

Glendoick Garden Centre Café Effective 9th August 2021

Coronavirus (COVID-19): Business and Social Distancing Guidance

Risk assessment and appropriate measures for COVID-19

Hazard:	Infection from COVID 19 from person to person contact or from infected surfaces
Location:	Seating area, Kitchen, Served area, Front of House, Storerooms, Delivery area
Who may be harmed:	Staff, customers, contractors, delivery persons, reps. Particularly relevant to older persons and those with underlying health conditions.
Severity:	Low to High (for those infected)
Probability:	Medium
Risk:	Medium
Precautions & Controls:	As contained below in minimising exposure.

Minimising any possible exposure to COVID-19 at work

There are general measures throughout the garden centre contained in the relevant risk assessment for the garden centre. This document is specifically for all Café staff. Café staff should read both documents.

The purpose of this document is to:

- Put in place measures to ensure we can remain operational
- Protect staff and customers in reducing contamination opportunities
- Maintain the experience and environment for the customer and staff members as far as possible
- Facilitate the hygiene regime

The main mode of transmission of COVID19 is from person to person via touch and small droplets from the nose or mouth when an infected person coughs or exhales. There are no reports of transmission of COVID-19 via food.

As a café, we have a food management system, based on the principles of HACCP as well as other H&S and EHO measures and these will remain in place.

General Measures in the Café for staff safety

- Risk assessment updated as per the COVID-19 guidance for the workplace.
- Adaptations to the layout of the workplace and the organisation of work undertaken to reduce COVID-19 transmission adhering to current regulations for Beyond Level Zero.
- 5 hand sanitising stations at entrance and around café in place for staff and customers.
- Employees to be informed about the changes and any new procedures and training to be given, if necessary, before they resume work.
- Any employee who may be suffering from anxiety or stress should inform their line manager or Heather Borderie, Operations Director so Glendoick can support them through this period.
- Although the requirement to physically distance has been removed, Glendoick will continue to promote, as far as possible, the limiting of physical contact between staff during work and at breaks, particularly indoors.
- The plexiglass barriers installed at till points to reduce the risk of infection for staff and customers will remain. Staff must sanitise the barriers regularly.
- PPE will be provided in the form of face masks (required) and gloves (for those that wish to use them). Staff MUST wear facemasks in areas where they are interacting with customers. It is not compulsory by law, but it is strongly recommended that staff wear face masks in kitchen environments unless this impacts on other practices such as food hygiene. Employees will be trained in correct use of PPE, ensuring they follow the guidance. Facemasks and gloves should be disposed of at the end of shift in a non-food-wastage bin.
- A training video on how to wear a mask is provided on the staff website – see:

https://www.glendoick.com/teamPages/training?training_id=15 or go directly to the video at:
<https://www.facebook.com/brutamerica/videos/205193497309699/?vh=e&extid=zQmsEi4siXWgKSPF>

- Additional signage for precautions and procedures will be in place throughout the café and staff areas.
- Levels of ventilation in seating, servery, dishwasher and kitchen areas to be as high as possible.

Covid19+ Protocol

Member of staff falling ill during the working day with Covid-like symptoms

Member of staff falling ill at home with Covid-like symptoms

Lateral Flow Testing | PCR Testing | Self isolating

Keeping us informed | Operating the business safely

What you need to do to keep us safe:

- If you feel unwell and show any symptoms of Covid19, (<https://www.nhsinform.scot/self-help-guides/self-help-guide-coronavirus-covid-19>) you must inform your line manager as soon as possible. Self isolate and book a PCR test.
- If you become unwell at work, inform your line manager, go home immediately and book a PCR test.
- Every member of staff is asked to take regular (twice a week) Lateral Flow Test (LFT) to keep themselves and their colleagues safe.
- If you are returning to work after your holiday, you must take a LFT test.
- Should your LFT test result be void or positive, you must immediately notify your line manager by telephone (01738 860260) and Heather by email: manager@glendoick.com.
- You must then book a PCR test ASAP (<https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/test-and-protect/coronavirus-covid-19-get-a-test-if-you-have-symptoms>). If you can't get online, call NHS 24 on 111.
You can do a PCR test at home, at a venue near you or at a walk-in centre.
- You must inform your line manager by telephone (01738 860260) of your test result as soon as you receive it and then send the NHS result email/text onto Heather: manager@glendoick.com.
- We ask you to inform us by telephone so we can act fast.

