



**HARNESS RACING VICTORIA**

# **HRV CORONAVIRUS HOSPITALITY GUIDELINES FOR CLUBS**

Please note: These guidelines have been adapted from the Hospitality Industry Guidelines for coronavirus (COVID-19). Links to this document have been embedded within these guidelines.




# HRV Coronavirus Hospitality Guidelines for Clubs

OHS-PR-101  
(1 June 2020)

**OFFICIAL**

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## 1. OVERVIEW

**Please note that this procedure will not apply to Clubs in the Metropolitan and Mitchell Shire areas, as these locations have returned to Stage 3 restrictions as of 8 July.**

The Victorian Government, alongside National Cabinet, has started a process to ease the restrictions that were put in place to help slow the spread of coronavirus (COVID-19). This will be a careful and staged process.

The Victorian Government has announced that:


- From 11:59pm on 31 May 2020, cafes, restaurants and pubs can resume serving meals using table service only, for up to 20 customers at a time (a restaurant that has different dining areas/rooms may have up to 20 customers in each separate dining area, subject to density restrictions).

All further easing of restrictions will be monitored and advised to clubs as they are announced.

The Chief Health Officer Directions allow food businesses classified as [Class 2](#) under the Food Act 1984 that can offer table service to resume doing so under strict conditions. This includes restaurants and bistros within a pub, bar, registered and licensed club, RSL and community club or hotel.

Clubs must abide by the [Hospitality Industry Guidelines for coronavirus \(COVID-19\)](#) from which this guide is adapted.

Clubs that **do not** offer dining services independently of race days are **not** permitted to have race day dining as this type of hospitality is targeted towards spectators, who are not permitted at professional sporting events at this time. There are strict government guidelines that prohibit spectators at professional sporting events.

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In the instance where the operation of the dining area coincides with a race meeting, the club concerned must ensure that members of the public, including owners or sponsors, that have booked a table are not permitted access to racing areas, stables or external viewing areas such as grandstands. Additional security must be arranged to ensure the racing operation and the commercial premises are kept separate at all times. Doors to external areas must be secured.


Clubs must ensure that they do not 'filter' their bookings by giving preference to owners and sponsors above members of the public and should operate on a 'first in, first served' basis. Owners and sponsors must comply and follow the same booking process as general customers.

It is advised that licensed participants with an engagement at the race meeting should not be permitted to book a table in the dining area to ensure the racing and commercial dining facilities remain distinct. Licensed participants with an engagement at the race meeting may use take-away services provided by the club.

## **2. CLUB RESPONSIBILITIES**

Clubs must implement the following:

- Provision of hand sanitiser at multiple locations for access by both staff and customers.
- Appoint a Coronavirus (COVID-19) Response Officer to oversee the implementation of the coronavirus (COVID-19) plan and ensure that correct processes are being followed, any relevant documentation is complete, staff are trained and procedures are kept up to date to comply with current health information. Spot checks may be done by authorities where documentation and records may be reviewed.
- Displaying a sign at each public entry to each space which states the maximum number of people that can be in the space at a single time (the density quotient rounded down to the nearest whole number).
- Provide information to customers regarding COVID-19 including; restrictions, changes

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to service routine and downloading the COVIDSafe app.

- Set up the venue to allow for physical distancing as per the Hospitality industry Guidelines for Coronavirus (COVID-19) and associated fact sheet, which can be accessed [here](#).
- A plan to disperse any groups of people seeking entry or attempting to watch proceedings in outdoor areas.
- Only seated table service can be offered at this time, with a limit of ten diners at each table.
- Alcohol may be served at the table without food in a bar or restaurant. Customers must remain seated.
- It is recommended that a time limit of less than two hours should be imposed on each booking.

Other points to consider:

- Where possible, use physical barriers, such as plexiglass screens at counters where interactions with customers frequently occur.
- Patron movement associated with entry and exit from the club (consider separate entry and exit points if practicable).
- Where customers do not abide by the directions of the chief health officer, the business has the right to refuse entry or ask the customer to leave.
- Temperature checks for patrons are not currently recommended for the hospitality industry. Refer pages 15 & 20 [Hospitality Industry Guidelines for coronavirus \(COVID-19\)](#).
- Servicing air conditioning systems according to manufacturer's instructions and ensure they are fully functional. Where possible fresh air flow should be maximised in indoor venues.

