

COVID Safety Guidelines

Phase 2, Version 1.0 18 May 2020

WA Government has implemented a staged lifting of COVID-19 restrictions based on the advice of the Australian Health Protection Principal Committee (AHPPC) and the WA Department of Health.

This document seeks to outline the conditions on the re-opening of premises that were closed under directions of the Emergency Management Act, and that were not covered by industry-specific COVID Safety Plans, namely:

- COVID Safety Plan: Food Business (including pubs, bars and clubs); or
- COVID Safety Plan: Sport and Recreation (including dance classes).

Premises that were not required to close under directions made under the Emergency Management Act may choose to voluntarily complete a COVID Safety Plan, and display a COVID Safety Plan Certificate.

This document provides guidance on how to complete your COVID Safety Plan and implement necessary safety requirements.

These guidelines come into effect from 18 May 2020.

Safety requirements

All businesses are required to mitigate the risks of COVID-19.

Businesses that were closed by the directions under the Emergency Management Act must complete a COVID Safety Plan prior to reopening and display a COVID Safety Plan Certificate in a visible location on the premise. In addition, the business must:

- maintain a strict limit of a minimum of 4sqm per person
- ensure a maximum of 20 people per venue (excluding staff)
- maintain hygiene and frequent cleaning
- maintain attendance records of patrons for the purposes of contact tracing
- carefully manage waiting areas to ensure social distancing.

All businesses need to do their part to comply with these requirements and help mitigate the risks of COVID-19.

COVID Safety Plans are an important part of ensuring that re-opening businesses does not increase the risk of spreading COVID-19. Failure to complete a COVID Safety Plan may mean your business is putting the community at risk. Authorised officers under the Emergency Management Act have the power to close premises and businesses that put the community at risk in this way.

COVID Safety Plan

The purpose of the COVID Safety Plan is to help ensure that businesses actively mitigate the risks of COVID-19 in line with the best available health advice. In the plan, you will need to explain how your business will take steps to implement the requirements and advice set out in these guidelines.

Prior to re-opening, you are required to self-complete a COVID Safety Plan for your business and have it available for inspection, upon request by an authorised officer. If your business has multiple premises you must prepare a COVID Safety Plan for each premises.

You must also display a COVID Safety Plan Certificate in a prominent location visible to patrons. The certificate is provided at the end of the COVID Safety Plan template.

If required, safety plans should be developed in partnership with your governing body, land/property manager and/or local government.

About COVID-19

COVID-19 is spread from person-to-person through close contact and droplets including:

- direct contact with infected people;
- contact with droplets from an infected person's cough or sneeze; and
- touching contaminated objects or surfaces (like doorknobs or tables), and then touching your mouth or face.

The most effective measures to prevent the spread of coronavirus are good hygiene practices, additional sanitisation regimes and social distancing.

As COVID-19 is spread person-to-person through coughing, sneezing, touching contaminated surfaces, and close contact with infected individuals, there is a need for businesses to remain vigilant with cleaning and sanitising regimes and taking extra care with maintaining and promoting hygiene practices throughout business operations.

The most effective measures are good hygiene practices, additional sanitisation regimes, social distancing and keeping away from others if unwell.

1. Physical and social distancing

Social distancing (also known as physical distancing) is one of the most effective methods of reducing the spread of viruses. The more space between you and others the harder it is for the virus to spread. Social distancing can be used in the work place to minimise the risk of transmission. If a person in the workplace is found to be positive for COVID-19, the risk of transmission to the rest of the workforce is minimised if the work place has been practising social distancing.

Good practice physical distancing principles are to:

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- maintain 1.5 metre separation between people who are not from the same household; and
- maintain a minimum of 4 square metres (4sqm) per person.

Maximum occupancy

Businesses must:

- maintain a patron limit of 20 persons per venue (excluding staff); and
- allow a minimum of 4sqm per person.

The application of the 4sqm per person may mean that less than 20 patrons can be accommodated.

