COVID Safe plan

Our COVID Safe Plan

Business name:	SkyHigh Mount Dandenong
Site location:	26 Observatory Road, Mount Dandenong. Vic 3767
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Guidance	Action to mitigate the introduction and spread of COVID-19
Hygiene	
Provide and promote hand sanitiser stations for use on entering building and other locations in the worksite and ensure adequate supplies of hand soap and paper towels are available for staff.	• *Hand sanitiser for staff are located at till's 1 & 2, Sup Computer area and coffee machine pick up area.* • *Hand washing station for staff is in kiosk and kitchen. Details of "how to wash your hands" are located above the basin. Hand soaps are also provided in female and male toilets and above the basins located in Kiosk and Kitchen.* • *Rubbish bins are all located near the hand basins stations for disposed paper towels* • *Supplies of more hand sanitisers and soap are located in the cleaners cupboard in the bridal room.* • *Print out on information on "how to wash and sanitise hands" can be found above all hand basin areas, toilets and staff board memo board.*
Where possible: enhance airflow by opening windows and adjusting air conditioning.	• *Kiosk doors are to be propped opened to allow air flow* • *Air conditioning can also be use in both Fireplace and Blade sections if applicable.*
In areas or workplaces where it is required, ensure all staff wear a face covering and/or required PPE, unless a lawful exception applies. Ensure adequate face coverings and PPE are available to staff that do not have their own.	• *Mask must be worn in all areas of SkyHigh at all times.* • *Disposal face mask are provided for staff at all times for staff needing them. Accesses of these masks are located near the Supervisors computer in Kiosk.* • *Wear a mask that covers your nose and mouth to help protect others* • *Wear a mask correctly for maximum protection* • ***Don't*** *put the mask around your neck or up on your forehead* • ***Don't*** *touch the mask, and, if you do, wash your hands or use hand sanitizer to disinfect* • *Gloves are located in kitchen for all staff needing them.* • *All disposal masks must be thrown in the rubbish bin located in kiosk and not to be worn again.* • *Re-usable mask must to washed and sanitised everyday for every shift. Instructions on "how to clean re-usable mask" are located on the staff memo book*

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Guidance	Action to mitigate the introduction and spread of COVID-19
Provide training to staff on the correct use and disposal of face coverings and PPE, and on good hygiene practices and slowing the spread of coronavirus (COVID-19).	*How to clean and sanitise* • *Wear gloves when cleaning and sanitising. Gloves should be discarded after each clean. If it is necessary to use reusable gloves, gloves should only be used for COVID-19 related cleaning and sanitising and should not be used for other purposes. Wash reusable gloves with soap and water after use and leave to dry. Clean hands immediately after removing gloves.* • *Thoroughly clean surfaces using detergent (soap) and water. Clean from the least dirty or soiled surfaces to the most dirty or soiled surfaces.* • *Apply sanitiser to surfaces using disposable paper towel or a disposable cloth. If non-disposable cloths are used, ensure they are laundered and dried before reusing.* • *Ensure surfaces get wet with D4, then rinse surfaces, then dry.* • *Information on how to wash your hands are located above washing hand basin, staff memo board and toilet areas. Staff must wash hands on a regular basis and form good hygiene habits* • *Do not come to work if you are unwell or experiencing any Covid19 symptoms. Must get tested other wise and once tested, you must stay home and advise your workplace of your results.* • *Fill in your health questionnaire before you start work. Forms are located near Supervisors computer in Kiosk area* • *Updates about Covid19 are sent via email weekly to all staff. Information about hygiene and the importance of working in a Covid safe environment is also sent to all staff via email. Print outs of this information can be found near the supervisor's computer area.* • *Disposable mask is available for staff at all times and must only be used once. Rubbish bins are located in the kiosk and kitchen area for disregarded gloves, paper towels and single use mask.*
Replace high-touch communal items with alternatives.	• *Soap dispensers are censored when washing hands* • *Colour-coded clothes are used for different types of milk to avoid* • *Single use condiments are available for takeaway* • *Phones are to be wiped down with R4 sanitiser with every use* • *Computer screens and till screens must be D2 and then R4 with a paper towel with every use.*

