



Guidelines for the Management of Coronavirus (COVID-19) – Takeaway / Home delivery food businesses

Version 2.0

Date: 14 April 2020

Due to the COVID-19 pandemic, all businesses are required to take extra precautions and implement strict processes and procedures in order to reduce the spread of the virus. This is achieved by ensuring adequate physical distancing and hygiene measures are in place.

Food businesses are an essential service to the community and at the moment, are permitted to open subject to some limitations. Dine-in facilities are not permitted to operate, however takeaway and home delivery options are still permitted.

There is no evidence that COVID-19 is transmitted via food. However, there is no immunity in the general population and the virus is highly infectious. Businesses must adopt practical measures to reduce the spread between staff and the public.

Physical distancing and prevention of spread of COVID-19 via contaminated surfaces is important in your business. These guidelines have been developed to help support and provide advice to food businesses to reduce the spread of COVID-19 in our communities

How to safely manage home delivery and takeaway services

As the COVID-19 pandemic has changed how some businesses need to operate, businesses should ensure that they are aware of the correct food handling processes when preparing food for home delivery. Those processes include:

- Maintaining correct personal hygiene while packing the food and ensuring the food containers are food grade, fit for purpose, and stored in a safe and clean manner.
- Assess food handler's knowledge to ensure that food is packed, stored and delivered to the customer under temperature control and in a timely manner.
- Ensuring that the business maintains all allergen control, during ordering (have they made it possible for a customer to alert them to their allergy), food preparation and transport/delivery.
- Complying with physical distancing requirements when hand-over happens.

Payments

Promote cashless payments. If money has to be accepted, implement a procedure where the two people do not physically touch such as placing the money on the counter. Ensure that hands are washed with soap and water, or a hand sanitiser is used.

Entrance to store

1. Provide a temporary hand wash station or hand sanitiser at the entrance of the store for customer use.
Customers should be directed to use this prior to entering the store.
2. Provide signage (that stands out) with instructions on these steps.

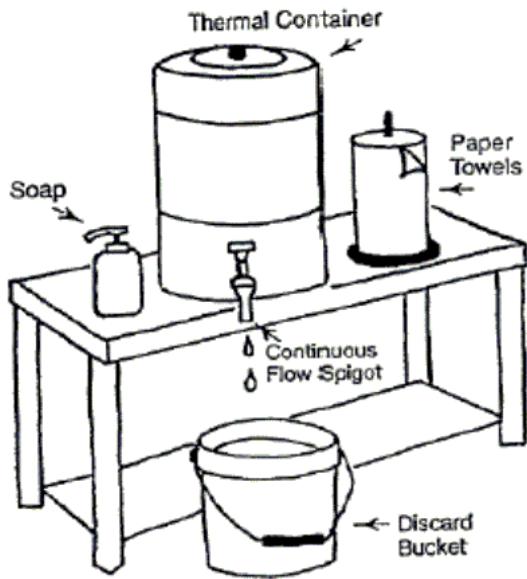


Photo 1— How to set up a temporary hand

Photo 2 – Picture of a temporary hand wash station
wash station

One way traffic flow

Where possible promote a one way flow throughout the store. If you have multiple entrances, dedicate one as an entrance and the other as an exit.

Consider arrow markings on the floor to indicate the direction customers should walk through each aisle and throughout the store. The purpose of this is to avoid customers having to walk around each other or towards one another. This will hopefully minimise congestion.