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### 3. CLEANING

#### Pre-opening deep clean

Prior to re-opening dining facilities, all Clubs must undertake an initial pre-opening deep cleaning and implement an environmental cleaning schedule to ensure frequent cleaning and disinfection of high touch surfaces and bathrooms. Further advice about cleaning can be found [here](#).

Surfaces must be both cleaned and disinfected. The first step is cleaning, which means wiping dirt and germs off a surface. Common household detergent products can be used for cleaning. Cleaning alone does not kill germs.

The next step is to disinfect the surface. Disinfection means using chemicals to kill germs on surfaces. It is important to use products that are labelled “disinfectant” and to follow the instructions on the label.


#### High-touch surfaces

Regular cleaning and sanitising of common high-touch contact surfaces will help reduce the spread of coronavirus (COVID-19). This includes items on the table, after each customer has left. Surfaces and fittings should also be cleaned immediately when visibly soiled and after any spillage. A sanitiser should be used following thorough cleaning.

Common contact surfaces include (but are not limited to):

- Eating and drinking utensils;
- Tables and chairs (including underneath);
- Kitchen and food contact surfaces;
- Door and cupboard handles;
- Handrails;
- Refrigerator handles;
- Tap handles;
- Switches;
- EFTPOS keypads; and
- ATM machines.

Personal items used in the workplace such as phones should be cleaned and, ideally, sanitised frequently (e.g. by using isopropyl alcohol wipes). Workplace amenities including kitchens, lunchrooms, communal areas, change rooms, toilets, drink fountains and vending machines should also be regularly cleaned.

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## **Bathrooms and Toilets**


Bathrooms and toilets are also high touch surfaces and should be frequently cleaned, with the number of cleaning times each day increased if there is a high number of patrons and a small number of facilities. Ensure toilets are in working condition with warm running water for the hand basin and soap dispensers and disposable hand towels/dryers are provided.

## **4. SOCIAL DISTANCING AND VENUE LAYOUT**

The area available for patrons in the dining area must be used when calculating the capacity limit for each separate dining area. You must not include any space that is not accessible to patrons, such as kitchens, behind bars, or storage areas.

Staff are not included in the capacity limit. It is a limit on number of patrons only.

- The density quotient of each dining area is the dining floor (measured in square metres) accessible to patrons (i.e. excluding areas behind bars and storage) divided by four.
- Each separate dining area must not have a density of seated patrons greater than one per four square metres, and any more than 20 patrons at any one time. A maximum group size of 10 seated patrons per table applies.
- To seat 20 patrons, the dining floor area accessible to patrons must be a minimum of 80 square metres. If the dining floor area is smaller than 80 square metres, the density quotient applies.
- Place tables so that diners are 1.5 metres from a neighbouring table when seated. If practical, arrange seating so different groups of customers are not seated face-to-face.
- Tables may also be set up with extra room at the end to allow the food and beverages served to be placed by staff, rather than delivering to each guest. This will minimise contact between the staff and customers.
- Mark queueing spots to ensure a 1.5 metre spacing between each person in a queue. This may be applicable in areas where queues are likely to form e.g. at entry points, near cash registers, near toilets. Advise patrons to return to their seats if physical distancing cannot be practiced while queueing.
- Consider using floor markings and physical barriers, such as plexiglass screens or sneeze guards, at counters where interactions with customers frequently occur.


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- Whilst separate entry/exit points are not essential, they should be used if available. Clubs should take steps to minimise opportunities for people to mix whilst waiting for a table (for example, closing lobbies/waiting areas and applying physical distancing rules to any queuing). Clubs should consider reservation-only arrangements and staggered arrivals for bookings.
- Each dining area must be separated by permanent structures or be a discrete area of the premises that is sufficiently separated from any other area of the premises. Walls separating areas should be either reach from floor to ceiling or be at least 2.1 metres high for the space to be considered sufficiently separate. Temporary structures should not be installed to create separate areas.
- Where multiple dining areas exist, Clubs could consider having separate floor staff in each dining area.
- There is no requirement for separate kitchens or toilets for each dining area. However, appropriate cleaning and disinfection must be scheduled and undertaken, in addition to physical distancing.
- Outdoor Smoking areas can become dining areas, however smoking will no longer be permitted in that area. Any smoking area must be located at least four metres away from an outdoor dining area.
- Functions and events with a 20-patron limit that provide seated dining services may be held.