- If you are asked to self-isolate because you have been in close contact with a Glendoick member of staff testing +, you must arrange a PCR test and tell your line manager and Heather your results as soon as you receive them.
- From 9th August 2021, if you are a close contact of someone who has tested +, you will need to self-isolate and book a PCR test. If the result of the PCR test is negative, you can end your self-isolation and return to work providing you have been fully vaccinated and your second vaccination was more than 2 weeks before contact with + person.
- If you are asked to self-isolate because Test & Protect contacts you, please follow the instructions given to you by NHS Scotland and inform your line manager and Heather of the steps you need to take.

- Please ensure you are receiving Glendoick staff emails (and these are not going into Spam) as this is how we will communicate what is happening.

What we will do to keep us safe:

- Once Glendoick is aware a staff member is Covid19+, we will inform all staff in direct contact with said member and ask them to isolate for 10 days.
- Employees who become unwell at work will be sent home immediately. If they require someone from their household to come and pick them up, they will wait in an isolated room or outside away from other until they are collected.

- Members of staff will be put on furlough until such time as the furlough scheme ends. Thereafter Company Sickness Benefit and Pay as outlined in your Statement of Terms and Conditions will apply.
- Any area frequented by Covid+ member of staff will be deep cleaned and fogged.
- Once relevant staff are sent home to self-isolate and affected area(s) deep cleaned, we will take a view on whether the café/garden centre can continue to operate.
- The decision to continue to remain open or closed, or operate a different service, will depend on area affected, volume of staff involved and, above all, staff and customer safety.
- Information on closure, reopening or opening in some reduced capacity will be relayed by staff email.

Additional actions:

- Fogging happens every evening to the café customer areas, coffee counter area, café toilets, kitchen, dishwash area and staff rooms.

Please be aware that Covid19 guidelines and regulations change all the time, and this Protocol is likely to be revised regularly. We will send out any amendments by staff email.

Additional Café Staff Responsibilities

- Staff should follow procedures outlined in their specific areas of work.
- Staff to wash their hands (in addition to normal hand washing associated with food safety) with soap and water as often as possible and for 20 seconds every time. They should do so:
 - On arrival and before leaving work
 - Before and after breaks, after eating and after and use of toilet facilities
 - After handling deliveries
 - When a task is completed and/or interrupted
 - After coughing or sneezing
 - After use of shared equipment
 - After clearing trays and returning to the dining room to take food out.
- Surfaces which are used by staff and customers must be sanitised frequently by staff:
 - Pass, kitchen surfaces, cake, counter and coffee equipment areas
 - Door and trolley handles
 - Cutlery, knives and other kitchen equipment
 - Toilet doors, handles, flush handle, taps and other surfaces often touched
- Chip & Pin machines – customers to sanitise hands prior to using the pad.
- Staff to follow end of service/day procedures for cleaning and sanitising (see separate document)
- Although the requirement to socially distance has been removed, staff are encouraged, where possible, to try and maintain a degree of social distancing, avoiding close contact with others
- Workwear in all areas should be washed *daily* on a 60C wash cycle. All supplied clothing is for work only and NOT to be worn outside café premises. No smoking in chef whites and jacket over other uniform.

Café area measures

- Café hours are 9.30am – 4pm
- Please see separate document of Customer Journey Plan for more details.
- The menu has been revised and reduced to ease service. Please familiarise yourself with the menu.
- Touch-free hand sanitiser at café entrance and 5 more around the café for customer and staff use.
- Seating reduced to 206 Additional outdoor seating of 55 available outside.
- A member of staff will meet and greet customers on arrival at the café and explain new APP and how to order.
- Customers to be encouraged to use APP but if having difficulties they should be guided towards the till.
- For those needing to use the till, only one person from the party to queue.
- Plastic screening installed at till and café pass to reduce risk of infection.

