# COVID-19 SECTOR ADVICE CARD

**The Scottish Government**

**Designed for managers and employees to guide action to prevent the spread of COVID-19; to support workplace communications and training; and take action in the event of an outbreak**

**Last updated: 10 September 2020**

## *SECTOR*

**The business sector covered in this card is: Food Service - restaurants and cafes.**

**THE KEY GUIDANCE DOCUMENT FOR THIS SECTOR IS FOOD STANDARDS SCOTLAND'S COVID-19 GUIDANCE FOR FOOD BUSINESS OPERATORS AND THEIR EMPLOYEES.**

This guidance should be followed **at all times** to reduce the risk of contracting COVID-19 in food service environments. These businesses should also refer to **Scottish Government hospitality sector guidance**. It should be used to support, not replace, discussion with your local authority or NHS board Health Protection Team.

## Additional information (Click on the link below to go to the guidance)

- Scottish Government route map- information about easing the COVID-19 lockdown restrictions.
- Scottish Government's Coronavirus (COVID-19) Phase 2: Scotland's route map - physical distancing update.
- COVID-19 guidance for non-healthcare settings.
- Food Standards Scotland risk assessment tool for food business operations, and Food Standards Scotland checklist on re-starting food business operations during COVID-19.
- Guidance by UK Hospitality.
- Health and Safety: Health and Safety Executive – Working Safely.
- Coronavirus support for businesses in Scotland: Find Business Support.
- The fair work statement and compliance agreement.
- For workplaces without union representation, union health and safety representatives will be available upon request to support the development of workplace risk assessments. For businesses/organisations wishing to use this service, please email safety@stuc.org.uk.
- Scottish COVID-19 Workbook
- Scottish Government Returning to Work Safely

## Prevent the spread of COVID-19 - Food Service – restaurants and cafes

**General guidance to prevent spread of COVID-19:**

- Carry out a **risk assessment** to review existing Food Safety Management System (**FSMS**) and Health and Safety (**H&S**) procedures against Government advice on COVID-19 to identify whether there is a need to implement any additional hygiene, infection prevention and control, and physical distancing measures. **Food Standards Scotland Risk Assessment Tool** is a useful resource to document measures undertaken. Consult with relevant trades unions or staff representation.

- Ensure provision of **effective hand hygiene** measures through the provision of hot water, suitable soap, paper towels and hand sanitiser at every entrance to food service areas and communal areas, and at appropriate points within these areas.

- Review **cleaning and disinfection procedures** to ensure they are sufficient for controlling the potential spread of COVID-19. Implement procedures which ensure additional cleaning and disinfection is undertaken at all workstations, public/communal areas, common touch points and surfaces at an appropriate frequency.

- Enhance **ventilation** throughout the premises and implement measures for maintaining the **default 2 metre physical distancing**, or the permitted move to **1 metre distancing, in indoor and outdoor hospitality establishments, but** only where additional risk mitigation measures are in place. Appropriate mitigation measures and further details are outlined in Food Standards Scotland's guidance and in the Scottish Government's physical distancing guidelines.

- Ensure appropriate use of **Personal Protective Equipment (PPE)** and **face coverings**. **Wearing of face coverings is mandatory in indoor hospitality venues for staff and customers when not eating and drinking (e.g. when entering a venue).** Staff in non-public facing roles, such as kitchen staff, are exempt from wearing face coverings where this may present health and safety issues. Appropriate training for staff on correct use is essential.

- **Implement a clearly defined flow system**, e.g. arrows and signage for one-way systems which allow staff and customers to move through the premises maintaining physical distancing. Provide separate waiting areas for customers picking up food, and minimise opportunities for kitchen staff to come into contact with front of house serving staff and delivery drivers by designating points for serving and collecting food items.

- Consider the need for additional measures such as **screening** to partition tables and service/payment areas, and **back-to-back seating** arrangements for different groups of customers. It may also be necessary to **reduce noise and apply restrictions on music volume** (to ensure customers and staff don't need to communicate with raised voices).

- Introduce **table service only, online systems** and **contactless payment systems** where possible. **Limit customer contact with menus** by clearly displaying food and drink options in central locations (e.g. posters, screens, blackboards) or through the use of laminated menus which can be cleaned and disinfected after each use. **Keep tables clear**, providing cutlery with meals and supplying single use, individually wrapped condiments rather than shared bottles on counter tops for customer use.

- Implement procedures for **collecting customer information** needed to assist NHS Scotland's Test and Protect service. Further guidance on the collection of customer information by hospitality businesses in Scotland can be found here.

