



COVID-19 RESPONSE DOCUMENT

Dine-In & Take-Out (including delivery service)

SUMMARY

This booklet is created and intended for use at Ali Baba restaurant and by the staff members, clients, suppliers and any third parties that can come into contact with the establishment and its use thereof. It explains in details the policies to be adopted during COVID-19 and going forward.

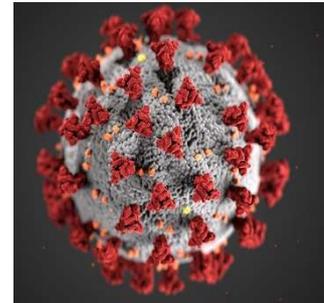
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COVID-19 policy booklet

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Coronavirus disease 2019 (COVID-19) is an infectious disease caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). It was first identified in December 2019 in Wuhan, China, and has since spread globally, resulting in an on-going pandemic. As of 19th of May 2020, more than 4.8 million cases have been reported across 188 countries and territories, resulting in more than 318,000 deaths. More than 1.78 million people have recovered.



Common symptoms include fever, cough, fatigue, shortness of breath, and loss of smell and taste. While the majority of cases result in mild symptoms, some progress to acute respiratory distress syndrome (ARDS) likely precipitated by cytokine storm, multi-organ failure, septic shock, and blood clots. The time from exposure to onset of symptoms is typically around five days but may range from two to fourteen days.

COVID-19 presents with coughing or sneezing which release droplets of infected fluid. Most of these droplets can fall on nearby surfaces and objects - such as counters, display items, desks, tables, machinery or telephones. Other surfaces such as door handles, trolleys, intercoms, lift buttons are similar surfaces which are frequently touched by customers and employees can become contaminated. People can catch COVID-19 by touching contaminated surfaces or objects – and then touching their eyes, nose or mouth. Standing within two meters of a person with COVID-19 for a prolonged period, one can catch the disease by breathing in droplets coughed out or exhaled by them. In other words, COVID-19 spreads in a similar way to flu. Most persons infected with COVID-19 experience mild symptoms and recover. However, some go on to experience more serious illness and may require hospital care. Risk of serious illness rises with age. People with weakened immune systems and people with conditions such as diabetes, heart and lung disease are also more vulnerable to serious illness.

FAQ's

What should you do if you come into contact with a person who you suspect has recently returned to Malta from an affected area?

If you have no symptoms of infection, there is no need to take any extra precautions. During the flu season it is nevertheless advisable to practice good hand hygiene, covering your mouth when coughing and sneezing and avoiding close contact with anyone showing signs of respiratory illness.

If you have any symptoms of respiratory disease including fever, shortness of breath or cough, contact Public Health authorities on **(+356) 2132 4086** or **(+356) 111** for advice and guidance.

How can you protect yourself, friends and family members and how to prevent spreading of germs in general?

- Avoid contact with sick people, those with a cough;
- Avoid visiting markets and places where live or dead animals are handled;
- Wash your hands frequently with soap and water for at least 20 seconds, and if not available, use alcohol-based hand disinfectant regularly;
- Cover your nose and mouth with a tissue or inner side of flexed elbow when coughing or sneezing;
- DO NOT sneeze or cough into your hands as you may contaminate objects or people that you touch;
- Dispose of used tissues immediately in bins; Do NOT leave tissues running around;
- Avoid touching your eyes, nose and mouth before washing your hands;
- Keep a distance of 2 meters, when talking to someone who is sick.

How should you clean surfaces to prevent spread of germs?

Routinely clean all frequently touched surfaces. Use the cleaning agents that are usually used in these areas and follow the directions on the label. Some examples of frequently used disinfectants are 70% ethanol and products containing sodium hypochlorite (contained in the household bleach).

Visit <https://covid19malta.info/> for the latest local updates. For assistance on the matter, make use of freephone numbers **(+356) 2132 4086** or **(+356) 111**.