Updated 6th August 2021

- Staff must sanitise the tills screen regularly.
- Only Card & contactless payments to minimise risk.
- Signage asking customers to load their tray and leave it on the table.
- Each table, salt & pepper and all chairs to be sanitised after each set of customers and at the end of service.
- Regular sanitisation of all Corian and surface areas to be undertaken.
- Fogging at end of night.
- All customers to use Café App, NHS Test & Protect App or complete paper copy to be handed into tills. Staff MUST make a check with customer that this has been completed.

The following pages are for specific Café areas. Please read through your own area but also all other areas as you may be asked to work in all areas of the café at any time.

Specific Assessment for:	Café Host (Meeter & Greeter)
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1. HAZARD
Infection from Covid-19 from person to person, contact or infected surfaces
2. Who may be harmed
Staff, Customers
3. Severity
Low to High for those infected
4. Probability
Medium
5. Risk
Medium
6. Precautions and controls in place
<ul style="list-style-type: none"> • Staff to work within allocated workstations as identified on the rota. • Hand sanitizer, display menu and instructions at entrance for customers. • Face mask to be worn by staff member unless exempt. • Café Host explains Track & Trace and encourages use of App or issues paper form for customer to complete at the table, explaining that they need to take this to the till. • Café Host explains system to customer and use of APP or how to order at till if not able to use APP - only one person from the party to queue at till. • Laminated menus and pens to be changed and cleaned at each use. • Contact surfaces touched by staff or customers to be cleaned and regularly sanitised during service. • All cloths to be held in sanitizing solution in between use (see Sanitising Procedures)

Specific Assessment for:

FRONT COUNTER

1. HAZARD

Infection from Covid-19 from person to person, contact or infected surfaces

2. Who may be harmed

Staff and/or Customers

3. Severity

Low to High for those infected

4. Probability

Medium

5. Risk

Medium

6. Precautions and controls in place

- Staff to work within allocated workstations as per rota.
- Face mask to be worn by staff member unless exempt
- Plexiscreen in place at till point.
- Most orders will be processed through the new APP.
- For those not able to access the APP, a queue will be made at the till and we will request only one person from the party to queue. Test & Protect form to be collected from customer prior to ordering.
- Credit card payments only.
- Food items (cakes, scones, butter, jam, sugars etc.) to be plated and delivered to customers.
- Hot drinks to be made using the ticket system, placed on trays and delivered to customer tables.
- Cutlery to be issued to customers at point of food delivery – wrapped in a napkin.
- Barista to ring bell to notify staff that coffee/drinks/food is ready for delivery to customer tables.
- Handling of crockery and utensils should be kept to a minimum, all cups/mugs must be handled only by handles.
- Tongs to be regularly changed throughout the day. Every 4 hours or change of staff member
- All surfaces and equipment used by staff are to be regularly cleaned and sanitised and again with change of staff and at the end of the day.
- Cake display, fridges, utensils, equipment etc. will be washed and sanitised at the end of every day.
- All cloths to be held in sanitising solution in between use (see Sanitising Procedures).

1. HAZARD

Infection from Covid-19 from person to person, contact or infected surfaces

2. Who may be harmed

Staff and customers

3. Severity

Low to High for those infected

4. Probability

Medium

5. Risk

Medium

6. Precautions and controls in place

- Work within your allocated workstations as identified on the rota. Try to maintain social distancing from both other staff and customers where possible.
- Face mask to be worn by staff member unless exempt.
- If customer wishes to move about the café then they must wear a face mask when doing so.
- Tables are more spread out than before the pandemic, but there is now no requirement to socially distance. We hope the more spaced out table arrangements will build confidence for customers and staff.
- 4 sanitising stations in seating area are provided. These can be used by staff as well as customers. Refill each day at end of service.
- To maintain ventilation within the seating areas and when possible, doors to outside remain open.
- Salt & pepper on tables to be sanitised at each turn of the table.
- Laminated menus on tables to be removed, sanitised and returned to café host's station.
- Condiments are ordered when the rest of order is made on the APP / at the till. Staff to ensure these are included on the tray when taking out customer food from the kitchen pass.
- Cutlery is wrapped and given placed on tray by dining room staff when food is delivered to the table.
- There are 2 contactless water stations for customers to use, no ice or lemon to be offered. Glasses and jugs are available for customers to take to their table.
- All tables, chairs and counters etc. to be washed and sanitised after each customer visit and at the end of every day.
- Fogging of area to take place at end of every day.
- The soft-play area will be open (from 5th August 2021). The outdoor play area is open (from 5 April.)