## Workplace Communications & Training  - Food Service – restaurants and cafes

All managers and staff should be aware that  the following should be addressed to produce a COVID-safe working environment.

- Consult with **staff**, including trades unions where relevant, to ensure **policies and procedures** include COVID-19 risk assessment and mitigations.

- It is essential for food business operators to **communicate effectively** with all employees, customers and visitors on measures needed to prevent the spread of COVID-19 throughout their business.

- **Put in place training programmes which will ensure that all employees understand the measures needed to control the spread of COVID-19.** Training should cover effective hand washing technique and respiratory hygiene, physical distancing and proper wearing of PPE/face coverings.

- **Ensure staff training is carried out regularly to ensure there is an up to date awareness of the measures needed to control the spread of COVID-19 in the workplace, and to update on any procedural/regulatory changes**. Managers should also implement procedures for monitoring adherence and refreshing training where needed. Ensure COVID-19 policies and procedures enable managers to engage appropriately with ethnic minority employees on their health status, circumstances and support needs.

- **Ensure customers are made aware of physical distancing, face covering and hygiene requirements on arrival**, for example, using signage/posters in prominent positions on the premises, or informing them in advance by phone, on your website or by email.

- As appropriate, ensure clear signage is in place to advise customers that they are **entering a 1 metre zone** so that people are aware both of the potentially increased transmission risk in such areas and that mitigations should be in place.

- Ensure public facing staff in indoor hospitality are aware of the requirement to wear face coverings. Consider and communicate whether it is appropriate for non-public facing staff to wear **face coverings**, taking account of the **health and safety of the wearer and the safety and integrity of the food produced**.

- Ensure all **staff are aware of their responsibility** to control the spread of COVID-19 in their workplace, and are aware of their responsibility to **stay at home** and follow government advice on self-isolation if they are unwell or any of their household are symptomatic. Identify and support those who **should not attend** the workplace (e.g. as shielding, other health issues or those who have been advised to stay at home).

- Ensure managers **monitor the health of their staff** in relation to COVID-19 and are maintaining records of shift workers and customers to support contact tracing.

- Ensure managers **support employees and do not incentivise staff** to work when they are feeling unwell. Implement procedures to isolate and remove symptomatic individuals from the premises.

- Ensure **managers and staff understand their obligations** with respect to Scotland's Test and Protect Strategy and that staff are clear on how to access testing. Ensure all staff are encouraged to report to their managers when they are experiencing symptoms.

# Action in the Event of an Outbreak – Food Service – restaurants and cafes

## Immediate action

If there is *any* suspicion that there may be a cluster of cases in your workplace or setting, the most important thing you can do is to contact your local NHS Board Health Protection Team (HPT) early.

<u>Do not</u> spend time trying to work out what you should do yourself. Your HPT will be happy to advise you on what to do.

It is very important that the expert HPT be advised as early as possible of a possible problem so they can assess the situation and offer you advice.

## When should I suspect an outbreak?

An outbreak should be SUSPECTED if there are:

- Two or more **confirmed** cases of COVID-19 in the setting within 14 days
  <u>or</u>
- Increase in background rate of absence due to suspected or confirmed cases of COVID-19

A suspected outbreak should be reported to the local HPT who will undertake a public health risk assessment to determine whether there is an outbreak.

Note that settings with increased rates of respiratory illness should also be alert to the possibility that this could be due to COVID-19 and contact their local HPT for further advice.

## How do I contact the local HPT if I suspect an outbreak?
- **Immediately** inform your local NHS board HPT, using the local contact details found here (click on link for relevant no.): _____
- Ensure the workplace has a nominated point of contact to liaise with the Health Protection Team

## What else should I do if I suspect an outbreak?

- Continue to follow the measures to prevent the spread of COVID-19.

- Implement your COVID Business Continuity Plan (if available).

- Your local Health Protection Team will conduct a rapid investigation and undertake a risk assessment. You will need to work with them to do this. The HPT will advise on the most appropriate actions to take.

- Cooperate with your local Health Protection Team who will undertake a risk assessment and conduct a rapid investigation. They will advise on the most appropriate action to take.

- Depending on the risk assessment outcome, the Health Protection Team may establish an Incident Management Team (IMT) to help manage the situation.

- The IMT will lead the Public Health response and investigations, and will work with you to put appropriate interventions in place and advise/support communication processes.

## What interventions might be put in place to control the outbreak?
Your Health Protection Team and Incident Management Team will work with you to identify the appropriate measures. The first step is to review implementation of core standard preventive measures and to ensure that they are in place and effective.