

COVID Safety Guidelines

Phase 3, Version 1.0 6 June 2020

WA Government has implemented a staged lifting of COVID-19 restrictions based on the advice of the Australian Health Protection Principal Committee (AHPPC) and the WA Department of Health.

While there are fewer active cases of COVID-19 within Western Australia it is important that every person and premises maintains sensible safety precautions including good hygiene practices, additional sanitisation regimes and physical distancing. This will ensure that if and when new cases do occur, COVID-19 is not transmitted to others.

This document outlines the safety requirements for the re-opening of premises that were closed under directions of the *Emergency Management Act 2005*, and that are not covered by industry-specific COVID Safety Plans, namely:

- COVID Safety Plan: Food and Licensed Venues;
- COVID Safety Plan: Sport and Recreation; or
- COVID Safety Plan: Beauty and Personal Care Services.

Premises that were not required to close under directions made under the *Emergency Management Act 2005* may choose to voluntarily complete a COVID Safety Plan, and display a COVID Safety Plan Certificate.

If you completed a COVID Safety Plan in Phase 2, you should review the new guidelines and update your plan accordingly. You may be able to increase your premises' capacity which can be reflected on your COVID Safety Plan Certificate.

This document provides guidance on how to complete your COVID Safety Plan and implement necessary safety requirements.

These guidelines come into effect from 11.59pm, 5 June 2020.

Safety requirements

All businesses are required to mitigate the risks of COVID-19. Businesses that were closed by the directions under the *Emergency Management Act 2005* must complete a COVID Safety Plan prior to reopening and display a COVID Safety Plan Certificate in a visible location on the premises. In addition, the business must:

- maintain a strict limit of a minimum of two square metres (2sqm) per patron;
- ensure a maximum of 100 patrons per single undivided space, up to a maximum of 300 patrons per premises (excluding staff);
- maintain hygiene and frequent cleaning;

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- maintain attendance records of people for the purposes of contact tracing; and
- carefully manage shared spaces to ensure physical distancing.

All businesses need to do their part to comply with these requirements and help mitigate the risks of COVID-19.

COVID Safety Plans are an important part of ensuring that re-opening businesses does not increase the risk of spreading COVID-19. Failure to complete a COVID Safety Plan may mean your business is putting the community at risk. Authorised officers under the *Emergency Management Act 2005* have the power to close premises and businesses that put the community at risk in this way.

COVID Safety Plan

The purpose of the COVID Safety Plan is to help ensure that businesses actively mitigate the risks of COVID-19 in line with the best available health advice. In the plan, you will need to explain how your business will take steps to implement the requirements and advice set out in these guidelines.

Prior to re-opening, you are required to self-complete a COVID Safety Plan for your business and have it available for inspection upon request by an authorised officer. If your business has multiple premises you must prepare a COVID Safety Plan for each premises.

You must also display a COVID Safety Plan Certificate in a prominent location visible to people. The certificate is provided at the end of the COVID Safety Plan template.

If you completed a COVID Safety Plan in Phase 2, please review and update your safety plan as appropriate to take into account updates to the safety requirements.

If required, safety plans should be developed in partnership with your governing body, land/property manager and/or local government.

About COVID-19

COVID-19 is spread from person-to-person through close contact and droplets including:

- direct contact with infected people;
- contact with droplets from an infected person's cough or sneeze; and
- touching contaminated objects or surfaces (like doorknobs or tables), and then touching your mouth or face.

The most effective measures to prevent the spread of coronavirus are good hygiene practices, additional sanitisation regimes and physical distancing.

As COVID-19 is spread person-to-person through coughing, sneezing, touching contaminated surfaces, and close contact with infected individuals, there is a need for businesses to remain vigilant with cleaning and sanitising regimes and taking extra care with maintaining and promoting hygiene practices throughout business operations.

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The most effective measures are good hygiene practices, additional sanitisation regimes, physical distancing and keeping away from others if unwell.

