RESTAURANTS CATERING GENERAL OPERATIONS INFECTION REDUCTION PROCEDURES

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Approved by:

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Signed:

1. **Scope**
   This document has been compiled with the focus on general direct cross contamination infection reduction in mind using very strict protocols in a variety of restaurant and catering environments.

2. **Staff responsible**
   2.1. All cleaners
   2.2. Management
   2.3. Front of house staff
   2.4. Kitchen and delivery staff
   2.5. Food & Beverage staff

3. **Equipment needed**
   3.1. Correctly diluted multi-purpose cleaner
   3.2. Correctly diluted QAC Sanitiser
   3.3. Correctly diluted Chlorine-based sanitiser
   3.4. Correctly diluted fast drying or alcohol based sanitiser
   3.5. Correctly labelled spray bottles
   3.6. Hand washing soap
   3.7. Alcohol sanitiser wipes
   3.8. Hand sanitisers
   3.9. Cleaning cloths
   3.10. Toilet cleaning equipment
   3.11. Laundry handling and cleaning equipment
   3.12. Face masks
   3.13. Protective gloves
   3.14. Protective goggles
   3.15. Medical thermometer

4. **Method**
   4.1. Set out below

5. **Records required**
   5.1. Staff hygiene check lists
1. **General area cleaning, Frequent Touch items, Cash and Staff management:**

1.1. When using a dual-purpose chemical such as a QAC based detergent/disinfectant:

1.1.1. When performing opening and closing cleaning procedures the surface must be fully cleaned first with the detergent/disinfectant and a separate cleaning cloth before sanitising. If this is
1.1.2. If at any point there is any soiling or loose residue on the surface, the surface must be fully cleaned first with the detergent/disinfectant and a separate cleaning cloth before sanitising.
1.1.3. For sanitising and minor residue removal, spray the detergent/disinfectant onto the surface
1.1.4. Allow a 5 minute contact time
1.1.5. Wipe with a clean cloth. A new cloth should be provided for each shift and must be kept in a clean condition.
1.1.6. Allow to air dry
1.1.7. If the surface is visibly clean and one is only performing during operation wipe downs, then skip steps 1.1.1 and 1.1.2

1.2. When using single purpose chemicals (dedicated detergent and separate dedicated sanitisers):

1.2.1. When performing opening and closing cleaning procedures the surface must be fully cleaned first with the detergent and a separate cleaning cloth before sanitising.
1.2.2. If at any point there is any soiling or loose residue on the surface, the surface must be fully cleaned first with the detergent and a separate cleaning cloth before sanitising.
1.2.3. For sanitising and minor residue removal, spray the QAC, Alcohol, or bleach (liquid chlorine) based disinfectant onto the surface
1.2.4. Allow a 5 minute contact time
1.2.5. Wipe with a separate clean cloth. A new cloth should be provided for each shift and must be kept in a clean condition.
1.2.6. Allow to air dry
1.2.7. If the surface is visibly clean and one is only performing during operation wipe downs, then skip steps 1.2.1 and 1.2.2

1.3. Clean all direct contact areas very regularly, a schedule should be used for this and checked regularly. Full deep cleaning and sanitising must occur after operation has ceased, full sanitising must occur before operation commences and at least every hour during operation if not used (see frequent Touch procedures in 1.4 below):

1.3.1. Railings and handles
1.3.2. Door handles and push plates
1.3.3. Balustrades, and general railings
1.3.4. Chairs, seats, tables
1.3.5. Reception desk, proximity railings, general use desks
1.3.6. Trays
1.3.7. Common areas Toilets (see room bathroom cleaning procedures, 8.0 below)
1.4. Frequent Touch areas, an extension of direct contact areas. Full deep cleaning and sanitising must occur after operation has ceased, full sanitising must occur before operation commences and at least every hours during operation:

1.4.1. ADDITIONALLY free access sanitiser stations should be installed at or very near these items and signage should be posted up to request all persons to apply the sanitiser to their hands before use and then handle these items while their hands are still wet with the sanitiser, after which they can rub the sanitiser until dry

