



Re-opening your School Restaurant



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Introduction

The Outbreak of coronavirus disease (COVID 19) has closed schools and over the next few weeks and months, schools will reopen which will present enormous challenges. We need to ensure students safety and mental and physical wellbeing is maintained whilst ensuring their safety whilst the schools try and bring some type of normality back to the school day.

Reopening

This guide outlines key areas in the catering department which need to be considered as they embark on this challenge. We will offer tips on everything from restaurant layout to serving protocols and for this to be implemented needs a whole school approach.

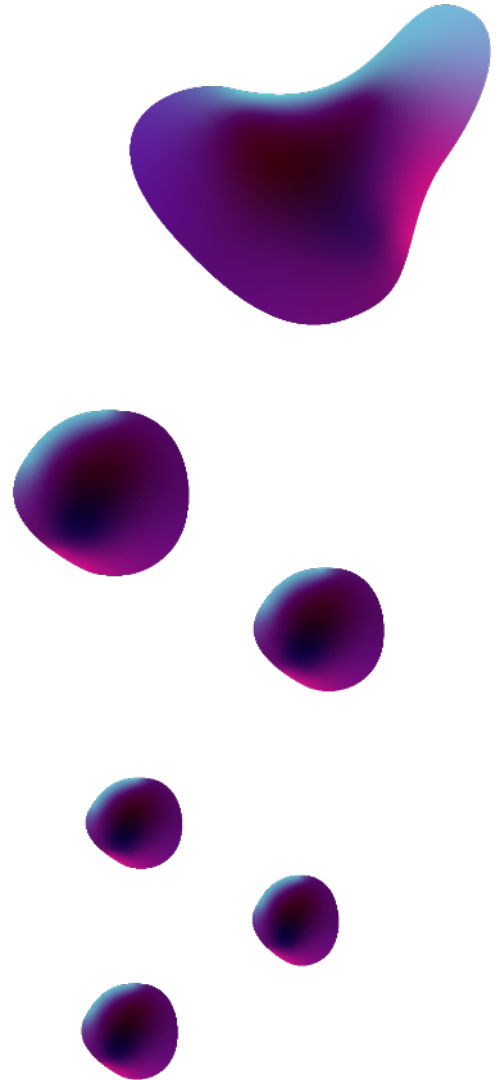
Who should read this guide?

This guide is aimed to support schools in ensuring social distancing is maintained in their restaurant and how to keep these areas safe for users. This is a guide which will give Headteachers and Catering staff food for thought in starting discussions within their school to ensure the safety of their students. This guide is aimed at Schools but there is transferable information to support business who have catering facilities.

Frequent asked questions

- Is the food safe to eat?
- Will I be able to sit with my friends?
- Are the tables and chairs clean?
- Will the queue be really long?
- How will we social distance in the dining room?
- Can I not use the dining room?
- Can I eat in the playground?

Addressing these concerns and providing reassurance and good communication will be key in ensuring the students are safe not only in the school dining room but the whole school. Communicating the Key message to students and parents will support people perception of a safe environment.



Planning for the Catering



Layout

To maintain social distancing whilst using the dining room, the dining room will have to be changed by firstly spacing out tables and reducing the chairs so student can't sit so close together

- Change the school timetable to stagger use in dining room
- Reduce the number of chairs and tables and use barriers stickers to reinforce social distancing
- Have staff members to direct student to available seating so student don't walk around unnecessarily
- Install signage to explaining the protocols of what students should be doing.
- Install queuing graphics at counters to demonstrate social distancing
- Agree suitable areas for queuing into dining room with the use of barriers and floor graphics to maintain social distancing.
- Control numbers into dining room and agree access and egress with use of barrier systems or floor graphics.
- Look at pre-order service and pick up stations to ease queuing
- Remove cash facilities from school and use reputable cashless software with only online payment system to reduce queuing at revaluates and cash on school premises.



Dining and service



Hygiene

Government guidance refers to using detergent and then 1000ppm available chlorine for disinfecting which kills the virus. This should be used on visibly clean surfaces. Ensure with hand gels COSHH data sheets are available.

- Ensure hand gels are situated at entrances to dining room and prior to servery areas (Needs to be anti-viral and higher the alcohol content over 62% recommended)
- Ensure plenty of signs about important of hand washing.
- Have cleaners in the dining room to clean table immediately once vacated, have a sign to confirm sanitised table ready for use.
- Ensure all touch points are cleaned regular and documented during busy periods
- Remove anything unnecessary on tables like condiments etc.....
- Conduct a thorough deep clean

Service Counters

Make a plan on what could be done to make the food service safer for staff and customers through social distancing measures.