1. Physical distancing

Physical distancing is one of the most effective methods of reducing the spread of viruses. The more space between you and others the harder it is for the virus to spread. Physical distancing can be used in the work place to minimise the risk of transmission. If a person in the workplace is found to be positive for COVID-19, the risk of transmission to the rest of the workforce is minimised if the work place has been practising physical distancing.

Good practice physical distancing principles are to:

- maintain 1.5 metres separation between people who are not from the same household or groups of other patrons; and
- maintain a minimum of 2 square metres (2sqm) per patron.

Maximum occupancy

Businesses must:

- ensure a maximum of 100 patrons per undivided space, up to a maximum of 300 patrons per premises (excluding staff); and
- allow a minimum of 2sqm per patron.

The application of the 2sqm per patron requirement may mean that fewer than 100 patrons can be accommodated per undivided space.

Calculating maximum occupancy

The maximum occupancy can be calculated by following these steps:

1. Measure the area accessible to the public.

To find the area of a rectangle, multiply the length times the width. If there are adjoining areas or alcoves, measure them and calculate the area. Add the results of each measurement together to find the total area in square metres.

Note: kitchen areas, staff only areas, toilets and areas occupied by fixed furniture such as counters and bars must not be included in this calculation.

2. Divide the total square metre area by 2 to give the maximum occupancy.

Any single undivided space with a total area greater than 200sqm will be limited to 100 patrons (excluding staff). Premises with a total area greater than 600sqm will be limited to a maximum of 300 patrons regardless of the number of single undivided spaces that make up the premises.

Managing people entering the premises

It is recommended that you display your COVID Safety Plan Certificate (which will state the maximum number of patrons that can be present within each undivided space) on, or near, the entrance door to clearly advise people on the number of patrons that can safely be in your business at any one time to allow for physical distancing.

Queues should be avoided as much as practicable. Where people do queue, such as at the entrance and service counter, provide markings on the floor 1.5m apart to show people where they should stand. Markings should be in bright colours or a pattern that stands out. Procedures should be put in place to ensure these physical distancing measures are adhered to.

Consider using easily visible signage urging people:

- not to enter the premises if they are unwell;
- to practise physical distancing within a group; and
- to avoid people crowding together in any one area of the business.

It is recommended that any people who appear to be unwell are requested to leave the premises.

Managing people at tables

There should be a minimum distance of 1.5m between each table of different groups of people. Tables should be arranged to maintain this requirement. The layout of your premises may need to be adjusted to accommodate different sized groups and to ensure physical distancing principles can be followed.

Premises should provide groups with sufficient table space to enable physical distancing. People are required to self-regulate their distancing at the table. There is no requirement for businesses to determine which people are from the same household or group and regulate physical distancing at a table.

Managing shared spaces

Where there are points of congregation or potential congestion, such as walkways, bathrooms, shared facilities, points of entry and exit, and payment areas, businesses should consider:

- using signage and barriers to direct and manage the flow of traffic;
- implementing a one-way traffic flow, such as a dedicated entrance and exit, to reduce congestion;
- reconfiguring the venue layout, for example by reducing the amount of seating or rearranging furniture, to allow for and encourage physical distancing;
- the placement of furniture and equipment – removing tables, chairs, bar stools, entertainment equipment and anything else that may result in people clustering in small spaces without maintaining required distance; and

- the timing of payment and managing payment areas to ensure customers are not queuing to pay. S

Managing interaction between staff and patrons

In order to serve and interact with people, staff may need to move within 1.5m. In these situations, staff should avoid direct contact and minimise face to face time to reduce the risk of transmission. If staff do come into direct contact with people, staff should follow good hygiene practices such as hand washing and cleaning.