Food Service

- When food ready, chef/coffee counter staff to ring bell and serving staff to take food, cutlery and condiments to customers.

Table clearing

- A notice asking the customer to put all their dishes/glasses etc. on their tray prior to departing in place.
- Once customer leaves, tray to be removed, table, chairs and salt & pepper to be sprayed with sanitiser and wiped. Cloth must be placed in sanitiser bucket each time tray is taken into dish wash area (see Sanitising Procedures).
- Outdoor seating area: two trolleys located outside for dirty dishes, sanitising station to be located on both levels, allowing customer to clean and clear their own tables.

Specific Assessment for:

Kitchen

1. HAZARD

Infection from Covid-19 from person to person, contact or infected surfaces

2. Who may be harmed

Staff, Customers, Contractors

3. Severity

Low to High for those infected

4. Probability

Medium

5. Risk

Medium

6. Precautions and controls in place

- Outside doors to remain open to circulate fresh air.
- Although the requirement to socially distance has been removed, chefs and support staff to be spaced out in kitchen area as far as possible.
- It is not compulsory by law, but it is strongly recommended that staff wear face masks in kitchen environments unless this impacts on other practices such as food hygiene.
- New handwash station in place at entrance to kitchen from delivery area. Staff must wash their hands after deliveries, breaks, using plant room etc. before entering the kitchen.
- All kitchen staff to wear Glendoick clothing. All workwear should be washed daily on a 60C wash cycle. Kitchen clothing NOT to be worn outwith premises.
- Disposable gloves to be worn as required when handling food.
- All kitchen utensils to be held in sanitiser solution (see Sanitising Procedures). Utensils to be changed every 4 hours or before any staff changeover.
- Fridges, freezers and storerooms: 1 in 1 out only.
- All work surfaces to be cleaned and sanitised regular throughout working day.
- All cloths to be held in a sanitiser solution (see Sanitising Procedures).
- Food, utensils, and crockery to have minimum handling when completing tasks.
- Walkway restrictions implemented in kitchen (refer to kitchen flow chart).
- Kitchen to have all surfaces equipment, handles and floors washed and sanitised at the end of every day.

Specific Assessment for:

Food Service

1. HAZARD

Infection from Covid-19 from person to person, contact or infected surfaces

2. Who may be harmed

Staff

3. Severity

Low to High for those infected

4. Probability

Medium

5. Risk

Medium

6. Precautions and controls in place

- Although the requirement to socially distance has been removed, chefs and support staff to be spaced out in kitchen area as far as possible.
- Chefs: to wear gloves as required.
- Pass: Perspex sheeting on the pass to promote staff confidence.
- Try to maintain social distancing from both other staff and customers where possible.
- Toastie area: when food ready, all plated items must be passed through white service shelves to chef working the pass and this area to be washed and sanitised regularly.
- When food ready for service, food to be presented for staff to deliver on a sanitised service tray.
- Chef to ring bell to notify staff that food is ready for delivery.
- All surfaces, machinery, handles etc should be regularly cleaned and sanitised at the end of service/day with cloths held in sanitiser solution (refer to Sanitiser Guidelines).

