for 2/4/6 people.
- Provision of a Sanitising Station at access point to seating
- Installation of a physical divider between each seating position if necessary
- Additional space for refuse/recycling
- Floor markings to clearly show that the **1 metre*** distance between seating positions has been adhered to
- Implementation of a one-way system in larger seated areas if possible
- Clear communications points at the entrance and at each table around how we expect the customer to behave in the area
- Implementation of the full communications package

ATTENTION!

Please note we have re-opened our in-store seating area with some changes that comply with social distancing.

We ask that you follow our steps in this area;

STOP



Please ensure anyone exiting the premises has done so. Please check there is a space available for you before you proceed past this point (Quick Service Restaurant) or wait to be advised on seating by your host (Full-Service Restaurant).

SANITISE



Sanitise your hands as you enter and leave this area. We sanitise the seats and tables after every use. Pens should be sanitised before and after signing in.

SIGN



Sign your name in a welcome book with contact details, for tracing if required, if not done so prior online or by text message. Pens should be either sanitised between use or patrons should bring their own pen.

SIT



Keep your table and chair within the area marked on the floor and wait for service and enjoy your food.

Please respect staff requests as these are for the protection and safety of us all.
Thank you for your understanding.



CONTACT TRACING & CUSTOMER REGISTER REQUIREMENT

THE IMPORTANCE OF CONTACT TRACING:

To stop the spread of COVID-19, we need to trace the contacts of anyone who has been exposed to COVID-19. Recording people's movements help health authorities to do this quickly and efficiently.

The faster we can trace contacts, the faster we can prevent further spread of the virus.

EACH CATERING BUSINESS NEEDS TO COLLECT CONTACT TRACING INFORMATION

All Catering businesses must record details of all people's movement on their premises. They should always also keep people 2 metres apart, where practicable.

WHAT INFORMATION NEEDS TO BE RECORDED

Contact tracing register or record-keeping system must collect employees, customers and visitors:

- Full name
- Address
- An effective means of contacting them (a working phone number or email address)
- Date of entering the business

Operators must:

- Make sure the register is hygienic. Assign an employee to complete the register for team members or visitors, so only 1 person is touching the pen and paper. Or sanitise the pen after every use and ask users to sanitise hands before and after writing their details. Alternatively, visitors should be asked to use their own pen.
- Keep the contact tracing register in a secure place for 2 months. When all records on a page are 2 months old, they must be destroyed.
- Only share the register with the health Authorities if required.

- **Operators must:**

Where practical, consider a reservations-online with facilities to record customers details and booking Time slot.



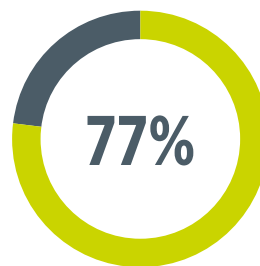
MANAGING CUSTOMER CONFIDENCES & COMMUNICATIONS

Guests will not only expect to “be safe,” they will want to “see safe.”

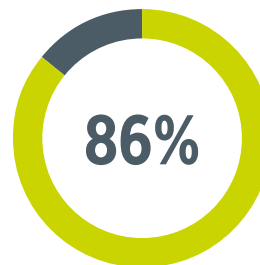
Food quality will no longer be the No. 1 reason people will eat out away from home. The decision will come down to trust. It will all be about trust and the belief that the facility is doing everything with reason to keep their clientele safe.

EMOTIONAL FACTORS

People are afraid of coming into contact with other people's germs



Agree or strongly agree with
"I feel more unsafe using facilities with unhygienic public washrooms due to COVID-19"¹



Agree or strongly agree with
"Expect public washrooms to provide a safe hygiene environment to a higher extent now than before COVID-19"¹

- **75%** will pay more attention to establishments' level of crowd²
- **59%** will pay more attention to cleanliness levels²
- **53%** will pay more attention to true and complete compliance to new protocols²

¹2020 Survey conducted by United Minds in cooperation with CINT. The survey covered UK, with a total of 1004 respondents.

²April 2020, Survey conducted by Trade Lab in cooperation with Metrica. The survey covered Italy, with a total of 800 respondents.

Where staff have "customer-facing" roles, the employer must eliminate physical interaction between workers and customers as much as reasonably practicable through revised working arrangements.

Feeling Safe is the new IMPERATIVE.