Calculating maximum occupancy

The maximum occupancy can be calculated by following these steps:

1. Measure the area accessible to the public.

To find the square meterage for a rectangular area, multiply the length times the width. If there are adjoining areas or alcoves, measure them and calculate the square meterage. Add the results of each measurement together to find the total area in square metres.

Note: kitchen areas, staff only areas, toilets and areas occupied by fixed furniture such as counters and bars must not be included in this calculation.

2. Divide the total square meter area by 4 to give the maximum permissible number of patrons. Any establishment with a total area greater than 80sqm will be limited to 20 patrons.

Managing patrons entering the venue

It is recommended that businesses display the maximum number of patrons that can be present at any one time on the entrance door to clearly advise patrons on the number of people that can safely be in your business at any one time to allow for physical distancing.

Queues should be avoided as much as practicable. Where people do queue, such as at the entrance and service counter, provide markings on the floor 1.5m apart to show people where they should stand. Markings should be in bright colours or of a pattern that stands out. Procedures should be put in place to ensure these physical distancing measures are adhered to.

Venues should consider using easily visible signage urging patrons:

- not to enter the premises if they are unwell;
- to practise physical distancing within a group;
- avoid patrons crowding together in any one area of the business.

It is recommended that any patrons who appear to be unwell are requested to leave the premises.

Managing patrons at tables

There should be a minimum distance of 1.5m between each table of different groups of patrons. Tables should be arranged to maintain this requirement. Venue layout may need to be adjusted to accommodate different sized groups and to ensure physical distancing principles can be followed.

Venues should provide groups with sufficient table space to enable physical distancing. Patrons are required to self-regulate their distancing at the table. There is no requirement for businesses to determine which patrons are from the same household and regulate physical distancing at a table.

Managing interaction between staff and patrons

In order to serve and interact with patrons, staff may need to move within 1.5m. In these situations, staff should avoid direct contact and minimise face to face time in order to reduce the risk of transmission. If staff do come into direct contact with patrons, staff should follow good hygiene practices such as hand washing and cleaning.

Social distancing between staff

Businesses should ensure that staff stay at home if they are unwell.

In addition to practising good hygiene and cleanliness, the following approaches will minimise the risk of transmission of communicable diseases in the work place and to maximise continuity of business:

- consider reviewing shift arrangements to reduce interaction between staff – consider whether it is appropriate to create small staff teams and have the teams work separately from one another;
- social distancing during break times – maintain physical distancing when using lunch or dining room facilities or communal areas;
- maintain the social distancing protocol of 1.5m inside and outside the workplace where possible; and
- staff should consider getting the annual flu shot.

The times at which staff are not working, such as meal breaks, toilet breaks, arrival at work and leaving work are often when interaction between staff could lead to increased risk of transmission. Staff should be vigilant about maintaining social distancing during work-related transition periods or activities as well as outside of work, including when socialising with each other.

2. Hygiene

Entrance to the business

It is recommended that alcohol-based hand sanitiser is provided for customers at the entrance to the business. Alternatively, a hands-free hand basin with liquid soap and paper towels can be supplied for customer use.

One-way traffic flow such as one dedicated entrance and another dedicated exit (where possible) can help minimise congestion.

Increased cleaning and sanitation regime

It is important to ensure thorough and regular cleaning of common contact surfaces, 'high touch' items and shared amenities, such as handles, taps, lunch rooms, EFTPOS keypads and toilets. It is recommended that the frequency of cleaning in all areas be increased. This is especially important in high traffic areas and any areas accessed by the public. If you think a surface may be contaminated, clean it with a common household disinfectant to kill the virus.

Cleaning products should be chosen that are approved for the surface to be cleaned. In general, combined detergent/disinfectant solutions or wipes are acceptable for hard surfaces. Some products such as bleach can damage fabrics, stainless steel and other surfaces. Businesses will have to continue to comply with any requirements regarding use of chemicals, including the use of Material Safety Data Sheets (MSDS) for chemicals utilised in the work place.

For most general cleaning tasks, a neutral detergent with pH between 6 and 8 should be used. The use of combined detergent / disinfectant wipes is acceptable, or solutions can be prepared fresh each day.