Barriers

In instances where physical distancing may not always be possible, physical barriers like perspex screens may potentially reduce exposure between staff and the public. However, the effectiveness of such measures against COVID-19 is still not known. There may still be the potential for transmission, depending on the type of barrier introduced and other considerations such as air currents in the vicinity. Perspex screens may stop droplets landing on staff, but surfaces may still be contaminated. Therefore, these screens will be more effective when used in combination with good hand hygiene and regular cleaning.

Physical distancing between staff

Businesses should ensure that staff stay at home if they are unwell.

In addition to practising good hygiene and cleanliness, the following approaches will minimise the risk of transmission of communicable diseases in the workplace and to maximise continuity of business:

- consider reviewing shift arrangements to reduce interaction between staff – consider whether it is appropriate to create small staff teams and have the teams work separately from one another;
- physical distancing during break times – maintain physical distancing when using lunch or dining room facilities or communal areas;
- maintain the physical distancing protocol of 1.5m inside and outside the workplace where possible; and
- staff should consider getting the annual flu vaccination.

The times at which staff are not working, such as meal breaks, toilet breaks, arrival at work and leaving work are often when interaction between staff occurs, which could lead to increased risk of transmission. Staff should be vigilant about maintaining physical distancing during work-related transition periods or activities as well as outside of work, including when socialising with each other.

2. Hygiene

Entrance to the business

It is recommended that alcohol-based hand sanitiser is provided for customers at the entrance to the business. Alternatively, a hands-free hand basin with liquid soap and paper towels can be supplied for customer use.

One-way traffic flow such as one dedicated entrance and another dedicated exit (where possible) can help minimise congestion.

Increased cleaning and sanitation regime

It is important to ensure thorough and regular cleaning of common contact surfaces, 'high touch' items and shared amenities, such as handles, taps, lunch rooms, EFTPOS keypads and toilets. It is recommended that the frequency of cleaning in all areas be increased. This is especially important in high traffic areas and any areas accessed by the public. If you think a surface may be contaminated, clean it with a common household disinfectant to kill the virus.

Cleaning products that are approved for the surface to be cleaned should be used. In general, combined detergent/disinfectant solutions or wipes are acceptable for hard surfaces. Some products such as bleach can damage fabrics, stainless steel and other surfaces. Businesses will have to continue to comply with any requirements regarding use of chemicals, including the use of [Safety Data Sheets \(SDS\)](#) for chemicals utilised in the work place.

For most general cleaning tasks, a neutral detergent with pH between 6 and 8 should be used. The use of combined detergent / disinfectant wipes is acceptable, or solutions can be prepared fresh each day.

If using a bleach solution, look for products which give you a 1000ppm (0.1%) bleach solution either neat or when diluted with water. Always follow the manufacturer instructions if any detergent or disinfectant products require mixing with water or dissolving prior to use. Remember to never mix different cleaning products as in some instances toxic gases can be generated.

Refer to the [Environmental cleaning in the workplace factsheet](#) for further advice.

Payments

Promote cashless payments.

After handling money, ensure that hands are washed with soap and water, or an alcohol-based hand sanitiser is used.

Personal protective equipment

Good hygiene practices such as handwashing, cleaning and sanitisation of surfaces and utensils, physical distancing and physical barriers are more effective measures for maintaining staff health and reducing the transmission of disease than PPE. There is currently no need to wear gloves or masks for normal interactions.

PPE will be appropriate for some services and interactions. PPE that is an existing part of your business should continue to be maintained (i.e. the use of gloves for food preparation).

PPE may be worn, but can provide a false sense of security. To reduce the risk of transmission effectively, PPE must be used, worn and removed correctly. Some considerations when wearing PPE include:

- [PPE](#) needs to be applied and removed in the correct way. Training should be provided on the appropriate ways to apply and remove PPE to reduce the risk of cross-contamination;
- PPE should not be touched whilst worn. It should also be changed when it becomes damp or soiled;
- Wearing PPE may create occupational safety and health issues as wearing some types of PPE for long periods can be exhausting and cumbersome, and may not always be practical.