RECEPTION AREA

1. Reception area consists of wooden cabinet (reception desk) with transparent protective screen;
2. Reception desk must be stocked up with hand sanitizer, disposable surgical masks, bio-degradable bags, greeting forms, alcohol wipes and emergency directory (Pg 11 & 12);
3. The receptionist must take all the necessary precautions in keeping the physical distance of 2 metres from the guests and never to remove the surgical mask during operations;
4. Only guests with bookings will be accepted. Guests without a booking have to be politely turned away. Alternatively, if there is place at the restaurant to seat them after all the booked guests are settled at their respective tables, the receptionist can then offer the option to wait outside until they are called in;
5. The receptionist will look out for any guests that do not wear the masks and offer one from the reception area together with a biodegradable bag to be used at the table for storing the masks;
6. The receptionist will also invite the guests to receive hand sanitizer to disinfect their hands – at entry point there will be a stand with automatic sanitizer;
7. A dine-in customer record and declaration form (Addendum 1) will be available to fill up with the guests' information for each booking. The form will contain columns as follows:
 - Name and Surname
 - Mobile number
 - Signature of the client
 - Signature of the manager in charge
 - Time in/Time out
 - Entry body temperature reading
 - Table assigned
8. In the unlikely event where a customer does not wish to give the details, the receptionist will politely invite the customer and the accompanying guests to leave the restaurant;
9. In the event that a customer has an entry body temperature of 37.2°C or higher, the receptionist will politely invite the customer and the accompanying guests to leave the restaurant and advise them to get medical assistance;
10. After completing the declaration form, the receptionist will accompany the guests to their assigned table. In winter the jackets will be left on the coat hanger by the reception area;

11. Before leaving the guests at their table, the receptionist will explain the following –
 - The guests may remove their masks and store in the biodegradable bags at their table;
 - The guests are to wear the mask again if they need to use the restrooms up until the point of sitting down again at their table;
 - The guests are to be encouraged to disinfect their hands with sanitizer during their stay;
 - The guests are to be reminded the time allowed for their stay;
 - The name of their server and restaurant manager will be introduced and at that point the receptionist will leave the table area.
12. Before proceeding to receive the next guests, the receptionist must disinfect the surface of the reception area, disinfect the pen used and any noticeable touched surfaces by the previous guests. After this, he or she is to wash hands in preparation for the next guests to come in;
13. Receptionist will offer disinfectant to all of the customers who are going in or out of the restaurant, and also monitor if the guests are at the minimum distance of 10 meters from the restaurant while smoking;
14. For food pick-up from the restaurant, the receptionist is to make sure that the person collecting the food wears a surgical mask before he or she is allowed into the restaurant.



FRONT OF HOUSE STAFF DUTIES AND OBLIGATIONS

1. One front of house member (including the receptionist) will be assigned per area with the restaurant manager overseeing and assisting in the whole process. The name of the attendant/server will be made known to the guests by the receptionist – at that point while the receptionist is taking details of the guests, the server prepares the tableware including cutlery and glasses but not empty plates;
2. The front of house team must take all the necessary precautions in keeping the physical distance of 2 (two) meters from the guests and never to remove the surgical mask or shield during operations;
3. Every 30 minutes, the front of house staff need to wash their hands as indicated – washing of hands is preferred to wearing gloves as per World Health Organisation (WHO) guidelines;
4. At defined times the front of house staff members will perform cleaning and disinfecting of the frequently touched surfaces in the restaurant and document it in the form - Addendum 2;
5. The assigned front of house member will explain the use of QR Code after checking-in, the use of Wi-Fi and password for smooth upload of the menu onto guests' smart phones. On each table we will have a promotional and informative sign;
6. In the unlikely event that the guest does not use a smart phone, a disposable paper menu will be presented and the client will be instructed to discard it in the biodegradable waste bag offered at entry point for safekeeping of the mask and it's discarding at the end of the meal;
7. The guests are to be advised as follows so as to avoid extensive contact:
 - Empty plates will not be removed frequently by the servers but only at limited intervals in line with practicality;
 - Pouring of beverages by the servers will only be offered once at the beginning, while refilling will be taken care of by the guests on the table;
 - Photographs taken by the staff with the guests' mobile will be prohibited to avoid touching of contaminated surfaces.
8. When first and second seating is allowed and planned – the table and chair tops will be disinfected accordingly and the fresh tableware laid as per point number 1 in this document;
9. The guests will be invited to pay once the meal is finished in line with the time allowed and advised as per original booking;
10. Contactless payments are encouraged - the use of EPOS machines must be accompanied by the use of disposable gloves for the cashier and the disinfection of the machines after each use.

11. The front of the house member (bartender) is to make sure that all the glassware and cutlery on the tables (including the ones that have not been used) is washed in the dishwasher at 60°C or higher and the correct dosage of cleaning and disinfecting chemicals is being applied. Before the service starts, he or she will take the temperature reading of the dishwashing machine and document it in Addendum 6;
12. Every hour the manager in charge will check full functionality of the dispensers spread around the restaurant, toilet and kitchen, and document in Addendum 7;
13. Once a week, preferably on Wednesday, the staff member assigned will check the Air Conditioners in the restaurant and change the filters, which will be documented in Addendum 8;
14. At 22:45 the manager on duty will politely advise the customers that the dining time is over and that the restaurant is going to be closed at 23:00, by which time they will have to leave the restaurant.



