Once you are open

Checklist for business owners/managers

**Keeping staff and customers safe**

- Check with your staff that they are aware of, and understand, the resources and support services available to them.
- Encourage staff to complete the Staff Coronavirus (COVID-19) Health Questionnaire before every shift.
- Encourage staff to complete a coronavirus (COVID-19) health check at home before every shift. This can include a temperature check with a thermometer.
- Direct staff to stay at home if they have a fever (a temperature of 37.5°C or greater), or if they have any symptoms.
- Encourage staff who are unwell to be tested for coronavirus (COVID-19). Staff must remain in isolation at home until they get the result and it is negative for coronavirus (COVID-19).
- Require your staff to contact a manager if they notice a co-worker or manager with symptoms of coronavirus (COVID-19).
- Postpone or cancel non-essential face-to-face gatherings, meetings and training and use video conferencing where practicable.
- Arrange staff workspaces and table allocations to minimise the number of staff who come into contact with patrons. For example, only one waiter should serve each table.
- Encourage all patrons to download the CovidSafe App to assist contact tracing.
- Encourage online and phone bookings and limit the number of walk-in diners to your venue.
- Record patron contact details on arrival, with name and a telephone contact number for every member of a party, including children. Remember to minimise the number of people who touch your record keeping surface and securely store patron contact details for at least 28 days.
- Securely destroy patron contact details after 28 days.
- If your venue holds a liquor licence, ensure it is compliant with liquor licence and Responsible Service of Alcohol principles.
- Ensure the cleaning and sanitising procedures are thoroughly implemented.
- The washing of certain items, such as the laundering of linen and dishwashing of crockery and cutlery, should be conducted using the warmest setting possible that is in accordance with manufacturer’s instructions.