1.4.2. Free access alcohol/fast drying sanitiser must be supplied in toilets’ common areas and cubicles. Signage should be placed up with this sanitiser requesting all persons to sanitise their hands before using anything and to use the items while their hands are wet with sanitiser. Persons should also be prompted to spray all surfaces with the supplied sanitiser

1.4.3. Alcohol sanitiser wipes should be used to wipe electronics Frequent Touch surfaces

1.4.4. These items include all items that are touched very frequently by many different persons including staff, customers, customers, and such. These include but are not limited to:

1.4.4.1. Entrance door handles, latches and touch plates
1.4.4.2. Common area fridge handles
1.4.4.3. POS and credit card machines
1.4.4.4. Toilet door handles, latches and touch plates

1.4.5. PLEASE NOTE: The use of cash is strongly advised against. The nature of cash notes makes them prone to harbouring infectious particles and it is impractical to sanitise all notes and coins individually.

1.4.6. It is recommended that a mobile electronic payment facility is used. This facility should be sanitised before and after each use if it needs to be handled by the customer. Mobile phone QR scanning apps would be the best option

1.4.7. If cash absolutely must be accepted, a cash handling system must be used, preferably at dedicated cash handling tills, where the following system can be followed by staff and customers:

1.4.7.1. Hand sanitiser used before handling cash
1.4.7.2. Cash should be placed on a sanitised tray (alcohol/fast drying sanitiser)
1.4.7.3. Cash should be sprayed with sanitiser (alcohol/fast drying sanitiser)
1.4.7.4. Cash can be handed over from the tray
1.4.7.5. Hands should be sanitised after handling the cash

1.4.8. In the BOH cash handling areas the staff must follow a very strict and regular hand cleaning and sanitising regime and a cash sanitising regime.
1.5. FOH Staff, ALL STAFF:

1.5.1. Increase staff hand washing and sanitising, especially after cleaning and handling of customer matters
1.5.2. Ensure there is a staff hygiene and illness screening first thing in the day and keep all staff separate during the check. It is recommended that a temperature check is added to the screening check. This must be done at the beginning of every shift using a No Contact Medical Infrared Forehead Thermometer
1.5.3. Avoid staff congregating. Manage staff change areas to ensure there are not too many staff in the area at any one time. Rotational use of the area is recommended.
1.5.4. Give staff a form of mouth-and-nose cover (face mask) to prevent outward cross contamination from staff that may be asymptomatic
1.5.5. Distribute hand sanitisers throughout the common areas for free access and use
1.5.6. The existing managers must be tasked with monitoring the major areas to ensure cleaning and sanitising happens regularly
1.5.7. Ensure a positive case action plan is compiled and that the relevant staff are trained in the action plan procedure

2. Toilet cleaning:

2.1. For cleaning procedures, use the procedures detailed in point 1.1 and 1.2 above.

2.2. Toilet bowl inner, or Sluice cleaning:

2.2.1. Flush (stand back, turn head away, breath out to avoid aerosol)
2.2.2. Clean with brush
2.2.3. Apply chemical with sanitising properties and allow a 5 minute contact time
2.2.4. Flush again
2.2.5. Clean rim as for point 1.1 or 1.2 above using toilet bowl inner cloth and bucket

2.3. SEGREGATED (colour coded) cleaning equipment must be used for the:

2.3.1. Toilet outside and hand contact areas (bowl outside, folding seat, cistern, flush)
2.3.2. Sluice area of toilet (rim and inside bowl)
2.3.3. Bathroom/bath/shower general areas
2.3.4. Each area must have a cloth and bucket TO BE KEPT SEPARATE
2.3.5. The sluice area must also have a toilet brush as above

2.4. Be sure nothing splashes up onto your uniform
2.5. Clean and sanitise hands and arms afterwards
2.6. Take buckets to housekeeping for rotation
2.7. Again Clean and sanitise hands and arms afterwards
2.8. NOTE: It would be best to have a rotation of buckets and cloths that can be cleaned in between rooms to prevent room to room cross contamination.
3. **Customer Reception**

3.1. Install a free access hand sanitising station at the entrance to the reception area. This must be well sign posted

3.2. FOH staff must strongly encourage ALL customers to sanitise their hands. Parents should be requested to assist their children in sanitising their hands