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Cleaning	
Increase environmental cleaning (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily).	• *Wash hands after picking up rubbish, clean and sanitise door handles and toilet areas as frequently as possible* **Cleaning and sanitising** **Cleaning** means physically removing germs, dirt and organic matter from surfaces. Cleaning alone does not kill germs, but by reducing the numbers of germs on surfaces, cleaning helps to reduce the risk of spreading infection. **Sanitising or disinfecting** is a process designed to kill germs on surfaces to a safe level. This can be done through heat and water, or by using chemical disinfectant/sanitisers. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs that remain on surfaces after cleaning, sanitising further reduces the risk of spreading infection. Cleaning before sanitising is very important as organic matter and dirt can reduce the ability of sanitisers to kill germs. Cleaning and sanitising should be done as two-step process. A surface needs to be thoroughly cleaned (with detergent) before it is then sanitised, as sanitisers generally do not work well in the presence of food residues. Kitchen and food handling areas (including all serving areas and bars): The cleaning of surfaces (in food handling areas and food contact surfaces) should be undertaken as follows: • Wash: use hot water and detergent to removal grease and food residue. • Rinse: rinse off detergent and any loosened residue.

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	• Sanitise/Disinfect: follow the instructions for sanitising on the D4 bottle • Rinse: wash off the sanitiser, if using bleach or a chemical disinfectant (refer to manufacturer's instructions). • Dry: allow to air dry or use single use towels. All kitchen and food handling areas need to be sanitised on a regular basis. This clean-up needs to include all work surfaces, benches, shelving, doors, sinks, floors etc., or any other areas that are possibly contaminated. It is important that all food processing equipment (blenders, mixers, stab mixers, etc.) be dismantled enough to be thoroughly cleaned and sanitised. Equipment parts may need to be washed and scrubbed clean before a chemical disinfectant can be applied or before the parts are placed into a dishwasher. **Management of linen, crockery and cutlery** Fabrics including table clothes, napkins, aprons and tea-towels should be machined washed using the hottest temperature allowed under manufacturer's directions – This is done by Balwyn Events – Do not wash linen in house. Wash crockery and cutlery in a dishwasher on the highest setting possible. If a dishwasher is not available, hand wash in hot soapy water. Wash cutlery in small batches to ensure it does not hold food particles. Crockery should be scrubbed to remove all food particles before it goes in the dishwasher. **Other areas to clean** All toilets and bathroom areas, (including toilet bowls, hand wash basins, tap handles, doors, door handles, toilet flush buttons/handles, floors), all communal areas (staff rooms, dining rooms, etc.) and frequently touched surfaces that may have been contaminated like pens and spray bottles, should be cleaned and then sanitised with D4. **How to clean and sanitise** 1. Wear gloves when cleaning and sanitising. Gloves should be discarded after each clean. If it is necessary to use reusable gloves, gloves should only be used for COVID-19 related cleaning and sanitising and should not be used for other purposes. Wash reusable gloves with soap and water after use and leave to dry. Clean hands immediately after removing gloves. 2. Thoroughly clean surfaces using detergent (soap) and water. Clean from the least dirty or soiled surfaces to the most dirty or soiled surfaces. 3. Apply sanitiser to surfaces using disposable paper towel or a disposable cloth. If non-disposable cloths are used, ensure they are laundered and dried before reusing. 4. Ensure surfaces get wet with D4, then rinse surfaces, then dry.
Ensure adequate supplies of cleaning products, including detergent and disinfectant.	• *D2- All purpose cleaner.* • *D4a – Surface sanitiser* • *R3 – Multi-surfacel Glass cleaner* • *Hand Soap – Purell Hand Sanitiser*