1. HAZARD

Infection from Covid-19 from person to person, contact or infected surfaces

2. Who may be harmed

Staff, Contractors

3. Severity

Low to High for those infected

4. Probability

Medium

5. Risk

Medium

6. Precautions and controls in place

- Doors to outside to be left open to encourage maximum air circulation.
- Although the requirement to socially distance has been removed, dishwash staff to be spaced out where possible.
- Once items have completed dishwasher cycle, there should be minimum handling.
- Cutlery to be placed into wash baskets with handles up. When decanting cutlery from baskets, gloves should be worn and cutlery allowed to dry (prior to presenting to front of house).
- Crockery should remain on trays and be placed on trolleys and wheeled out to coffee counter. All kitchen crockery to be decanted on to trolley located at end of pass for chefs to put away.
- Kitchen utensils to be returned to appropriate areas with minimum handling.
- All serving trays to be washed, sanitised and air dried (prior to returning to front of house).
- Trolleys from outside area should be sanitised before returning.
- All surfaces, handles of dishwashers and taps should be regularly cleaned and sanitised with cloths held in sanitiser solution (see Sanitising Procedures).
- All surfaces, sinks, floors, and machines to be cleaned and sanitised at end of day.
- All cloths and mop heads to be boil washed separately at end of day.

Specific Assessment for:

Deliveries

1. HAZARD

Infection from Covid-19 from person to person, contact or infected surfaces

2. Who may be harmed

Staff, Delivery Personnel

Low to High for those infected

4. Probability

Medium

5. Risk

Medium

6. Precautions and controls in place

- Hand sanitizer located at back door for staff and delivery personnel.
- All deliveries to be off loaded and placed onto trolleys, excessive packaging removed and taken away.
- Once delivery decanted into trolleys, delivery personnel to place under shelter, then notify staff by ringing exterior doorbell. Although the requirement to socially distance has been removed, staff should promote as far as possible the limiting of physical contact with delivery personnel.
- Staff member to sign delivery note/invoice once delivery checked.
- Delivery personnel should not enter the premises.
- Fridges, Freezers and storeroom to operate on a 1 in 1 out basis.
- All products to be decanted from boxes and stored in containers or shelving in date order.
- Door handles (including outdoor handles) to be included in cleaner wash-and-sanitising schedules.

1. Hazard

Chemical inhalation
Trip over cable
Chemical burn

2. Who might be harmed

Staff, & customer

3. Severity (High, Medium or Low)

Medium

4. Probability (High or Low)

Low

5. Risk (= Severity x Probability)

Medium

6. Precautions and controls in place

- Ensure staff member has received training prior to use, including being shown where electric trip switch is located & how to wear PPE
- Appropriate PPE to be worn i.e. gloves for decanting chemicals, face mask and eye goggles when fogging areas
- Fogging only to occur after close of business, when no customers around & minimum staff
- Fogging to take place in customer areas, coffee counter area, café toilets, kitchen, dishwash area and staff rooms.
- Staff with Asthma or breathing issues advised not to carry out this procedure due to them not wearing masks
- Cables to be kept neat & tidy to omit trip hazards

7. Further Actions Required

All incidents to be report immediately so revised action can be adapted

1. HAZARD

Infection from Covid-19 from person to person, contact or infected surfaces

2. Who may be harmed

Staff

3. Severity

Low to High for those infected

4. Probability

Medium

5. Risk

Medium

6. Precautions and controls in place

- Although the requirement to physically distance has been removed, Glendoick will continue to promote, as far as possible, the limiting of physical contact between staff during work and at breaks. The main staff room is for use by café staff and the conservatory will remain in use as a staff room for Garden Centre staff.
- Tables will remain more spread out to promote staff confidence.
- All plates etc. to be removed and returned to dish wash area by staff.
- Tables and chairs to be sanitised once break finished by staff member. Sanitiser station located at sink.
- Fridge doors, microwave, kettle, handles, cups must be washed after use by members of staff using them.
- All door handles and toilets to be incorporated in cleaners' routine checks.
- Some staff members may prefer to use their cars for breaks or sit outside on benches provided.
- Smokers to maintain social distancing whilst outside. Any member of staff wishing to sit in car and smoke must change out of uniform. Staff can walk up drive to smoke to assist social distancing.
- Staff to wash hands before and after breaks.
- Signing in and out: weekly timesheets to be posted on Duty Manager Notice Board in corridor. Please complete at start of shift to prevent crowding at end of day.