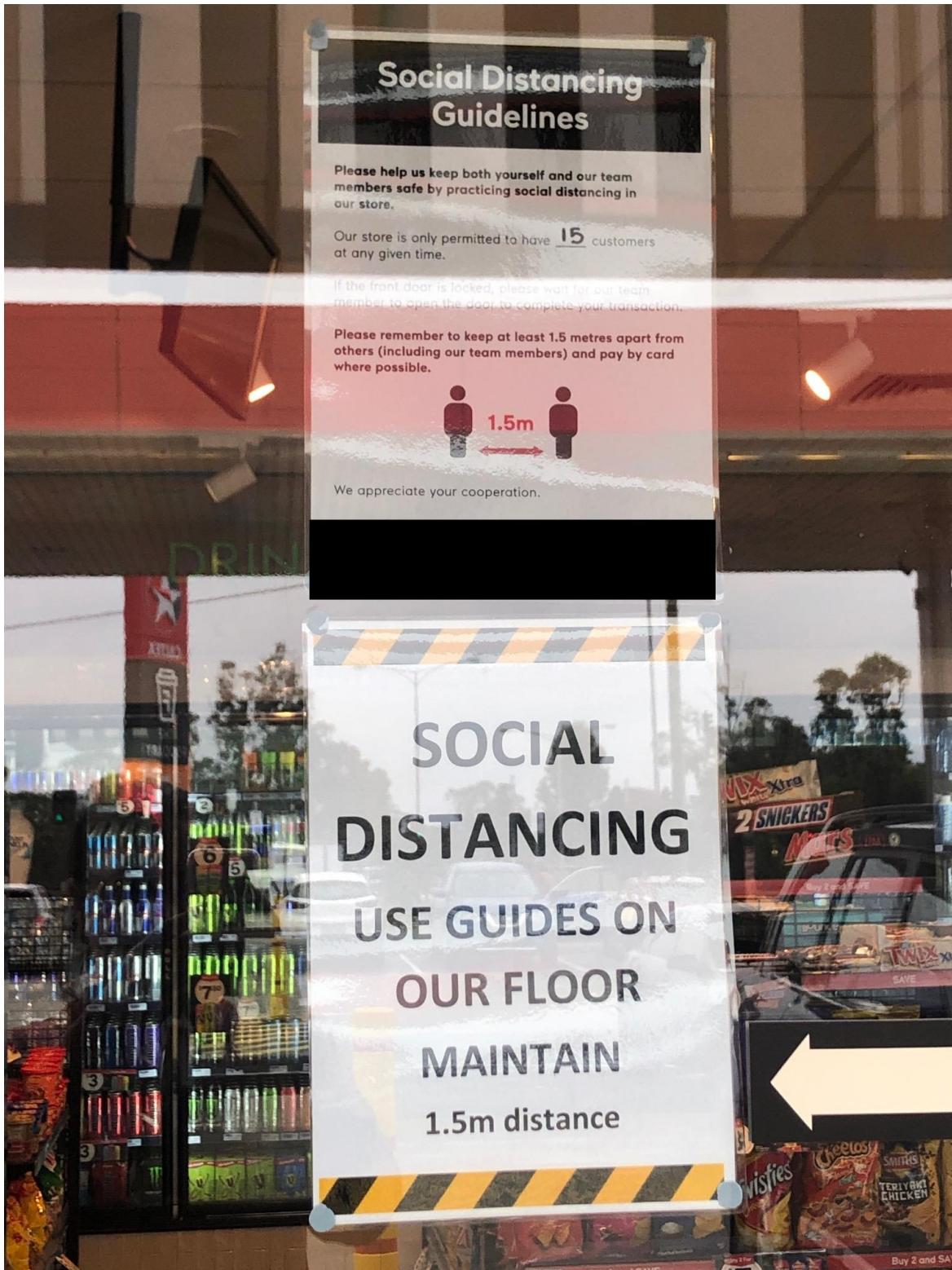
Density Signage

Measure the floor space of the publicly accessed areas of the business to work out how many square metres of accessible public floor area. Divide this number by 4 to work out how many people are permitted within the store at once. The number permitted is to be displayed on a sign at the entrance to the supermarket.

Minimum Standard Guidelines for the Management of Coronavirus (COVID-19)

