COVIDSAFE EVENT GUIDE SHEET – CATERING SERVICE AREAS

This document is developed to assist the entertainment and events industry in South Australia to deliver COVIDSafe events that protect workers, patrons and the South Australian community.
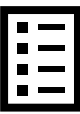This guideline supports 'South Australian events COVID-19 Guideline'.

We recommend that people using this guide sheet keep up to date with current information available on the SA Government website www.COVID-19.sa.gov.au.

If you are required to develop a COVID Management Plan then detailing the management of catering service public and worker areas will be a key consideration for SA health to approve your plan.

Note: The strategies below are only a guide, if you determine other strategies will be adequate and applicable to your event, then proceed with them. Please interpret these with Australian Food Health Standards CORONAVIRUS FOOD SAFETY.

Density	- Measure the available space within service area/s to determine capacity with physical distancing. - Install a capacity sign at the entry to the service area. Signage can be found here at the bottom of the linked web page. - Assign a person to monitor the capacity requirements as part of their role at peak times i.e. lunch/dinner/between performances/acts etc.
Physical distancing measures O1.5MO	**Service areas for patrons** - Include a wide service space that provides distance between service staff and patrons i.e. a wide trestle or bench. - Where practicable provide single use materials such as cutlery, disposable condiment containers, serviettes etc. - Install signage restricting unauthorised people to enter back of house and behind service area. - Where practicable install Perspex screens at pay points. - Promote cashless systems through your public communication methods i.e. social media, website, ticketing platform. - Train staff not to touch patrons payment cards and to sanitise if required to handle money/cards etc. - Have a separate access and exit for workers into each service area. - Install prominent signage to guide workers and patrons to physically distance. Found here. - Where practicable design a separate entry and exit to the service areas, this can be supported using crowd control measures such as barriers (soft or hard type) to create physical distancing between queues, payment points, exit points etc. - Locate casual dining (tables/chairs)/relaxing areas away from the catering service point areas to reduce congestion.
	Regular cleaning - Develop a cleaning programme to allocate particular cleaners to service areas to help reduce interactions through the site.

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O1.5MO	- Where practicable have the service staff do regular cleaning behind service points to avoid having general cleaners in this area.
	Back of house storage and preparation areas - Where practicable separate areas between different caterers/vendors back of house operations. - Reduce shared facilities where possible, such as hand washing, storage units and preparation areas. - Install prominent signage to guide workers and patrons to physically distance in the service areas. Found here.
Tracing 	- Gather all service workers names, who they are working for, phone and/or email records and days/times of work.
Hygiene 	- Include hand sanitiser dispensers in catering areas for workers behind service points and at access/exit points into the service area and patrons within the catering area. - Install prominent signage to guide workers and patrons to use hand wash facilities i.e. at pay point, on tables for patrons, on rubbish bins. Found here. - Ensure adequate rubbish bins are available for patrons to dispose of rubbish. - Where practicable install bin liners or other methods to minimise cleaner contact with rubbish - ensure PPE is part of the cleaners process. - Programme out of service hours cleaning for more robust sanitisation.
Training 	- Ensure all workers (service and cleaning) have completed an online COVIDSafe training module. - Induct Service workers and cleaners to site safety and emergency including COVID-19 safety. Have up to date information available on the site information board and ask that they perform good physical distancing and hygiene and stay home if they are unwell.
Monitoring 	- Have a COVID-Safe supervisor monitor each area and report to area manager/supervisor positives and areas for improvement. - Use an App and build a checklist for the service areas that a worker/cleaner can use to record their inspection and the cleaning undertaken. *Note: There are free Apps available that allow checklists to be built and used.*
Consult 	- Consult with your food and beverage provider regarding site delivery requirements. - Consult with catering and service equipment providers to ensure they provide COVID clean equipment. - Consult with your cleaning provider (if using one) to develop a cleaning programme that includes service area cleaning requirements that includes high touch areas and maintenance of hygiene materials.
Incident management 	- Have an incident management procedure. - Ensure first aiders apply PPE if attending an incident i.e. a laceration. - If a person presents with flu type symptoms have a separate treatment area to general first aid (have a mask available for the patient to wear). - Have an isolation/exclusion sanitising and cleaning plan for areas of contamination.

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