

Support and protect our school community

Australian Hotels Association (WA) Hospitality & Tourism COVID-19 Hygiene Course

Source: Australian Hotels Association <https://hospitalityhygiene.com/>

Published: 8 May 2020

The WA Department of Education, WA School Canteen Association Inc. (WASCA) and the WA Council of State School Organisations (WACSSO) strongly encourage all canteen staff (including volunteers, where relevant) to complete the Hospitality & Tourism COVID-19 Hygiene Course.

The training is backed by the WA Government. It provides knowledge and resources to help protect you and your customers, to make food businesses as safe as possible and help to create confidence in WA's hygienic hospitality industry, including school canteens.

From completing the course you will gain:

- Understanding COVID-19 in the context of the WA Hospitality & Tourism Industry
- Reporting requirements of personal health issues
- Maintaining personal and work environment hygiene practices
- Contactless procedures and reducing cross contamination
- Effective cleaning and sanitising practices.

WASCA staff recently completed the COVID-19 Hygiene Course. We found it incredibly useful and have collated some of the key messages in this fact sheet.

Reading this fact sheet **DOES NOT** replace the training. It is simply a reminder about key messages that you learn during the course. Everyone working in a school canteen should complete this training!

Symptoms

If you experience symptoms it is important to immediately report it to your employer as you may cause a hygiene and health risk to others. It is important to stop participation in activities that may cause transmission, such as going to work.

If you begin to show signs and symptoms of COVID-19 in the workplace, you must immediately go home.

If your signs and symptoms are severe, you must seek urgent medical assistance.

For morning information visit <https://www.health.gov.au/resources/apps-and-tools/healthdirect-coronavirus-covid-19-symptom-checker>



Department of **Health**
Department of **Education**



Hand washing

As always, food handlers should correctly wash their hands for at least 20 seconds:

- before they begin work
- before the handling of food
- after handling raw food
- after going to the toilet; sneezing; coughing; eating/drinking; or blowing their nose
- after handling soiled equipment and/or utensils
- after touching their mouth, hair, nose, ears or any other parts of their body
- after engaging in any activities that may contaminate their hands e.g. cleaning and sanitising duties, handling cash, removing waste.

Maintain personal hygiene

- Try to avoid touching your mouth, nose and eyes as this can spread infection
- Clean and sanitise frequently touched surfaces such as doorknobs, desks and bench tops
- Clean and sanitise frequently used objects such as your mobile phone, tablets, laptops, keyboards, keys, watches, wallets and bags
- Increase fresh air circulation by opening windows; adjusting air conditioning
- Shower and wash clothes regularly i.e. regularly wash after each shift the clothes that you wear at work as clothes, just like other surfaces, can hold the COVID-19 virus
- When using gloves
 - it is recommended as best practice to wash hands with soap and water or use alcohol-based hand rubs before and after wearing gloves
 - it is very important to change gloves regularly to ensure good personal hygiene is maintained whilst also lowering the risk of cross contamination
- Minimise the wearing of jewellery, watches and other accessories that may become contaminated with COVID-19.

Reduce cross contamination

- Prevent unnecessary direct contact with ready to eat food
- Encourage customers to pay contactless
- If handling cash, be sure to practice good hand hygiene immediately after handling. If using gloves, be sure to dispose of gloves after each use
- Snack food to be served in individual portions
- No cutlery, serviettes or menus in communal containers. Where possible, it is recommended to provide single use cutlery
- Floor markings and barriers where required to be located around the canteen/service area to provide guidance on social distancing
- Deliveries from external suppliers to be left in a designated area, minimising entry to the school to prevent potential transmission. If the delivery requires receipt ensure that social distancing guidelines are followed and practice good hand hygiene immediately after.



Avoiding conflict

- Inform your customer i.e. students, staff and parents about:
 - potential disruptions or changes to service and any expected delays
 - government restrictions and new policies and procedures
- Set realistic expectations by communicating with the customer - almost half of complaints come from customers having inadequate information.
- Be sure to thank your customers for their support, patience and understanding.

Cleaning and sanitising

- You should already have in place regular, scheduled cleaning of your canteen. Ensure any areas visited by workers or customers (e.g. canteen servery) are cleaned more regularly and ensure cleaning activities are documented in a cleaning register and sighted by management, where relevant
- Frequently touched areas and surfaces should be cleaned continually throughout the day. This includes EFTPOS equipment, handrails, counter tops, doorknobs, and sinks
- Disinfect all surfaces that are exposed to respiratory droplets immediately after someone has coughed. Make sure you use an appropriate disinfectant solution
- Ensure that there are adequate amounts of cleaning products, sanitisers and wipes for customers and staff, especially at high risk areas such as entry, service points and toilets
- For more information visit:
 - https://ww2.health.wa.gov.au/Articles/A_E/Cleaning-and-sanitising-food-premises-and-food-equipment
 - <https://www.health.gov.au/sites/default/files/documents/2020/03/environmental-cleaning-and-disinfection-principles-for-covid-19.pdf>