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Physical distancing and limiting workplace attendance	
Ensure that all staff that can work from home, do work from home.	*N/A* • *All task performed by staff here at SkyHigh are not task that can be performed from home.*
Establish a system that ensures staff members are not working across multiple settings/work sites.	• *Staff must inform SkyHigh if you are working in multiple sites* • *Adjusted rosters at SkyHigh have been designed to minimise the amount of staff working at the one time* • *Practice of "social distancing" will need to be followed by all staff* • *Limit physical interactions between workers, workers and clients, and workers and other persons at the site (e.g. deliveries) and use other methods such as mobile phone or radio to communicate.* • *Where it is practical and safe to do so, review tasks and processes that usually require close interaction and identify ways to modify these to increase physical distancing between workers.*
Establish a system to screen employees and visitors before accessing the workplace. Employers cannot require employees to work when unwell.	• *Staff must fill in a staff coronavirus (COVID – 19) Health Questionnaire.* • *Do not come to work if you are unwell or experiencing any Covid19 symptoms. Must get tested and once tested, you must stay home and advise your workplace of your results.*
Configure communal work areas so that there is no more than one worker per four square meters of enclosed workspace, and employees are spaced at least 1.5m apart. Also consider installing screens or barriers.	• *Staff must practice social distancing when entering SkyHigh* • *Staff table can only have 2 staff members at any given time at a distance of 1.5 metres apart*
Use floor markings to provide minimum physical distancing guides between workstations or areas that are likely to create a congregation of staff.	• *Roster has been designed to minimise staff working in the same area.* • *Positioning staff to minimise contact with one another is orchestrated by the supervisor during the shift to practice social distancing.*
Modify the alignment of workstations so that employees do not face one another.	• N/A • Ensure staff are cleaning in separate areas not cleaning the same area together • Staff are not to sit at the same table when taking a break, chefs to use the chef office, front of house to use the staff table or the table set in the blade area

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Minimise the build up of employees waiting to enter and exit the workplace.	• *Entry and Exit point of the building is through the door entering the upper kitchen* • *Roster has been designed to minimise the amount of staff entering and exiting the building at the one time. This entry point is only used by staff and no customers. Signage of "Staff only" is shown on door*
Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks).	*. STAFF PRACTICES* *General Measures:* *• Limit physical interactions between workers, workers and clients, and workers and other persons at the site (e.g. deliveries) and use other methods such as mobile phone or radio to communicate.* *• Where it is practical and safe to do so, review tasks and processes that usually require close interaction and identify ways to modify these to increase physical distancing between workers.* *Cleaning* *• Usual cleaning schedules will need to be increased. Frequently touched surfaces (such as handrails, scanners, plant controls, machinery and doors) should be cleaned regularly using appropriate detergent solutions. Once cleaned, they should ideally be disinfected regularly using appropriate disinfectant solutions. Personal items used in the workplace such glasses and phones should be cleansed and ideally disinfected frequently (e.g. by using isopropyl alcohol wipes). Workplace amenities including kitchens, lunchrooms, communal areas, change rooms, toilets, drink fountains and vending machines, should be cleaned industrially and the frequency of this cleaning should increase.* *• Food preparation areas and equipment and front of house areas where customers access should be cleaned in line with Safe Work Australia's guidance on Cleaning and COVID-19 and the frequency of cleaning should be increased.* *• Frequently touched surfaces, including counters, menus, handrails, doors, till, phones, keyboards and EFTPOS facilities, should be cleaned regularly using appropriate detergent solutions where possible. Once cleaned, they should ideally be disinfected regularly using appropriate disinfectant solutions.* *• Also consider reducing the number of touch points for workers. For example, leaving access doors open, where appropriate. If possible, make hand sanitiser available at entry and exit points so workers can use it when arriving and leaving.* *• Gloves and alcohol-based hand sanitiser should be made available. The workplace should provide closed bins for workers where appropriate to hygienically dispose of waste and rubbish such as used tissues, immediately (or if away from amenities, as soon as possible) after use. Hand washing facilities or alcohol-based hand sanitiser should be available for workers to use after they dispose of their waste.* *6. MANAGING AN OUTBREAKIN YOUR BUSINESS* *Safework Australia has prepared the following guide for hospitality businesses who require advice and information relating to COVID-19 in the workplace.* *A person who has recently been at your workplace such as a worker, client or customer may inform you they have, or may potentially have, COVID-19. Depending on the circumstances (e.g. how recently the person was at your workplace and how closely they were in contact with others) you may have reasonable concerns about the health of others in your workplace.* *You must always continue to meet your WHS duties. This may mean taking steps above and beyond public health requirements to eliminate or minimise, so far as is reasonably practicable, the risk of workers and others in your workplace (such as customers) contracting COVID-19.* *1. Seek advice and assess the risks* *Seek government health advice by calling your state or territory helpline. Follow the advice of your state and territory public health unit. You can also contact the National Coronavirus Helpline on 1800 020 080, which operates 24 hours a day, seven days a week. The National Helpline can provide advice on when and how to seek medical help or about how to get tested for COVID-19.* *Ensure that you have current contact details for the person and make a note about the areas they had been in the workplace, who they had been in close contact within the workplace and for how long. This will inform you about risks to others and areas to clean and disinfect. This information may also assist your state and territory public health unit if they need to follow up with you later.*