KITCHEN STAFF DUTIES AND OBLIGATIONS

1. The kitchen team must take all the necessary precautions in keeping the physical distance of 2 (two) meters from the other staff members and never to remove the surgical mask or visors during operations;
2. All dishes, cutlery, and glassware used on every table need to be washed and disinfected in a dishwashing machine as per agreed temperatures, including items that have not been used;
3. After each food process, the kitchen members need to wash their hands as indicated – washing of hands is preferred to wearing gloves as per World Health Organisation (WHO) guidelines;
4. Food safety regulations (HACCP) are to be adhered to at all times to reduce the chances of contagion through processing of food;
5. The head member of the kitchen is to ensure that kitchen and toilet areas are cleaned and disinfected as per defined times given in the frequently touched surface cleaning schedule (Addendums 3 & 4), and that it's appropriately documented;
6. On daily basis, before the service starts, the head member of the kitchen will make sure to take the temperature reading of the dishwashing machine and document it in Addendum 6;
7. The only time that the front of house members will be allowed in the kitchen is to deliver the plates and cutlery to the dishwashing station;
8. Interaction with clients by the kitchen team is prohibited at all times.



GENERAL CLEANING

1. Frequently touched objects in the dining area, kitchen and toilet will be cleaned and disinfected as per Addendums 2 to 4;
2. Toilets and hand washing basins and flooring will be cleaned with a regular household disinfectant solution containing 0.1% sodium hypochlorite, rinsing off any bleach contact after 10 minutes – before opening for guests and before closing time;
3. Alcohol (70%) should be used on surfaces where bleach cannot be used such as on a telephone and staff mobile sets, pens, calculators, staplers and other stationery;
4. Linen and clothing for laundry should be placed in specially marked laundry bags and handled carefully – to be washed in hot cycles of 70° C or more with the usual detergents;
5. Disposable items including hand towels, gloves, masks and tissues should be placed in a container with a lid and disposed of according to waste management regulations;
6. Air conditioner filters should be cleaned frequently to avoid air contamination;
7. Kitchen surfaces will be cleaned by the kitchen staff as follows:
 - Between food processes during preparation;
 - Before service;
 - After service.
8. General cleaning requirements for drivers:
 - Delivery staff members must use alcohol-based sanitizer in the absence of a hand washing basin, it is important to wash hands before leaving the establishment with the food order;
 - Alcohol-based wipes to be available in each delivery vehicle for cleaning of frequently touched surfaces including steering wheel, door handles, mobile devices and any surface that may be touched frequently.
9. Personal hygiene is of utmost importance for the whole team. One member will be assigned to monitor on a daily basis and assess the team's response and adherence to protocols. The uniforms are to be washed at high temperatures on a daily basis.



TRANSPORT AND DELIVERY OF FOOD

1. Drivers are not to leave the vehicles during delivery – they are only to get out of the car to drop the order at the doorstep where it would be agreed beforehand with the client;
2. They are to wait inside the car and confirm safe-pick up of order by the client from the doorstep and avoid interaction at all times;
3. They will be supplied with –
 - Alcohol-based hand sanitizer to use before passing delivery documents or containers and packaging as per note 1 above;
 - Alcohol-based sanitizer and paper towels to clean frequently touched surfaces such as steering wheel, door handles, mobile devices etc.;
4. Awareness of physical distancing on the transition of deliveries from the food establishment all along to the destination – maintain a high degree of personal hygiene, keeping food containers free from contamination at all times and wearing PPE including masks or visors and disposable gloves that will be discarded or cleaned after each delivery into properly marked containers such as biodegradable bags;
5. Each cleaning process is to be documented as per Addendum 5.

EMERGENCY TELEPHONE NUMBERS AND CONTACT INFORMATION

NAME	TELEPHONE NUMBER	ADDRESS	E-MAIL ADDRESS	WEB PAGE
Emergency services (+356) 112				
Ministry for Health	(+356) 2122 4071	15 Palazzo Castellania, Merchants Street, Valletta	customercare.health@gov.mt	health.gov.mt
Ministry for Home Affairs, National Security and Law Enforcement	(+356) 2568 9000	201 Strait Street, Valletta	homeaffairs@gov.mt	homeaffairs.gov.mt
Fire department (Civil Protection Department)	(+356) 2393 0000	Ta' Kandja l/o, Siġġiew	civilprotection@gov.mt	
COVID-19 related information	(+356) 111 (+356) 2132 4086			covid19malta.info
Hospitals in vicinity				
Mater Dei	(+356) 2545 0000	Triq Dun Karm, L-Imsida	customercare.mdh@gov.mt	
Saint James	(+356) 2329 1000	Triq Ġorg Borg Olivier, Sliema	info@stjameshospital.com	stjameshospital.com
Health centres in vicinity				
Gzira Health Centre	(+356) 2260 9000	Meme Scicluna Square, Gzira.		health.gov.mt
Floriana Health Centre	(+356) 2568 0200	F.S. Fenech street, Floriana		