3.3. Reduce accumulation of customers anywhere in the reception area

3.4. If needed, customers must be in a queue where they must be 2m apart. Put markings on the floors and use guide rails or queue markers to enable easy management of this

3.5. Customers must be requested not to wander around the restaurant and must try not to touch anything unnecessarily

3.6. Customers and staff must visibly be seen to sanitise their hands before and after touching pens, credit cards, POS machines, tills, credit card machines, wallets, reservation forms, etc. Free access sanitiser should be placed at the reception and payment desk

3.7. Ideally a see through screen should be installed at each reception desk to create a physical barrier. If this is not possible, have a proximity barrier placed at the check in desk to keep the customers as far away from the staff as possible

3.8. It is advised that check in staff and direct customer interaction staff are supplied with a form of mouth-and-nose cover (face mask)

3.9. All attempt should be made to use “minimal contact procedures” for payments

3.10. NO direct contact between the customers and the staff at all

3.11. For take-away collections:

   3.11.1. Indicate a collection time to the customer and request they arrive/come back for that time slot. This is to allow for easier social distancing management

   3.11.2. A dedicated collection area should be allocated. At one end of the reception desk, at a dedicated separate table, in a separate room if it is available and easily accessible from the outside

   3.11.3. Only allow one person into the collection area at a time

   3.11.4. Customers should be requested to sanitise their hands before receiving the foods

   3.11.5. Hand the foods directly to the customer and be sure there is no direct contact with the customer

   3.11.6. Staff could also take the items out to the customers waiting in their cars or in a designated area outside of the facility. The staff should then ensure that they are wearing the correct PPE and sanitise their hands before and after the delivery is made

   3.11.7. **PLEASE NOTE:** The use of cash is strongly advised against. If cash must be handled, the procedure stipulated in point 1.4.7 above should be followed
4. **Kitchen/production of food:**

4.1. Follow all food hygiene standards as normal in terms of the FCS kitchen standards
4.2. Increase the frequency of full cleaning regularity and sanitising after operation
4.3. Make a simple menu of which the ingredients are easy to control and procure
4.4. Increase staff hand washing and sanitising
4.5. Ensure there is a staff hygiene and illness check first thing in the day and keep all staff separate during the check. This must be done at the beginning of every shift
4.6. Avoid staff congregating anywhere. Manage staff change areas to ensure there are not too many staff in the area at any one time. Rotational use of the area is recommended
4.7. Give staff a form of mouth-and-nose cover (face mask) to prevent outward cross contamination from staff that may be asymptomatic
4.8. Distribute hand sanitisers throughout the productions areas
4.9. All cleaning and sanitising chemicals must be distributed in full and a full cleaning and sanitising must be performed after EVERY task. No exceptions
4.10. Waste management must be thorough and regular. Do not allow for any overflowing
4.11. **NO FOH STAFF** at all to be allowed into the production area of kitchen during production and after deep cleaning and sanitising. No managers, waiters, owners, no one
4.12. Serve from behind a restricted access pas area and sanitise the pas area after every order
4.13. All food to be packed into single use sealable containers or covered in cling film, on clean plates.
4.14. **PLEASE NOTE:** that the incoming dirty plates are going to be one of the biggest risks and the auto wash receiving area needs to be very closely monitored, regularly cleaned and sanitised and well managed to prevent any cross contamination to the rest of the area
4.15. Aerosols from the pre-rinse spray could perpetuate further spread
4.16. The suggestion is to rather rinse in a filed sink/lug that contains water and detergent and replace the solution very regularly
5. **Seated dining:**

5.1. Give staff a form of mouth-and-nose cover (face mask) to prevent outward cross contamination from staff that may be asymptomatic
5.2. Tables to be undressed and left bare until the customers sit down
5.3. Staff to sanitise their hands before progressing with the below
5.4. Before seating the tables and chairs should be sanitised
5.5. The clean table cloths, décor, crockery and cutlery can then be placed onto the table, include a bottle of hand sanitiser
5.6. Customers can be allowed to sit
5.7. Customers should be prompted to sanitise their hands before moving on with the proceedings
5.8. Single use printed menus should be used, or ideally a menu board should be used.
5.9. It is strongly advised against using permanent, reusable menu
5.10. **PLEASE NOTE:** The use of cash is strongly advised against. If cash must be handled, the procedure stipulated in point 1.4.7 above should be followed
5.11. It is recommended that a mobile electronic payment facility is used. This facility should be sanitised before and after each use if it needs to be handled by the customer