IN HOUSE:

Documentation or certification (displayed, especially on entrance doors or social media) to show the customer that the facility is meeting the standards will help to build this trust – it's even more crucial to display guidelines and procedures throughout the premises, for example;

- Paper menus with menu on one side and key hygiene messages on the other.
- Toblerone style floor standing messages for internal and external use
- Window posters to inform passers by

ONLINE/SOCIAL MEDIA

First and foremost, customers are looking for Guidance and clarity. The best way to calm anxiety and nerves is to communicate and keep them informed with all the action taken in your the establishment that will make their new dining experience as safe as possible and reassuring them it is fine to go out with friends and relatives again.

Consider the following:

- Online table booking and register name of patrons to facilitate customers tracing.
- A message on the web site to encourage patrons to respect a safe distance when visiting their premises.
- Have menu online or social media and have pre-order facilities to place food orders.
- Check possibility of online pre-paid food order reducing payment contact at tills.
- Checking Apps or websites can help with pre-booking, pre-ordering, pre-paying etc to avoid queues. Ex: <https://pages.theaccessgroup.com/Hospitality-Social-Distancing.html>

COVID-19 SELF-DECLARATION QUESTIONNAIRE

If you have symptoms of Covid-19 (common symptoms include; temperature of 38°C or above, a new persistent cough, or shortness of breath or breathing difficulties) you must not come to work.

You will need to restrict movements, including staying at home from work, if you do not have symptoms but you are;

- **Living in the same household or shared accommodation with someone who has symptoms of Covid-19.**
- **A close contact (spending 15 minutes or more within 2 metres of a confirmed case)**
- **Returning to Ireland from another country (even travel within Ireland is not recommended)**
- **If you are self-isolating and waiting or awaiting results of a Covid-19 test**

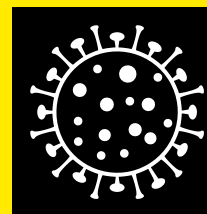
Until further notice all employees are required to complete this declaration at least 3 days prior to commencing work and on a weekly basis before attending work. The company reserves the right to change this form at any time on HSE or other on government body advice.

Self-Declaration (to be completed by the employee)

NAME:	DEPARTMENT & JOB TITLE:
<p><i>I, hereby confirm that I have not experienced any symptoms of illness in the past 7 days, nor have I, to the best of my knowledge, been in close contact with a confirmed case of Covid-19, nor do I live in the same household or shared accommodation with someone who has symptoms of Covid-19, nor have I travelled. I can confirm that I am not self-isolating or awaiting Covid-19 test results.</i></p> <p><i>I understand that if any of the above changes, or I begin to experience symptoms I will alert management or HR immediately.</i></p> <p>SIGNED:</p> <p>DATE:</p> <p>SIGNATURE:</p>	

REMINDER: All symptoms of illness should be reported immediately to management and normal absence procedures should always be followed. If you are experiencing symptoms, seek medical advice before returning to work.

Coronavirus **COVID-19**



Coronavirus
COVID-19
Public Health
Advice

**Stay safe.
Protect each other.**

Know the symptoms. If you have them, self-isolate and contact a GP.

Continue to:



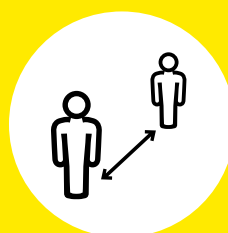
Wash

your hands well and often to avoid contamination.



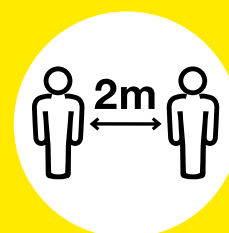
Cover

your mouth and nose with a tissue or sleeve when coughing or sneezing and discard used tissue safely.



Limit

contact with others when out and about.



Distance

yourself at least 2 metres (6 feet) away from other people, especially those who might be unwell.

Symptoms of COVID-19

- > a fever (high temperature - 38 degrees Celsius or above)
- > a cough - this can be any kind of cough, not just dry
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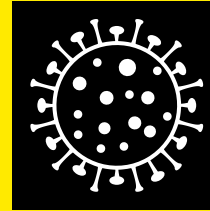
#holdfirm

Ireland's public health advice is guided by WHO and ECDC advice



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Coronavirus **COVID-19**



Coronavirus
COVID-19
Public Health
Advice

**To protect yourself and others
you need to wash your hands
with soap and water**



Wet your hands with water and apply soap



Rub your hands together until the soap forms a lather



Rub the top of your hands, between your fingers and under your fingernails



Do this for about 20 seconds



Rinse your hands under running water



Dry your hands with a clean towel or paper towel

Kill the virus. **Save** lives.