If using a bleach solution look for products which give you a 1000ppm (0.1%) bleach solution either neat or when diluted with water. Always follow the manufacturer instructions if any detergent or disinfectant products require mixing with water or dissolving prior to use. Remember to never mix different cleaning products as in some instances toxic gases can be generated.

Refer to the [Environmental cleaning in the workplace factsheet](#) for further advice.

Payments

Promote cashless payments.

After handling money, ensure that hands are washed with soap and water, or an alcohol-based hand sanitiser is used.

Personal protective equipment

Good hygiene practices such as handwashing, cleaning and sanitisation of surfaces and utensils, social distancing and physical barriers are more effective measures for maintaining staff health and reducing the transmission of disease. There is currently no need to wear

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gloves or masks, other than as part of the business's normal food safety practices (such as handling ready to eat foods).

3. Training and education

Organisations should regularly communicate restrictions, policies and procedures. This can be via hard copy notices around the venue, electronic communication and via a briefing.

Supporting guidelines and resources are listed at the end of these guidelines and provide information that can be shared with staff and volunteers, and to display in the venue. The Australian Infection Control training can be promoted where appropriate.

Specific training has been developed for the Health and Hospitality sectors:

- <https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>
- [AHA Hospitality & Tourism COVID-19 Hygiene Course](#)

4. Compliance with existing legislation and regulations

In addition to the legal obligations arising from the Emergency Management Act and the Directions made under that Act, businesses will continue to have obligations under existing legislation and regulations, including occupational and health legislation.

5. Response planning

The following measures are important to minimise further risk and assist in managing the public health response if someone with possible COVID-19 infection enters your premises. All public health advice and instructions must be followed in the event of a confirmed case.

Maintain attendance records

It is a requirement for businesses to maintain attendance records of patrons. This will assist Public Health with contact tracing in the event of a positive COVID-19 case in your premises:

- Records can be physical (i.e. secure sign-in book managed by staff) or electronic but as a minimum must include a name and contact information for each patron (e.g. phone number or email)
- Records are not required for patrons who visit the premises for a short period time and have minimal face-to-face interaction. For example, someone returning a book to a library, or someone ordering take-away.
- Records must not be used for purposes other than contact tracing (i.e. contact information is not to be used for marketing purposes)

Businesses should implement a process consistent with any privacy obligations they have for obtaining and safely maintaining these records of patronage for the purposes of assisting with contact tracing if needed.

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Responding to a COVID-19 incident

If you are aware that someone with a case of COVID-19 has been in your workplace, ring the COVID-19 Public Hotline 24/7 on 1800 020 080 and follow the advice of health officials.

If someone is confirmed as having COVID-19 or is getting tested for COVID-19, they should already be at home. However, there may be circumstances where a person in your workplace is displaying COVID-like symptoms or shares information (e.g. they have been in close contact with someone that has the virus) that causes you to have reasonable concerns about their health and the health of others in your workplace.

The person could be staff, a client, customer or other visitor to your premises. Where this occurs:

1. Keep others away from the person

If the person has serious symptoms such as difficulty breathing, call 000 for urgent medical help. Otherwise, you must take steps to prevent the person from potentially spreading the virus by keeping others away from the person. The measures must be reasonable.

2. Seek advice and assess the risks

To determine if it is reasonable to suspect the person may have COVID-19, talk to the person about your concerns and seek government health advice.

3. Transport

Ensure the person has safe transport home, to a location they can isolate, or to a medical facility if necessary.

4. Clean and disinfect

Follow all public health advice about closing off affected areas and prevent access until they have been cleaned and disinfected. Open outside doors and windows if possible to increase air flow.

5. Assisting public health to identify close contacts

Notify the state public health unit by contacting the COVID-19 Public Hotline 24/7 on 1800 020 080. The state public health unit may ask for your attendance records to identify close contacts of a confirmed COVID-19 case so that they can contact them and provide them with instructions, for example, in relation to quarantine requirements. Public health officers have a range of powers to require you to provide information including personal information. In the meantime, for the purposes of undertaking a workplace risk assessment and to assist your state and territory public health unit, consider who the affected person may have had recent close contact with.