Sanitising Procedures

How to Make up solution

Bottle of Sanitiser: 1 dose of Sanitiser concentrated solution, fill bottle up with cold water

Bucket of sanitiser: 2 doses of Sanitiser concentrated solution, ¾ fill bucket with cold water

Use appropriate buckets for each section i.e. blue for front of house, yellow for back of house

Procedures for Cloths

All cloths MUST be held in Sanitiser buckets/containers when not in use, all cloths should be left for at least 1 minute to allow sanitiser to take effective.

For busy areas there should be 2 buckets, 1 for dirty cloths (the sanitiser in this bucket will need to be changed frequently). Once the cloth has been in this bucket for minimum of 1 minute, the cloth should then be moved into the sanitised cloths bucket ready for use.

End of Night Procedures

All cloths should be put into pot wash, and boil washed over night.

These are important step to prevent the spread of the COVID-19 virus and you will need to sign off that you have understood these procedures.

FIRST AID

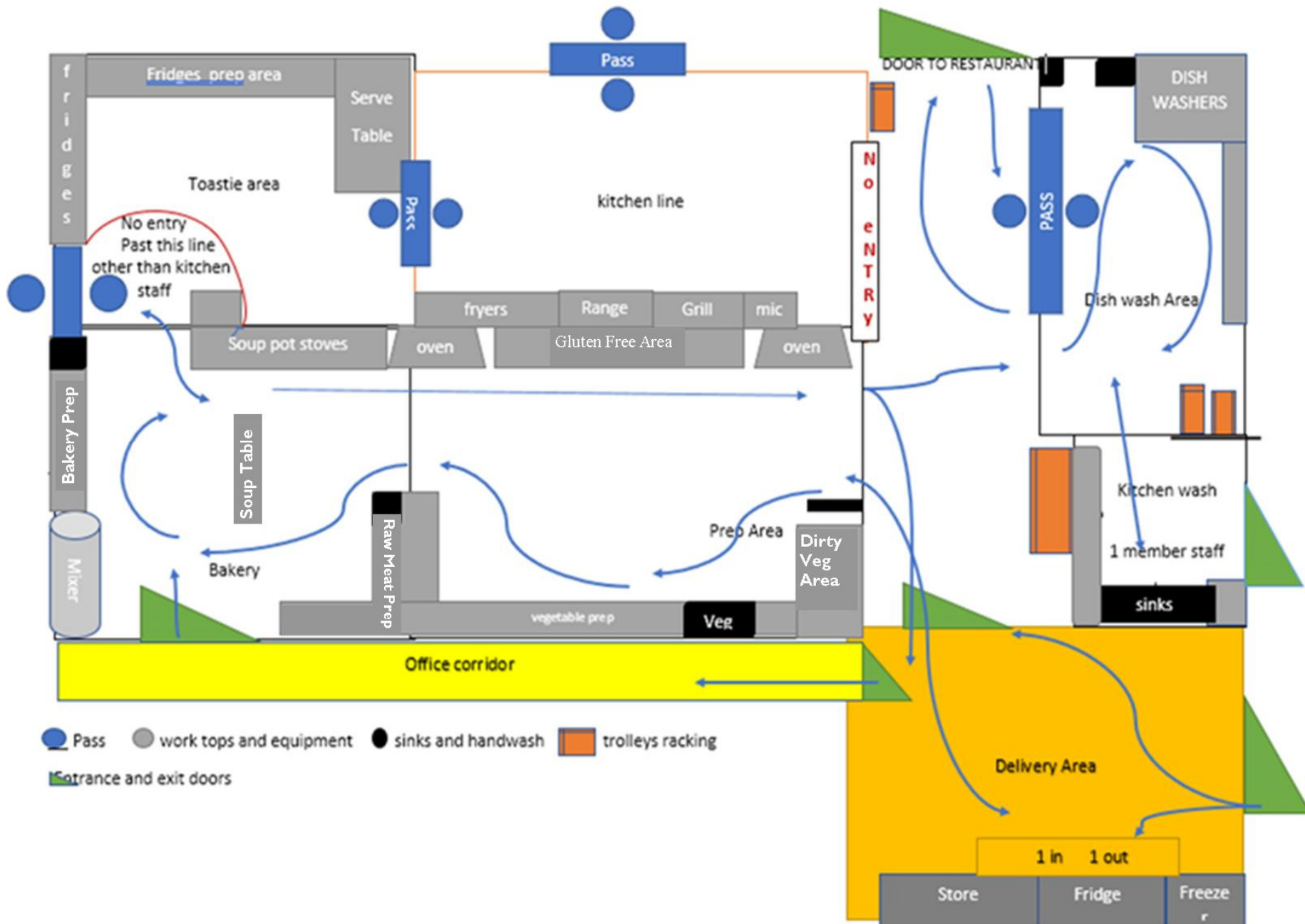
- With small interventions, **like cuts, falls and fainting**, staff to keep mask on and use gloves if touching customer.
- If you need to use the **Defibrillator**, please use mask and gloves and follow instructions on machine.
- If customer is in need of **resuscitation**, dial 999. There is no expectation or need to deliver mouth to mouth resuscitation