Ireland is operating a delay strategy in line with WHO and ECDC advice



Rialtas na hÉireann
Government of Ireland

APPENDIX 1

Source: COVID-19: Guidance for Food Service Businesses, V0.3 15.06.2020 (HSE Health Protection Surveillance Centre)

CONTROLLED AND UNCONTROLLED ENVIRONMENTS¹

CONTROLLED ENVIRONMENTS

Public and private venues or workplaces are considered controlled environments. Examples are workplaces, schools, museums, swimming pools, galleries, cinemas, stadiums, conference facilities and casinos. Food businesses are considered controlled environments, which includes restaurants and cafes.

REQUIREMENTS (FOR FOOD BUSINESSES) IN CONTROLLED ENVIRONMENTS:

- Use additional signage to ask customers not to enter if they have symptoms.
- Regulate entry so that the premises do not become overcrowded. Encourage pre-booking as much as possible. A text may be sent to remind the guest to stay away if unwell.
- Use floor markings inside the premises to facilitate compliance with the social distancing advice of 2 metres, particularly in the most crowded areas, such as serving counters and tills.
- Use vertical signage to direct customers to facilitate movement within the premises while maintaining 2 metre distance.
- Make regular announcements to remind customers to follow social distancing advice and clean their hands regularly.
- Place plexiglass barriers at tills and counters if feasible, as an additional element of protection for workers and customers.
- Adequate hand hygiene and toilet facilities. Provide additional pop-up hand hygiene stations or facilities if possible, providing soap, water and hand sanitiser.
- Establish and supervise a schedule of frequent cleaning of bathrooms and frequently touched surfaces.
- Customers should be seated at a table except when using the toilet, paying and departing.
- Clear signage should indicate the location of and route to the bathrooms.
- Limit the number of servers per group of guests to the smallest number that is practical.
- There is a limit of on the number of people gathering in a venue at one time in line with NPHEH guidance on indoor gatherings. This limit excludes workers ***. Multiple gatherings are allowed in venue facilities provided they are in separate defined spaces and there are systems to prevent intermingling in common spaces (e.g. entrances, exits and toilet facilities).
- Keep contact tracing records for everyone. Explain that the reason for keeping these records is to provide them to Public Health for contact tracing in the event that someone becomes ill with COVID-19.
- Physical distancing of 2-metres should be maintained between tables. However, if this is not possible, this can be reduced to 1 metre in controlled environments if all of the other risk mitigations requirements outlined in this appendix have been met AND pre-booked time-limited slots are in place, which are a maximum of 90 minutes duration**.

- Physical distancing of at least 1 metre should be maintained between people seated at tables.
- Encourage the use of contactless payments where possible, without disadvantaging older or vulnerable customers.
- Use disposable menus or laminated menus that can be adequately cleaned after each use. Unnecessary items should be removed from tables and single use rather than shared condiments should be provided.

CONSIDERATIONS:

- Where at all practical, workers should provide services to only 1 gathering and should not move between multiple gatherings in different venue locations (e.g. two different function rooms).
- Where possible, facilities such as toilets should not be used simultaneously by multiple gatherings. However if they are cleaned in between usage, they may be used separately by different gatherings, within the same time period.

UNCONTROLLED ENVIRONMENTS

These are settings where people have open access to the premises and generally don't know each other and are unlikely to be in close contact with each other for an extended period of time. Examples are supermarkets, retail stores, shopping malls, and takeaway-only food outlets.

REQUIREMENTS:

- Physical distancing of 2 metres for customers (who are not close friends or family).
- As far as reasonably possible, physical distancing of 2 metres and a minimum of 1 metre - should be maintained between workers.
- Keep contact tracing records for workers.

CONSIDERATIONS:

- As much as possible use contactless payment systems to limit physical contact.

****Definition of time limited slots amended on 17-06-2020 from “maximum of 90 minutes duration” to “105 minutes duration plus 15 minutes to allow for cleaning**

*****Guidance from NPHET on gatherings on 19-6-2020 advised that service personnel should be included in the capacity limits.**

¹Source: Ministry of Health, New Zealand. <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novelcoronavirus/covid-19-information-specific-audiences/guidelinesbusinesses-and-services-alert-level-2>