– Takeaway /. Home delivery businesses

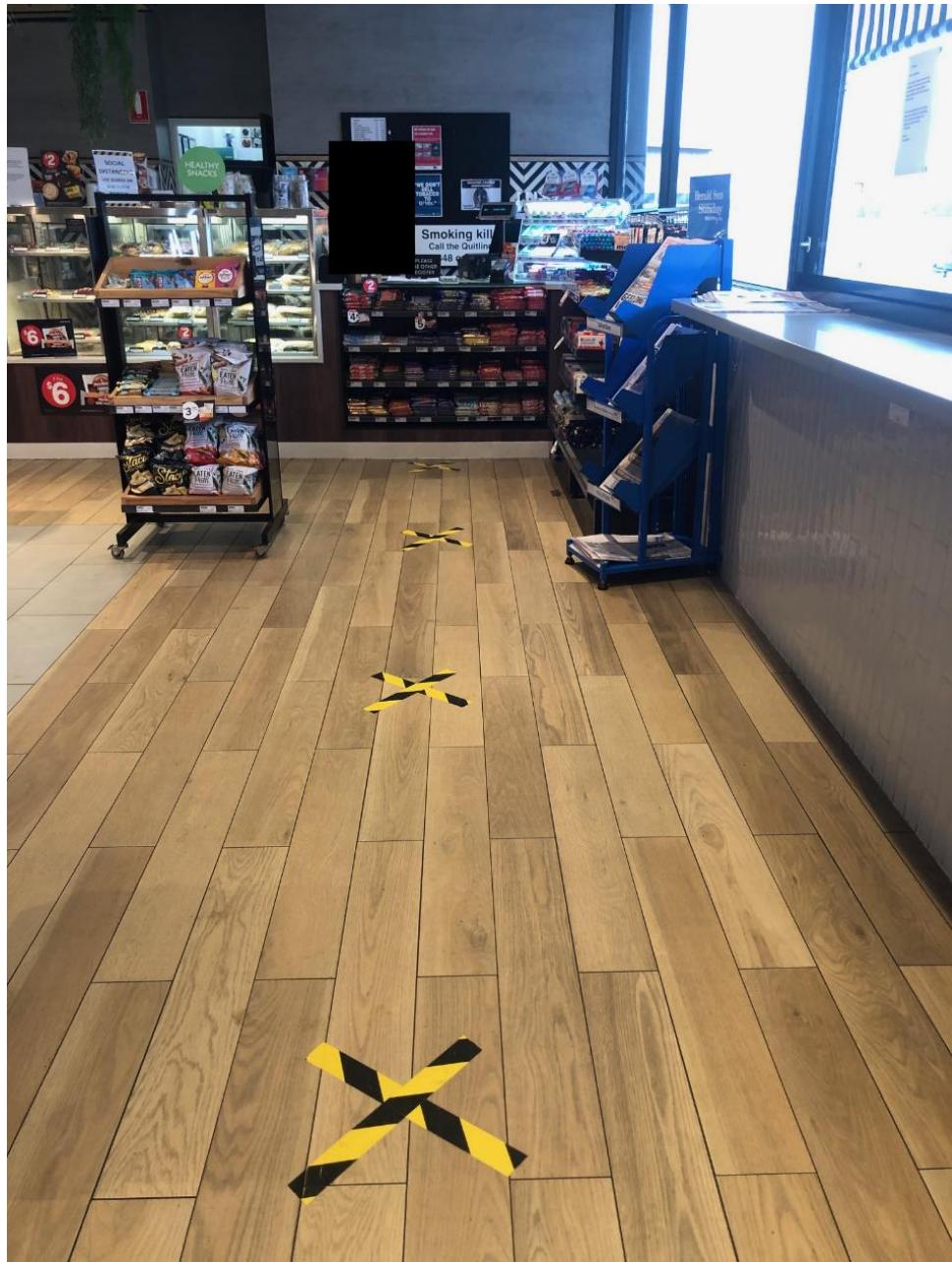
Photo 3 – Example of density signage



Social distancing markings

Wherever people queue within the business i.e. entrances, at counters, provide space markings on the floor at a minimum of 1.5m apart to indicate where people are to stand. Markings need to be bright coloured or of a pattern that stands out. Signage should be used to reiterate the message and bring this requirement to the customer's attention.

Photo 4 – Picture of social distancing markers



Cleaning

Throughout the COVID-19 pandemic additional cleaning needs to be carried out throughout food businesses according the Victorian Chief Health Officers directions. The focus needs to be on frequently touched surfaces. You may need additional cleaning staff to carry out these duties or assign certain staff to cleaning duties.

General cleaning should continue as normal (e.g. using hot water and detergent) and additional cleaning and sanitising of all food contact surfaces is recommended. All eating and drinking utensils and food contact surfaces must be clean and sanitised before use.

All reasonable steps must be taken to ensure:

- Frequently touched surfaces are cleaned at least twice a day. Frequently touched surfaces may include:
 - Door handles e.g. fridges, freezers, display cases
 - Service counters/check-out areas
 - Hand rails
 - EFTPOS keypads
 - Bathrooms
- Surfaces are cleaned when visibly soiled; and
- Surfaces are cleaned immediately after a spill on the surface.

For sanitising, current advice is that coronavirus is destroyed by hot water (e.g. by dishwashers operating above 60°C), or by commercial sanitisers normally used in food premises (e.g. sodium hypochlorite, hydrogen peroxide, and 70% ethanol). No change in concentration or exposure times is needed. Follow manufacturers' instructions.

Cleaning Products

Use a disinfectant for which the manufacturer claims antiviral activity (meaning it can kill viruses). Chlorine-based (bleach) disinfectants are one product that is commonly used. Other options include common household disinfectants or alcohol solutions with at least 70% alcohol (for example, methylated spirits).