3. Training and education

Businesses and organisations should regularly communicate restrictions, policies and procedures. This can be via hard copy notices around the premises, electronic communication and via a briefing.

Supporting guidelines and resources are listed at the end of these guidelines and provide information that can be shared with staff and volunteers, and to display in the premises. The Australian Infection Control training can be promoted where appropriate.

Specific training has been developed for the Health and Hospitality sectors:

- <https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>
- [AHA Hospitality & Tourism COVID-19 Hygiene Course](#)

4. Compliance with existing legislation and regulations

In addition to the legal obligations arising from the *Emergency Management Act 2005* and the Directions made under that Act, businesses will continue to have obligations under existing legislation and regulations, including occupational and health legislation.

5. Response planning

The following measures are important to minimise further risk and assist in managing the public health response if someone with possible COVID-19 infection enters your premises. All public health advice and instructions must be followed in the event of a confirmed case.

Maintain attendance records

It is a requirement for businesses to maintain attendance records of people. This will assist Public Health with contact tracing in the event of a positive COVID-19 case in your premises:

- Records can be physical (i.e. secure sign-in book managed by staff) or electronic but at a minimum must include a name and contact information for each patron (e.g. phone number or email)
- Records are not required for people who visit the premises for a short period time and have minimal face-to-face interaction. For example, someone returning a book to a library, or someone ordering take-away.
- Records must not be used for purposes other than contact tracing (i.e. contact information is not to be used for marketing purposes)

Businesses should implement a process consistent with any privacy obligations they have for obtaining and safely maintaining these records of patronage for the purposes of assisting with contact tracing if needed.

Responding to a COVID-19 incident

If you are aware that someone with a case of COVID-19 has been in your workplace, ring the COVID-19 Public Hotline 24/7 on 1800 020 080 and follow the advice of health officials.

If someone is confirmed as having COVID-19 or is getting tested for COVID-19, they should already be at home. However, there may be circumstances where a person in your workplace is displaying COVID-like symptoms or shares information (e.g. they have been in close contact with someone that has the virus) that causes you to have reasonable concerns about their health and the health of others in your workplace.

The person could be staff, a client, customer or other visitor to your premises. Where this occurs:

1. Keep others away from the person

If the person has serious symptoms such as difficulty breathing, call 000 for urgent medical help. Otherwise, you must take steps to prevent the person from potentially spreading the virus by keeping others away from the person. The measures must be reasonable.

2. Seek advice and assess the risks

To determine if it is reasonable to suspect the person may have COVID-19, talk to the person about your concerns and seek government health advice.

3. Transport

Ensure the person has safe transport home to a location where they can isolate, or to a medical facility if necessary.

4. Clean and disinfect

Follow all public health advice about closing off affected areas and prevent access until they have been cleaned and disinfected. Open outside doors and windows if possible to increase air flow.

5. Assisting public health to identify close contacts

Notify the state public health unit by contacting the COVID-19 Public Hotline 24/7 on 1800 020 080. The state public health unit may ask for your attendance records to identify close contacts of a confirmed COVID-19 case so that they can contact them and provide them with instructions, for example, in relation to quarantine requirements. Public health officers have a range of powers to require you to provide information including personal information. In the meantime, for the purposes of undertaking a workplace risk assessment and to assist public health officers, consider who the affected person may have had recent close contact with.

Review risk assessment

If there is concern about the risk of staff being exposed to the virus at work, a risk assessment should be carried out with reference to the latest information available. Employers should develop prevention and control strategies appropriate to the workplace, in consultation with their staff, and ensure that all staff are aware of and follow these strategies.

Regularly review your COVID-19 risk management controls, in consultation with your staff and their representatives, and assess and decide whether any changes or additional control measures are required. Consider having regular discussions about safety and health issues, for example during staff meetings, or by setting up a safety committee.