Clubs should also consider:

- Assisting staff in encouraging patron compliance (including nominating a key staff member).
- Encouraging online and phone bookings and limiting the number of walk-in diners.
- Moving patrons quickly to tables to minimise queuing and congregation at entrances or arrival areas.
- Encouraging customers to remain at least 1.5 metres apart when moving through the business. If possible, stagger seating times and manage the duration of sittings to control the flow of patrons.
- Multiple timed sittings are permitted, as long as the number of seated patrons does not



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exceed the capacity of the dining area at any point in time.

- Encouraging customers to use contactless payment methods such as credit or debit cards, phone or other payment-enabled devices instead of cash.
- As of June 22, children's play areas within venues may open, with numbers permitted based on the density quotient within the area.


## 5. CHECKLISTS

The following checklists have been developed by Business Victoria to assist the reopening process and are located on their website.

- 1) [Before you are open](#)
- 2) [Once you are open](#)

## 6. SIGNAGE

- Display a sign at each public entry that includes information on the maximum number of people that can be present in the space at a single time, rounded down to the nearest whole number.
- Signage for the hospitality industry can be downloaded at [Business Victoria website](#).
- Place signs for customers at entry points stating that:
  - Customers should not enter if they are unwell.
  - Only a number of patrons are allowed to be seated according to the patron limit or density quotient of the dining space.
  - Patrons not adhering to the seating limits are breaching the directions issued by the Chief Health Officer for which penalties may apply.
  - Businesses have the right to refuse service or entry under these guidelines.
- Display posters on good hygiene and handwashing practices in prominent places and establish hygiene stations (with hand sanitiser) at entrances and throughout the club to encourage hand hygiene of staff and patrons.

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- Additional signage provided by the Victorian Government can be downloaded from the Department of Health website including:
  - [COVID-19 – Help Stop the Spread](#)
  - [COVID-19 – Keeping your distance](#)
- There are also links to a range of posters on the [trots website](#).

## 7. BOOKINGS

When taking bookings:

- Allocate booking times with intervals between the arrival of each table, so that when customers arrive physical distancing can be maintained.

Advise customers of the following:


- Bookings are limited to a maximum of 10 customers seated at each table, children are included in the total.
- Advise customers of the two-hour limit.
- Where the booking date coincides with a race meeting, advise customers that there will be no access to racing areas, stables or external viewing areas such as grandstands.
- Contactless payment methods are currently being used.
- Arrival times should be strictly adhered to in order to minimise contact between different dining groups.

Measures that may be considered in order to assist in speeding up ordering and service and reducing the time guests spend in the venue include:

- Emailing a copy of the menu.
- Implementing a pre-ordering system.

### Walk-ins

- Walk-ins are permitted, however the number of customers must be monitored to

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ensure that maximum limits are not exceeded and that physical distancing can be maintained, particularly at entrances.

- If the dining area is fully booked, place signage on the door to deter walk-ins.


## 8. CUSTOMER ARRIVAL

- Collect **each** customer's first name and contact details (phone or email) and record this along with the time and date on a register. (see sample [template](#)). In order to maintain the confidentiality of all patrons, only Club staff can access and record person's names on the register. For more information regarding instructions surrounding this see [HRV's Confirmed Case Of COVID-19 Policy and Procedure](#).
- This information must only be used for contact tracing purposes and not for marketing or other business interests.
- You cannot compel a person to provide their personal details, however you should explain the purpose of collecting the information. Any person who refuses to provide information can be denied entry.
- Reasonable steps must be taken to protect patrons' personal information from being misused, interfered with and lost, as well as from unauthorised access, modification and disclosure and the collection of which must comply with Privacy laws. More information can be found via this [Victorian Government fact sheet](#).
- Businesses are required to maintain contact records for 28 days for contact tracing purposes, after which time it should be securely destroyed.

