

Reopening your canteen



The health and safety of your players, spectators and members is the highest priority.

If your sport club, recreation centre or entertainment venue has recently reopened, or planning to reopen as restrictions are easing under the *COVID-19 WA Roadmap*, you may be considering if, how and when to operate your canteen, cafe, kiosk or other food service on site.

This fact sheet is based on advice from Government and guidance from sporting and community peak bodies. It provides information to consider when reopening your canteen. We also recommend you seek advice from your state sporting association as well as your local council.

What to consider

Before reopening, canteens should consider and plan for:

- **COVID Safety Plans for the club/venue, including the canteen**
 - Physical distancing
 - Maintain hygiene and frequent cleaning
 - Training and education
- **Opening days and hours**
 - Open based on customer demand. For example, opening the canteen in a staged approach starting with game days only and offering a simple takeaway service
 - Increase opening times when demand increases and you are confident you can maintain physical distancing measures and continue to implement extra hygiene measures
- **Communication**
 - Informing your community about how the canteen will operate is essential to ensuring consumer confidence, patronage and satisfaction
- **Menu options**
 - Reducing your menu options temporarily until you are confident about customer demand
 - Offering prepackaged items (with a longer shelf life or easy to freeze) to reduce wastage if customer volume is lower than normal
 - Offering lower risk menu items that require less direct food handling
 - Confirm with suppliers any shortages or changes to deliveries
- **Volunteers**
 - Reach out to your volunteers and ask them if they are willing to return yet, or if they need more time
 - Some volunteers (for example, older volunteers) may not be comfortable to return to their volunteer role yet. Consider if there are alternative tasks they could complete from home to support your club e.g. design a new menu or social media content.

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COVID Safety Plan

Businesses, including clubs/venues, across WA need to prepare a COVID Safety Plan to reopen, to protect staff and customers; and follow all other restrictions as directed by the WA Government.

If you are reopening your canteen we recommend you consider the following canteen measures in your COVID Safety Plan.

- ✔ Physical distancing in and around the canteen
 - Maintain a strict minimum of 2 square metres per person
 - Ensure physical distancing is practiced by staff and volunteers inside the canteen
 - Ensure physical distancing is practiced by customers queuing and ordering at the canteen; place tape or stickers on the ground to assist customers.

- ✔ Hygiene and cleaning in the canteen
 - You should already have high standards of cleaning and hygiene in place, however you should increase this further.
 - Implement and encourage a cashless system
 - Ensure areas visited by staff, volunteers and customers are cleaned regularly
 - Continuous cleaning of frequently touched areas and surfaces throughout the day, including EFTPOS equipment, handrails, counter tops, doorknobs, sinks
 - Disinfect all surfaces that are exposed to respiratory droplets immediately after someone has coughed. Use an appropriate food grade sanitiser
 - Ensure there are adequate amounts of cleaning products, gloves, sanitisers and wipes for staff, volunteers and customers to use, especially at high risk areas such as entry, service points
 - Ensure cleaning activities are documented in a cleaning register and sighted by management, where relevant.



Photo courtesy of Yanchep Surf Life Saving Club

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Training and education

- Ensure all staff and volunteers have completed the free AHA Hospitality & Tourism COVID-19 Hygiene Course. The course has been backed by the WA Government and is designed to provide you with hygiene awareness and procedures <https://hospitalityhygiene.com/aha-covid-19-hospitality-tourism-hygiene-course/>
- Provide all canteen staff and volunteers an onsite orientation about canteen procedures, including but not limited to, safety and hygiene practices; using gloves and sanitisers; and physical distancing measures.

COMMUNICATION TIP

Let your venue/club community know that you have completed the training. This will help them to feel safe and confident to use the canteen.



Response planning

- Implement a volunteer register to enable you to track volunteers who work in the canteen including the date they volunteered and what areas they worked in.

COVIDSafe app

Encourage your players, spectators and members to download the COVIDSafe app, to help keep your community safe from further spread of coronavirus through early notification of possible exposure.



For more information

Visit:

<https://www.wa.gov.au/government/covid-19-coronavirus>

<https://www.wa.gov.au/government/document-collections/covid-19-coronavirus-food-businesses-and-licensed-premises>

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Photo courtesy of Upper Great Southern Hockey Association