Key Contacts

- 13COVID: For information about coronavirus measures and restrictions, and what they mean for you.
- COVID-19 Public Hotline 24/7: 1800 020 080: If you suspect you, a staff member, or a customer may have COVID-19 coronavirus symptoms or may have had close contact with a person who has COVID-19 coronavirus.
- Dedicated Police Number: 131 444

Further information

- Coronavirus - public information: www.healthywa.wa.gov.au/Articles/A_E/Coronavirus
- COVID-19 industry information: www.health.wa.gov.au
- Resources on physical distancing:
<https://www.health.gov.au/resources/publications/coronavirus-covid-19-keeping-your-distance>
<https://www.health.gov.au/resources/videos/coronavirus-video-social-distancing>
- Occupational safety and health information is available on the WorkSafe website www.dmirs.wa.gov.au

Additional resources

[How to Handwash poster](#) – World Health Organization

[How to Handrub poster](#) – World Health Organization

[Keeping Your Distance poster](#) – Australian Government

[Change of Business Hours poster](#) – Australian Government

[COVID-19 information for business, industry and local government](#) – WA Department of Health

APPENDIX A – Checklist: Items to consider prior to reopening a business or premises

1. Physical distancing

- Physical distancing. Numbers will be limited to 1 patron per 2 square metres or 100 patrons per single undivided space up to a maximum of 300 people per premises, whichever is lowest.
 - Have you calculated the total area of your public spaces and determined the maximum number of patrons permitted?
 - Is the furniture arranged to maintain 1.5 metre physical distance?
 - Are there physical distancing markers on the floor in areas where customers queue?
 - Consider how you will manage staff in enclosed areas, are there any issues regarding staff numbers in staff areas?
 - Have you identified all situations, tasks and processes where staff and others interact closely with each other and made any modifications if required?
 - Have you put in place measures to communicate and remind staff of the need to practise physical distancing?
 - Have you reviewed shift arrangements to reduce interaction between staff?
 - Have you reminded staff to ensure physical distancing is maintained during break times?

2. Hygiene

- Good hygiene
 - Are adequate hand washing and hand sanitising stations provided? Check hand washing facilities are in good working order and adequately stocked (soap, hot water, paper towel, hand sanitiser)
 - Has signage about hand hygiene been provided?
 - Are processes in place to regularly monitor and review hygiene stations/measures?
- Cleaning and sanitisation
 - Have you considered the frequency of cleaning for public areas?
 - Are procedures in place for thorough and regular cleaning of common surfaces, 'high touch' items and shared amenities e.g. handles, tables, chairs and toilets?
 - Have communal items been removed where possible e.g. self-serve stations (cutlery, water, condiments)?
 - Does your business have appropriate cleaning products and equipment to perform cleaning and disinfection e.g. detergent, disinfectant, food grade sanitiser, PPE where appropriate?
 - Are all food contact surfaces effectively cleaned and sanitised?
 - Have you instructed staff to clean personal property e.g. phones and keys?
- Personal Protective Equipment (PPE)
 - Where you have identified the need for PPE, do you have adequate stock?
 - Have staff been adequately trained in how and when to wear PPE?

3. Training and education

- Have you provided information to staff on your COVID safety procedures and what is expected of them?
- Where appropriate, have staff completed training?
- Have you provided clients with information on your COVID safety procedures, including not attending the premises if unwell?

4. Compliance with existing legislation and regulations

- Is your business continuing to meet obligations under existing legislation?
- Have you contacted your local government authority, the Department of Health, or WorkSafe if you are unsure of public health or occupational health and safety requirements?

5. Response planning

- Monitor symptoms
 - Have you put up signs about the symptoms of COVID-19 in the workplace?
 - Have you advised staff stay home if they are unwell?
 - Have you advised staff to disclose if they have been in close contact with a person who has or is being tested for COVID-19?
- Contact tracing
 - Are you maintaining booking records of clients for the purposes of contact tracing?
 - Are you maintaining a record of staff working on the premises?
- Incident response
 - Does your business have written instructions for staff about how to respond to a COVID-19 related incident?