6. **Buffet dining:**

6.1. Give staff a form of mouth-and-nose cover (face mask) to prevent outward cross contamination from staff that may be asymptomatic
6.2. For seating, follow points 4.2 to 4.7 above
6.3. Have clearly marked sanitiser points at all entrances to the buffet areas
6.4. Limit the number of people in the food collection area. Controllable bottle necks will have to be created to assist in limiting the flow of customers. Encourage distancing practices
6.5. One may have to create single direction flow through the food collection area to prevent loitering
6.6. Where at all possible, have the staff dishing up for the customers to prevent unnecessary touching of dishing utensils and surfaces
6.6.1. This will thus lower direct cross contamination
6.7. Where at all possible, place out a selection of individually packed cold foods in single use containers or small plates covered in cling film
6.7.1. This will lower the risk of cold foods being contaminated by talking, breathing, sneezing or coughing
6.7.2. Covering is necessary for hot foods and they should be covered as much as possible and always kept at 60 degrees Celsius or above
7. **Delivering food:**

7.1. All direct contact points of the delivery vehicles must be sanitised before each use and fully cleaned and sanitised at the end of operation each day
7.2. Spills should be cleaned up immediately and the area should be sanitised thereafter
7.3. Give staff a form of mouth-and-nose cover (face mask) to prevent outward cross contamination from staff that may be asymptomatic
7.4. At the delivery premises door the delivery staff must clearly indicate that their hands have been sanitised
7.5. It would best if the containers of food were handed to the customer at the threshold of the delivery premises rather than the delivery staff entering the premises
7.6. There should be no contact between the delivery staff and the customer hence it is preferable the delivery staff do not enter the delivery premises
7.7. There should be no bill folders or a need to sign anything. A copy of the slip could be handed over with the delivery so it can be correlated upon any possible query
7.8. Delivery staff to sanitise hands once handover is complete and before entering the delivery vehicle
7.9. **PLEASE NOTE:** The use of cash is strongly advised against. If cash must be handled, the procedure stipulated in point 1.4.7 above should be followed
7.10. It is recommended that a mobile electronic payment facility is used. This facility should be sanitised before and after each use if it needs to be handled by the customer
8. **Children’s play areas:**

It is strongly advised that all common use play areas and equipment are closed from use until the current threat has subsided. If this area is to be used it should be outfitted with sufficient signage inform users thereof of the inherent risks of cross contamination and that the use these areas and items at their own risk.

8.1. There should be a limited number of children, parents and staff in the area
8.2. Give staff a form of mouth-and-nose cover (face mask) to prevent outward cross contamination from staff that may be asymptomatic
8.3. If children and parents are together, they should be given a form of mouth-and-nose cover (face mask) to prevent outward cross contamination from persons that may be asymptomatic
8.4. Very regular hand sainting must take place by all persons involved. Parents are to be prompted to assist their children with this
8.5. Sanitiser should be available all over the play area
8.6. All individual toys must be sanitised before and after use
8.7. Individual toys should be fully cleaned and sanitised after every group of children
8.8. Communal toys, such as jungle gyms, should be cleaned and sanitised after every group and no less than once every half an hour
8.9. Individual and communal toys should be made of non-absorbent, washable materials
8.10. All common areas and high contact areas must be sanitised very regularly during the day and fully cleaned and sanitised after every group of children, these include:
  8.10.1. Switches, buttons, railings and handles
  8.10.2. Door handles, push plates, balustrades and railings
  8.10.3. Chairs, seats, tables
  8.10.4. Proximity railings, general use desks
  8.10.5. Trollies, toy shelves, bean bag chairs
  8.10.6. Common areas Toilets (see room bathroom cleaning procedures, 8.0 above)
8.11. For colouring, it is suggested that this option is removed, however if colouring is required, then single use printed images should be used, rather than full colouring books.
8.12. Plastic colouring pens should be used rather than wooden or wax, as the plastic will be much easier to clean and sanitise.

End