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	2. Identify and tell close contacts
	The state or territory public health unit will identify close contacts of a confirmed COVID-19 case and provide them with instructions, for example, in relation to quarantine requirements.
	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. If instructed by health officials, tell close contacts that they may have been exposed to COVID-19 and the requirements for quarantine. You must maintain the privacy of all individuals involved.
	Seek information about the areas that close contacts have been in the workplace, who they have been in close contact within the workplace and for how long. This will inform you about possible risks to others, and additional areas that may also need to be cleaned and disinfected.
	3. Clean and disinfect
	Close off the affected areas and do not let others use or enter them until they have been cleaned and disinfected. Open outside doors and windows if possible, to increase air flow.
	All areas, for example offices, bathrooms, kitchens and common areas as well as equipment or PPE that were used by the person concerned must then be thoroughly cleaned and disinfected.
	Cleaners must wear appropriate PPE, for example disposable gloves or gloves appropriate to the cleaning chemicals being used, and safety eyewear to protect against chemical splashes. If there is visible contamination with respiratory secretions or other body fluids in the area, the cleaners should also wear a disposable apron.
	Your state and territory public health unit may also provide you with further information about how and where to clean. You must follow those instructions.
	4. Review risk management controls
	Review your COVID-19 risk management controls, in consultation with your workers and assess and decide whether any changes or additional control measures are required.
	You must always continue to meet your WHS duties. This may mean taking steps above and beyond public health requirements to eliminate or minimise, so far as is reasonably practicable, the risk of workers and others in the workplace (such as customers) contracting COVID-19.
	Do I need to close my workplace for cleaning?
	There is no automatic requirement to close an entire workplace following a suspect or confirmed case of COVID-19. It may be unnecessary if the person has only visited parts of your workplace or if government health officials advise you the risk of others being exposed are low.
	Whether you need to suspend operations in your workplace will depend on factors such as the size of the workplace, nature of work, number of people and suspected areas of contamination in your workplace.
	7. TRAINING: HOSPITALITY SOCIAL DISTANCE
	• Ensuring Staff are re-trained through an internal training program.
	• As hospitality businesses start to prepare to come back into the industry, cafes, restaurants and catering businesses need to understand their obligations and best practice operations for themselves and their employees.
	• The internal training should include Social Distancing understanding -
	o Staff Induction for working during COVID-19
	o Working during COVID-19 and impacts on customers, customer volume, staff and sickness
	o Managing customers during social distancing
	o Cleaning premises and equipment during COVID-19
Review delivery protocols to limit contact between delivery drivers and staff.	*Delivery drivers to drop goods in top kitchen and leave, sanitiser provided in the top kitchen for them to use*

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Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing.	*Salaried staff are no longer to have an overlap of shifts and a detail clean of areas to be carried out if and when staff change over shifts. Rosters cut back so that no more than one staff member is rostered in each area of the business*
Where relevant, ensure clear and visible signage in areas that are open to the general public that specifies maximum occupancy of that space, as determined by the 'four square metre' rule.	*Maximum occupancy is clearly marked on the bistro entrance, function room entrance and maze entrance for customers to see, these capacities are to be monitored and enforced by staff*

Guidance	Action to ensure effective record keeping
Record keeping	
Establish a process to record the attendance of customers, clients, visitors and workplace inspectors, delivery drivers. This information will assist employers to identify close contacts.	*There is a QR code on all tables and at all entrances for staff, customers and delivery drivers to use to check-in. This is contactless and includes a web link for those who don't have QR code scanners*
Provide guidance to staff on the effective use of the workplace OHS reporting system (where available).	*Staff are encouraged to raise OHS issues with supervisors and office managers. Staff are also welcome to e-mail the general manager with any safety issues*