Review risk assessment

If there is concern about the risk of staff being exposed to the virus at work, a risk assessment should be carried out with reference to the latest information available. Employers should

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develop prevention and control strategies appropriate to the workplace, in consultation with their staff, and ensure that all staff are aware of and follow these strategies.

Regularly review your COVID-19 risk management controls, in consultation with your staff and their representatives, and assess and decide whether any changes or additional control measures are required. Consider having regular discussions about safety and health issues, for example during staff meetings, or by setting up a safety committee.

Key Contacts

- 13COVID: For information about coronavirus measures and restrictions, and what they mean for you.
- COVID-19 Public Hotline 24/7: 1800 020 080: If you suspect you, a staff member, or a customer may have COVID-19 coronavirus symptoms or may have had close contact with a person who has COVID-19 coronavirus.
- Dedicated Police Number: 131 444

Further information

- Coronavirus - public information: www.healthywa.wa.gov.au/Articles/A_E/Coronavirus
- COVID-19 industry information: www.health.wa.gov.au
- Resources on social distancing:
<https://www.health.gov.au/resources/publications/coronavirus-covid-19-keeping-your-distance>
<https://www.health.gov.au/resources/videos/coronavirus-video-social-distancing>
- Occupational safety and health information is available on the WorkSafe website www.dmirs.wa.gov.au

Additional resources

[How to Handwash poster](#) – World Health Organization

[How to Handrub poster](#) – World Health Organization

[Keeping Your Distance poster](#) – Australian Government

[Change of Business Hours poster](#) – Australian Government

[COVID-19 information for business, industry and local government](#) – WA Department of Health

APPENDIX A – Checklist: Items to consider prior to reopening a business or venue

1. Physical distancing

- Physical distancing. Numbers will be limited to 1 person per 4 square metres or 20 people, whichever is lowest in enclosed spaces.
 - Have you calculated the total area of the public areas and determined the maximum number of patrons permitted?
 - Is the furniture arranged to maintain 1.5 metre physical distance between each person?
 - Are there physical distancing markers on the floor in areas where customers queue?
- Social distancing
 - Consider how you will manage staff in enclosed areas, are there any issues regarding staff numbers in staff areas?
 - Identify all situations, tasks and processes where staff and others interact closely with each other and modify where possible
 - Put in place measures to communicate and remind staff of the need to practice physical distancing
 - Review shift arrangements to reduce interaction between staff
 - Ensure social distancing is maintained during break times

2. Hygiene

- Good hygiene
 - Are adequate hand washing and hand sanitising stations provided? Check hand washing facilities are in good working order and adequately stocked (soap, hot water, paper towel, hand sanitiser)
 - Has signage about hand hygiene been provided?
 - Are processes in place to regularly monitor and review hygiene stations/measures?
- Cleaning and sanitisation
 - Has the cleaning frequency in any areas accessed by the public been determined?
 - Ensure thorough and regular cleaning of common surfaces, 'high touch' items and shared amenities e.g. handles, tables, chairs and toilets.
 - Have communal items been removed where possible? e.g. self-serve stations (cutlery, water, condiments).
 - Ensure your business has the appropriate cleaning products and equipment to perform cleaning and disinfection (detergent, disinfectant, food grade sanitiser, PPE where appropriate)
 - All contact surfaces that encounter food must be effectively cleaned and sanitised
 - Instruct staff to clean personal property

3. Training and education

- Consider what guidelines and resources should be provided to staff
- Where appropriate, support staff to complete training

4. Compliance with existing legislation and regulations

- Continue to meet obligations under existing legislation

5. Response planning

- Monitor symptoms
 - Put up signs about the symptoms of COVID-19 in the work place
 - Direct staff to stay home if they are sick
 - Instruct staff to disclose if they have been in close contact with a person who has or is being tested for COVID-19
- Contact tracing
 - Maintain booking records of patrons for the purposes of contact tracing.
 - Maintain a record of staff working on the premises.
- Incident Response
 - Have written instruction for staff responding to a COVID-19 related incident