- Remove cutlery and adopt individually wrapped which is put on tray when serving to reduce any cross contamination form other users.
- Introduce screen at till points to protect staff
- Ensure the use of contactless systems and no cash transactions
- Plates should be picked up only by hospitality staff
- When the food is plated this is placed straight onto a tray then the customer can pick it up.
- Where staff come into contact with items used by customers, they need to wash hands immediately
- Remove self-serve options and go to total packaged products.
- Remove milk jugs and condiments and replace with sachets

Vending machines including water machines

Provide disinfectant wipes / cleaning station near water machines or vending areas.
Put in place social distancing graphics to reduce contact
Frequent cleaning of area.
Only permit the use of personnel water bottles for water machines
Communicate



Kitchen guidelines



Kitchen

Kitchens are a busy place but there will be a need for social distancing protocols put in place to limit contact.

- Kitchen telephone and office computer have anti-viral wipes so can be cleaned prior to use.
- Set up protocols that only one person in changing rooms at any time
- Delivery ensure all out packaging removed where possible and products are sanitised prior to storage.
- Set up team working areas for kitchen staff to ensure social distancing

Kitchen staff Hygiene

It goes without saying Hand-washing is paramount but ensuring after hand-wash use an anti-viral gel for added protection.

- Update and review return to work protocols and set up briefing notes on coronavirus.
- Ensure uniforms are washed above 60c or use a laundry sanitising agent.

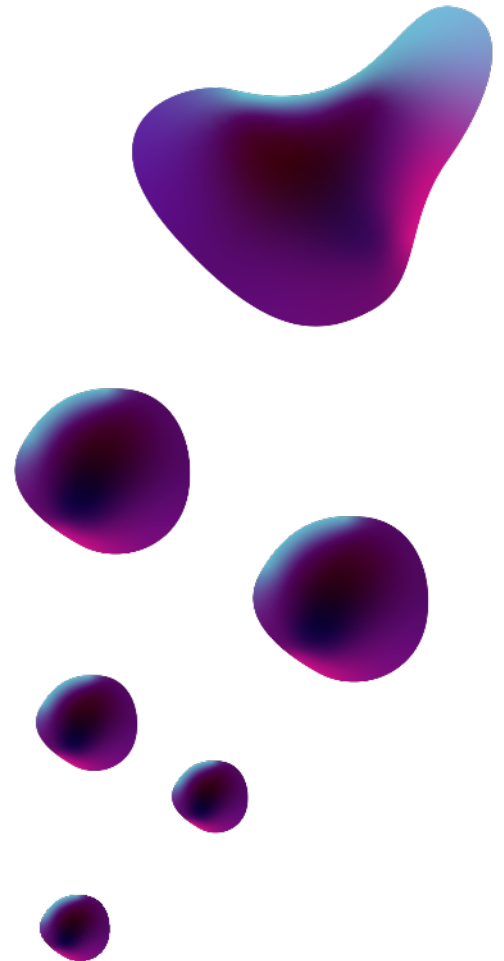
Staff Commuting

Ensure staff members are briefed on social distancing whilst travel to and from work. Can staff refrain from using public transport and use bikes or walking.

Paperwork & Training

Training should be given to ensure that all staff understand the new risks, but should include 2m social distancing, routes of transmission, and the importance of hand-washing and surface disinfectant at key times. All staff should be instructed about protocols on not coming to work if they show any symptoms and should self-isolate. [Health and Safety / Hygiene Audit](#)

- Make sure that you have reviewed your Risk Assessments and safe systems of work taking into account new measures for Corona virus.
- Complete a Corona virus risk assessment
- Put new controls on cleaning and disinfecting touch points with timescales and sign off.
- Write a process for safe interaction with customers and staff / agency for your School with signed documentation on new processes.
- Revisit personal hygiene refresher training
- Spend time ensure staff are fully briefed with new dining and service protocols



Getting the message

The ideas and changes within this guide will mean a fundamental change for students and staff so communication will be key in supporting the new normal.