## 9. SERVICE

It is important to communicate with customers about adjustments to regular service protocols (especially regular customers). Some of these changes in procedures includes:

- Table service only, no buffets or self-serve stations. Customers may *order* food at the counter, if it cannot be avoided, as long as there are floor markers for 1.5m physical distancing and crowding is avoided. However, it is preferable that orders are taken at the table. (All food should still be served to the table).
- Customers should not go to the bar for drinks, table service should be provided.
- The maximum number of people that can be seated together is ten. Larger groups

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must not be allowed. Children are counted in the total customer numbers.

- Larger family groups can book multiple tables, but tables must be spaced so that patrons at separate tables remain 1.5 metres apart when seated.
- People seated at the same table can share dishes e.g. a platter of dips, a bowl of chips or a plate of cheese.
- The limit of twenty does not include staff or customers ordering or collecting take away. The venue should take steps to minimise opportunities for people to mix whilst waiting for takeaway or a table (for example, closing lobbies/waiting areas and applying physical distancing rules to any queuing).
- In relation to events and conferences, the 20-patron limit still applies even if a venue has a single dining space or density quotient that could accommodate more. It is also important to note that the current easing of restrictions allows for seated dining services only.


### **Alcohol**

Alcohol-only service is permitted from 22 June. Alcohol must be served to customers seated at a table. There is to be no bar service.

### **Touch points**

Communal self-serve stations increase the risk of infection. The number of common touch points within the premises should therefore be reduced as far as possible. This can be achieved by:

- Removing self-service equipment (e.g. cutlery and glass stations, communal drink and condiment stations).
- Use single use condiments such as sugar, sauce, salt and pepper in sachets, rather than dispensers or open pinch bowls.
- Easy to clean laminated menus or disposable paper ones (disposed of after each use). Use of blackboards or other non-contact signage for display of menus.
- Encourage customers to use contactless payment methods such as credit or debit cards, phone or other payment-enabled devices instead of cash. It is at the discretion of the business to set the commercial terms upon which payments take place, so cash

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may be refused.

## 10. FOOD HYGIENE

Wash fresh fruit and vegetables under cold running water as usual. Do not use soap, disinfectants or detergents to wash food.

Gloves should be worn when handling ready to eat foods (i.e. foods that will not be cooked prior to service).

For further information, please visit: [Food Safety Standards](#).

## 11. PERSONAL PROTECTIVE EQUIPMENT (PPE)

From 27 July HRV is mandating the use of masks at race meetings and trials, regardless of location.


Gloves should be worn when carrying out cleaning tasks or handling ready to eat foods (i.e. foods that will not be cooked prior to service).

## 12. STAFF

### Hand hygiene and self-health checks

As is usual practice, staff who handle food must have access to appropriate handwashing facilities and must wash and dry their hands:

- Before handling food;
- Between handling raw food and food that is ready to eat, such as pre-cooked food and salads;
- After smoking, coughing, sneezing, blowing their nose, eating or drinking, and using the toilet;
- After touching hair, scalp, mouth, nose or ear canal;
- After handling rubbish and other waste;
- After handling money or bank cards;
- Before and after cleaning; and
- After removing gloves (if used).

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Staff should be provided with a copy of the Once you are open [checklist](#) (which lists when hands should be washed, when they should not attend work). They should complete the [health questionnaire](#) before every shift.

### **Limiting staff exposure**

Measures that can be implemented to minimize staff exposure to possible COVID-19 infection include:

- Limiting movement around premises e.g. assigning staff to particular tables or rooms.
- Avoiding front of house staff going into kitchen areas.
- Staggering staff breaks and start times.
- Creating teams (cohorts) to minimize staff contact with each other.
- Removing extra chairs in break areas to ensure staff stay 1.5m from each other.
- Discouraging staff from travelling to work together unless they are from the same household.

### **Staff consultation**

Employers have an obligation to consult employees and Health and Safety Representatives on matters related to health and safety that directly affect or are likely to directly affect them.


Consult staff on what control measures should be put in place to eliminate or minimise the risk of transmission and the adequacy of facilities, such as for handwashing, for staff and patrons.