Follow the manufacturer's instructions for appropriate dilution and use.

Chlorine dilutions calculator

Household bleach comes in a variety of strengths. The concentration of active ingredient — hypochlorous acid — can be found on the product label.

Contact time is usually 10–30 seconds but check the manufacturer's instructions

Throw diluted bleach away after 24 hours.

Dilutions using household liquid bleach (with 4% available chlorine as written on the label).

<i>Household bleach 4% available chlorine</i>	<i>Add the following amounts of bleach to the water to give the required concentration</i>
<i>Volume of water to which chlorine is added</i>	<i>1000ppm</i>
1 litre	26.3ml
5 litres	125ml
10 litres	250ml

For other concentrations of chlorine-based sanitisers, a dilutions calculator can be found on the [department's website](http://www2.health.vic.gov.au/public-health/infectious-diseases/infection-control-guidelines/chlorine-dilutions-calculator) <www2.health.vic.gov.au/public-health/infectious-diseases/infection-control-guidelines/chlorine-dilutions-calculator> .

Please also refer to the Victorian Department of Health and Human Services, [Cleaning and disinfecting to reduce COVID-19 transmission](#).

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Staff health and hygiene

Handwashing is critical to reducing spread of the virus – businesses should ensure adequate facilities are provided and ensure food handlers thoroughly and frequently wash their hands. Normal soap and warm running water is adequate for hand washing. Hand sanitisers can be used as an added measure but should not replace hand washing.

Gloves should only be used if part of the businesses normal procedures for food safety i.e. when handling ready to eat foods in the deli. The focus should instead be on good physical distancing and hygiene. Gloves can cause more of an issue as they are often not changed regularly enough and can become a source of contamination. Remember gloves need to be changed as often as you would wash your hands, and you should wash your hands between changing gloves.

The current advice is that masks are not necessary. For people that can practice good physical distancing and hygiene in their workplace, masks are not required.

Educate staff to maintain good social distancing 1.5m from customers and one another.

Educate staff so that they are not touching their nose, mouth and face. If they do then they must wash hands with soap and water, and dry with paper towel.

Ensure any staff member that has any symptoms of respiratory infection i.e. fever, sore throat, runny nose, cough, shortness of breath, or has been a close contact to someone confirmed a COVID-19 case DOES NOT WORK.

Communication with customers

It is important that you maintain contact with your customers and the community via means such as social media and website updates. This is an opportunity for you to advise the community of any policy and procedure changes, in particular ones that will impact your customers.

We have seen social media being used to update customers on stock supply issues, changes in procedures such as moving to cashless payments only and asking the community to do the right thing by maintaining physical distancing and only sending 1 family member to the store at a time.

The use of these platforms can be beneficial in demonstrating to the community that you are taking the COVID-19 issues seriously. Providing regular updates to your customers, particularly as things change, will help them stay informed and know what to do when they visit your business.

Additional things to consider

1. Stopping/reducing visitations other than customers that are not essential such as sales representatives.
2. Do not undertake tasting activities.
3. Temporarily stop self-serve displays.
4. There is no evidence to suggest the need to change a business's policy regarding Keep Cups, and no evidence to suggest there is any benefit in switching to disposables. However, a food handler does not have to accept reusable containers from customers, especially if they are dirty. This is a risk that should already be managed for food-borne illnesses like norovirus.
5. Consider rearranging service areas to minimise contact – e.g block access and serve customers from an external doorway.
6. On-site consumption of food is not permitted – this includes eating takeaway at outside tables and chairs.

For more information?

- [Southern Grampians Shire www.sthgrampians.vic.gov.au/coronavirus](http://www.sthgrampians.vic.gov.au/coronavirus)
- Greater Hamilton Business & Tourism Group - Covid-19 on Facebook.
- Stay informed directly with DHHS via www.dhhs.vic.gov.au/coronavirus or the 24 hour hotline 1800 675 398.
- Cleaning and disinfecting to reduce COVID-19 transmission, available at <https://www.dhhs.vic.gov.au/business-sector-coronavirus-disease-covid-19>
- Vic Health www.vichealth.vic.gov.au
- Food Standards Australia New Zealand - FSANZ at www.foodstandards.gov.au
- World Health Organisation at www.who.int/health-topics/coronavirus
- Premier of Victoria at www.premier.vic.gov.au
- Business Victoria at www.business.vic.gov.au

Contact the Southern Grampians Shire Council Environmental Health Team on (03) 5573 0256 or Council@sthgrampians.vic.gov.au