Guidance	Action to prepare for your response
Preparing your response to a suspected or confirmed COVID-19 case	
Prepare or update your business continuity plan to consider the impacts of an outbreak and potential closure of the workplace.	*Having good record keeping on what shifts staff have worked and in which physical locations, such as building floors, as well as their up-to-date contact details. This will help support the Department of Health and Human Services (DHHS) with contact tracing if needed*
Prepare to assist DHHS with contact tracing and providing staff and visitor records to support contact tracing.	*The Department of Health and Human Services (DHHS) receives all notifications of confirmed cases of coronavirus (COVID-19).* *Following notification, contact tracing is undertaken to understand where the person may have acquired their infection and where they have been while they were infectious. DHHS will notify employers when an employee has been diagnosed with coronavirus (COVID-19) and has been infectious while in a workplace setting. DHHS will provide guidance on any public health actions required. DHHS does not routinely notify employers of cases if there has been no assessed risk to the workplace, for example when someone has not attended the workplace while infectious.*
Prepare to undertake cleaning and disinfection at your business premises. Assess whether the workplace or parts of the workplace must be closed.	*If the person with a confirmed case of coronavirus (COVID-19) is deemed to have attended work while infectious, or could possibly have acquired coronavirus at work, the following steps should be undertaken::* 1. *Determine what areas of the workplace were visited or used by the confirmed case by referring to records of staff attendance at the workplace. The more accurate these details are and the more readily available, the more confident DHHS can be about which areas of the workplace need to be closed and for how long.* 2. *Consult with DHHS on whether the workplace or part of the workplace is required to close for a short period to facilitate cleaning and enable contact tracing. DHHS will determine whether to assign an outbreak management team and deploy DHHS staff to attend the workplace to perform a risk assessment and provide advice.* 3. *Work with DHHS to provide details that will assist in contact tracing such as records of staff attendance and up-to-date contact details for staff should they be required. DHHS will contact anyone who is identified as a close contact of the case. In some circumstances, DHHS will ask the company to make first contact with relevant staff members with agreed messages.* 4. *Open outside doors and windows to increase air circulation and close off the affected area before commencing cleaning and disinfection.* 5. *Organise for the cleaning and disinfecting of all areas that were used by the confirmed case. The workplace or part of the workplace as determined by DHHS should remain closed until this is completed.* 6. *Wider cleaning and disinfection of the site, paying particular attention to high-touch areas as may be advised by DHHS.*
Prepare for how you will manage a suspected or confirmed case in an employee during work hours.	1. *Any staff member who tests positive for coronavirus (COVID-19) should remain at home in self-isolation until they have been notified by DHHS that they have met the criteria for release. The staff member should follow DHHS guidance and their employer's policy with regards to return to work.* 2. *Ensure staff who are identified to be close contacts of a person with coronavirus do not come to work for 14 days after their last close contact with the positive case, as they must self-quarantine for this period. During self-quarantine, the staff member should watch for symptoms and seek medical assessment and testing if they develop symptoms such as fever, sore throat, runny nose, shortness of breath or a loss of their sense of taste or smell.*

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Prepare to notify workforce and site visitors of a confirmed or suspected case.	Print out rosters, prepare staff health forms, print out customer check-in forms along with any delivery information for the time period in question. Prepare to collect all phone numbers of all people that may have been in contact over the time period in question
Prepare to immediately notify WorkSafe Victoria on 13 23 60 if you have a confirmed COVID-19 case at your workplace.	Richard Pitts to be notified immediately if there is a confirmed COVID-19 case at the workplace and he will immediately notify Worksafe Victoria. Richard is to be the contact with Worksafe Victoria because of his overall knowledge of the business and how to quickly find and process information. If Richard cannot be contacted then Dani Angus is to be notified and will contact Worksafe in Richards absence
Confirm that your workplace can safely re-open and workers can return to work.	1. *If the case or cases are deemed an outbreak, DHHS will maintain active involvement throughout the course of the outbreak including providing advice on when the workplace can re-open or when the outbreak is considered resolved.* 2. *The workplace should work with DHHS to ensure that all appropriate preventative measures have been taken prior to reopening the business.* 3. *Following a coronavirus (COVID-19) case at a workplace, risk management controls and infection prevention measures should be reviewed in order to reduce risk of further coronavirus (COVID-19) exposures.*

I acknowledgement I understand my responsibilities and have implemented this
COVID Safe plan in the workplace.
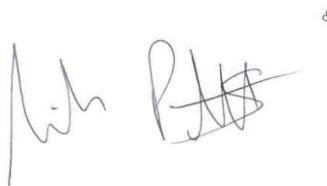
Signed

Name Richard Pitts

Date 8.8.2020