NAME	TELEPHONE NUMBER	ADDRESS	E-MAIL ADDRESS	WEB PAGE
Pharmacies in vicinity				
D'Argens Pharmacy	(+356) 2133 0817	330 Triq D'Argens, Gzira		pharmacy.com.mt
O'Hea Pharmacy	(+356) 2133 0268	115 Triq Manoel De Vilhena, Gzira		
St. Matthew's Pharmacy	(+356) 2131 1797	213 Triq X'Xatt, Gzira		
Tony's Pharmacy	(+356) 2133 2080	100 Triq Sir Patrick Stuart, Gzira		

Addendum 1



**ALI BABA RESTAURANT
DINE-IN CUSTOMER RECORD**

Date: _____

I hereby certify, represent and warrant as follows:

Within the fourteen (14) days immediately preceding today **I HAVE NOT:**

- a) tested positive or presumptively positive with the Coronavirus or been identified as a potential carrier of COVID-19 or similar illness;
- b) experienced any symptoms commonly associated with the Coronavirus;
- c) been outside of Malta;
- d) been in direct contact with or the immediate vicinity of any person I knew and/or now know to be carrying the Coronavirus or has travelled outside of Malta within the last fourteen (14) days

Nr	Name and Surname	Mobile number	Signature of the client	Signature of manager in charge	Time		Body temp. reading	Table
					In	Out		

Addendum 2

Hourly Anti-Viral disinfection of Public Areas in the restaurant - Record Form

Date: _____

Time	Entrance door	Door knobs	Reception area	Floor	POS, IPOS,	Cash register	Phone	Bar surface	Wine stands	Checked by	
	Disinfected ✓	Name and Surname	Signature								
16:00											
17:00											
18:00											
19:00											
20:00											
21:00											
22:00											
23:00											

Addendum 3

Hourly Anti-Viral Disinfection of Public Areas in the toilet - Record Form

Date: _____

Time	Entrance door	Door knobs	Sink	Toilet doors	Mirror	Toilet and toilet seats	Checked by	
	Disinfected ✓	Disinfected ✓	Disinfected ✓	Disinfected ✓	Disinfected ✓	Disinfected ✓	Name and Surname	Signature
16:00								
17:00								
18:00								
19:00								
20:00								
21:00								
22:00								
23:00								

Addendum 4

Hourly Anti-Viral Disinfection of Public Areas in the Kitchen - Record Form

Date: _____

Time	Fridges and fridge handles	Sinks	Hand wash basin	Floor	Burner knobs	Food preparation surfaces	Oven and stoves	Dishwashing machine	Checked by	
	Disinfected ✓	Disinfected ✓	Disinfected ✓	Disinfected ✓	Disinfected ✓	Disinfected ✓	Disinfected ✓	Disinfected ✓	Name and Surname	Signature
16:00										
17:00										
18:00										
19:00										
20:00										
21:00										
22:00										
23:00										

Addendum 5

Hourly Anti-Viral Disinfection of Delivery Vehicle - Record Form

Date: _____

Time	Drivers door and door knobs	Passenger doors and door knobs	Steering wheel	Gear shifter	Seat belt buckle	Food container	Checked by	
	Disinfected ✓	Disinfected ✓	Disinfected ✓	Disinfected ✓	Disinfected ✓	Disinfected ✓	Name and Surname	Signature
16:00								
17:00								
18:00								
19:00								
20:00								
21:00								
22:00								
23:00								

Addendum 6

Dishwashing machine temperature - Record Form

Location of the dishwashing machine: _____

For the month of _____

Date	Contact surface temperature taken		Name and Surname	Signature	Corrective action
	Time	Temperature			
		°C			

Addendum 7

Hourly Dispensers check - Record Form

Date: _____

Time	Hand Soap Dispensers	Disposable Towel Dispensers	Hand Sanitizer Dispensers	Checked by	
	Checked ✓	Checked ✓	Checked ✓	Name and Surname	Signature
16:00					
17:00					
18:00					
19:00					
20:00					
21:00					
22:00					
23:00					

Addendum 8

Weekly check and cleaning of Air Conditioning Filters - Record Form

Location of Air Conditioning: _____

Date	Time	Filters Checked and Cleaned	Filters Replaced	Checked, Cleaned / Replaced (where necessary) by:	
		✓	✓	Name and Surname	Signature