Some ideas for communicating the change:

Primary Schools

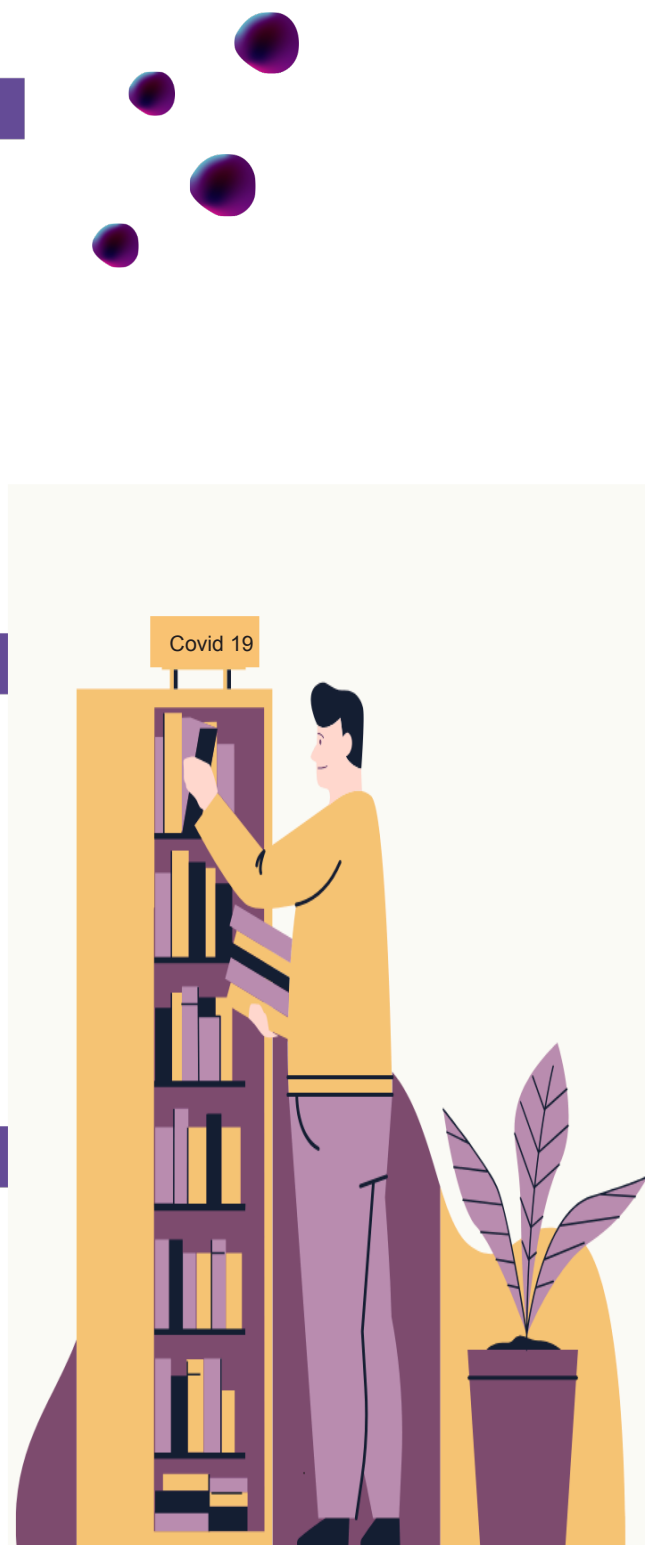
- Visual guides will be key to reinforce social distancing and washing hands
- Demonstrating important of washing hands – Put small amount of paint on hands and have them wash them with just water, notice how much paint remains, then wash with soap and water
- Help children understand basic concept of disease control. Use exercises that demonstrate how germs can spread. Put coloured water in a spray bottle and spraying over white paper. Observe how far the droplets go.
- Have children make pictures and signs to put up around the school to reinforce social distancing and washing hands.

Secondary School

- Listening to students and answering their concerns
- Incorporate health into relevant subjects like
- Science can cover the study of virus, disease transmission and the importance of vaccinations.
- Social studies can focus on the history of pandemics and the secondary effects and investigate how public policies can promote tolerance and social cohesion.
- Have student make their own Public service Announcements vis social media, radio or even video broadcasting

Whole School approach

- Floor graphics to promote social distancing in key areas
- Directional signage for corridors (if possible one way systems)
- Posters campaign on new procedures around school
- Regular updates to students on measure and alleviating safety concerns
- Updating parents on school approach and keeping parents reassured



Guidance Resources available

e-Bug resource –

<https://campaignresources.phe.gov.uk/schools>

Education guidance poster - https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/876220/COVID19_Guidance_Education.pdf

Guidance for Education Sector

<https://www.gov.uk/government/publications/guidance-to-educational-settings-about-covid-19/guidance-to-educational-settings-about-covid-19>

Temperature Screening

<https://www.watchsystems.co.uk/fever-cameras>

RIDDOR Reporting

<https://www.hse.gov.uk/news/riddor-reporting-coronavirus.htm>

Working safely

<https://www.hse.gov.uk/news/working-safely-during-coronavirus-outbreak.htm>

Classroom checklist

<https://www.hse.gov.uk/risk/classroom-checklist.pdf>

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