It is important to provide information to staff through regular briefings and updates. These may be carried out electronically or in person (ensure that in any physical meetings social distancing is practiced).

### **Staff training**

The Victorian Government has introduced online training for hospitality staff - Hygiene measures and safe work practices, which is available via this [link](#). The purpose of this training is to provide support to hospitality businesses to prepare to safely resume operations in accordance with the easing of restrictions, while also ensuring the public feels confident that their health and safety is being protected. It is strongly recommended that all staff complete this training. As a minimum the COVID-19 Response Officer must complete this training.

Staff safety and wellbeing is paramount. Venues should ensure that adequate processes are in place to protect staff, including pre-shift and on-site COVID-19 health checks and information and zoning staff to specific dining areas to reduce intermixing between staff and

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patrons where possible. It is important that staff are trained in these processes.


Venues should:

- Display information about the symptoms of COVID-19 and the need to stay home when unwell.
- Recommend all staff complete the Staff Health questionnaire before each shift (questionnaire is provided in the Appendix of this document. A downloadable version can be found at [www.business.vic.gov.au](http://www.business.vic.gov.au)).
- Direct staff to stay at home if they are sick or go home immediately if they become unwell.
- Communicate to staff of the requirement for them to report when they have been a close contact with a confirmed case of COVID-19.
- Communicate with and provide training for staff on safety and hygiene practices to ensure they understand and fulfil their duties and responsibilities.
- Ensure staff are aware of, and understand, the resources and support services available to them. For example, the Employee Assistance Program (EAP).
- Arrange safe staff workspace allocations to minimise staff interaction with patrons where possible.
- Ensure Responsible Service of Alcohol principles apply to venues supplying liquor under a liquor licence. [RSA Principles](#)
- Encourage staff to download the COVIDSafe app.
- Businesses should also consider managing visits to the premises by delivery drivers or other contractors to eliminate, or at least, minimise, physical interaction with staff where possible.

### 13. POSITIVE COVID-19 TEST (STAFF OR CUSTOMERS)

All businesses should have a response plan ready for the possibility of a confirmed case of coronavirus (COVID-19) at their premises. Clubs should be aware of HRV's Confirmed Case of COVID-19 Policy and Procedure and communicate this to all staff. [COVID-19-reporting](#)

If a patron or staff member who is a confirmed case of COVID-19 (coronavirus) has attended


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your business while they are infectious, you will be contacted by DHHS.

Each business should then consider the following steps:

- Consult with DHHS on whether the business is required to close for a short period to facilitate cleaning and enable contact tracing.
- Determine what areas of the business were visited, used, or impacted by the infected person.
- Clean and disinfect all areas that were used by the confirmed case (for example, dining areas, offices, bathrooms and common areas).
  - Close off the affected area before cleaning and disinfecting.
  - Open outside doors and windows to increase air circulation and then commence cleaning and disinfection.
  - Fully sanitise all areas of the site, paying particular attention to high touch areas. The venue should remain closed until this is completed.
- Where relevant, notify patrons and staff that they may have had contact with an infected person and encourage them to monitor their health and report any concerns to their healthcare provider.
- Work with DHHS to ensure that all appropriate preventative measures have been taken prior to reopening the business.
- Any staff member who tests positive for COVID-19 should remain in home isolation until they have been notified by DHHS that they are no longer required to isolate and have met its criteria for release. The staff member should follow DHHS guidance and their employer's policy.
- Staff who are a close contact of a person with COVID-19 should not come to work for 14 days after their last close contact and must quarantine themselves. During quarantine, they should watch for symptoms and seek medical assessment and testing if they become symptomatic.
- Employees *may* be entitled to a one-off payment of \$1500 if they are required to self-isolate.
- If multiple staff are directed to be quarantined and this affects operational capacity, the business will need to consider its own contingency plans for disposing of raw materials (especially fresh ingredients), any work in progress, or short shelf-life stock to ensure food safety is maintained.



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Please respect the privacy of people with a confirmed case of coronavirus and treat their condition with understanding and compassion. Check in on their wellbeing regularly during self-isolation and monitor their mental health.