Café Customer Journey

- Opening Hours 9:30 - 16:00
- Only Card payments
- App now in use as main way to order and pay. Marketed through FB etc so customers know what is on offer before they arrive. App collects Test & Protect details.
- For those without access to the App, a till will be provided and run on the old Opsuite platform. Test & Protect details will need to be collected for these customers.
- On arrival at the garden centre, customer sees menu and operational procedures at front door of garden centre. More “Here’s what to do” blackboards are located at entrance(s) to café.
- Café Host will explain how App system works/what to do if customer cannot access App.
- Customer activates App and orders food & drinks.
 - OR
- Customer takes note of table number and proceeds to till to place and pay for order.
- All food and drink are delivered to customers tables.
- Hot drinks, cakes, scones, butters, jams etc. to be put onto trays by staff.
- Staff ring bell to indicate drinks etc... ready and dining room staff take tray to table.
- Chefs to pace the delivery of hot meals to ensure all food is going out to customer at approximately the same time.
- Ask customers to put all their crockery, glasses etc... back on the tray before they leave café and leave tray on table
- Table clearer is then able to identify tables that need clearing/cleaning/sanitising
- Customer exits through TFH or Book Shop.

Staffing Levels and Coping with a high rate of absence

- Depending on the infection rates in our area and protocols in effect, some employees may be absent because of COVID-19. If a worker is in isolation at home as a precaution the worker will not be able to work for a period.
- Workers who are confirmed as having COVID-19 will be absent and unable to work for significantly longer and those who become seriously ill may require a further period of rehabilitation once recovered from the infection. In addition, some workers may be absent because they have to take care of a relative.
- The absence of a substantial number of workers, even if only temporary, may cause a strain on continuing activities. This may require reduced operations: e.g. 1 till open and reduced numbers of customers in the shop. Garden centre workers should be flexible in terms of roles when the garden centre reopens. All staff are expected to work in any department as required including time on tills. Line managers have an important role in monitoring the situation and ensuring that individual workers are not overburdened. It may also be necessary to close the Garden Centre for a period of time if there are not sufficient staff to continue activities. All staff would then be furloughed if the scheme is still in place. Payment would be made to those entitled to furlough pay under the scheme.
- When adapting work to cope with a reduced workforce, for example, by putting in place new methods and procedures and changing roles and responsibilities, we will consider whether staff need additional training and support, and make sure all workers are competent to carry out the tasks they are required to perform. Cross-training of employees will take place to ensure the workplace can operate even if key workers are absent.
- Staff are encouraged to suggest better ways of safe working. It is impossible to anticipate everything before opening and we encourage staff with suggestions to ensure better protection for themselves and customers.





Garden Centre

CLOTHING

RAMP

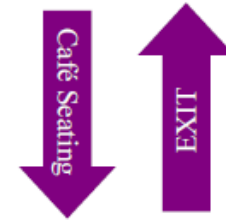
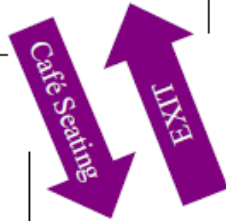
BOOK SHOP

FOOD HALL

FOOD HALL

TOYS

CARDS



WATER TAP

TILL COFFEE COUNTER AREA

