

**COVID-19**

**STANDARD  
OPERATING  
PROCEDURES**

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**FOOD SERVICE  
OPERATIONS**

## STANDARD OPERATING PROCEDURES - FOOD SERVICE OPERATIONS

Policy Code	Compiled by	Approved by	Effective from	Signature
COVID-19_05	Food Service Operations Team	Victor Southwell	April 2020	

### New in this version:

These procedures have been updated to incorporate important Covid-19 guidelines for Long Term Care Facilities published on 19 May 2020:

- ❖ *“Practical guidelines for the prevention and management of Coronavirus infection in Long Term Care Facilities (ltcf).”*
  - **Department of Health, in cooperation with the Department of Social Development, Western Cape;**
- ❖ *Protocol For Funded Residential Facilities Where There Are Suspected Positive Or Confirmed Positive Covid 19 Cases, 19 May 2020*
  - **Department of Social Development, Western Cape.**
- New measures drawn from the above guidelines have been included to manage:
  - Disposable PPE (clause 5.3.2.9),
  - Employee uniforms (clause 5.3.4) and shoes (clause 5.3.5)
  - Ventilation (clause 5.4.1),
  - Equipment sanitising requirements (clause 5.4.1.2 ),
  - Crockery, cutlery and trays used in isolation areas (clause 6.5).

## **1. BACKGROUND**

- 1.1. Coronavirus disease (Covid-19) is an infectious disease caused by a newly discovered coronavirus.
- 1.2. Most people infected with the Covid-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment.
- 1.3. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.
- 1.4. The best way to prevent and slow down transmission is to be well informed about the Covid-19 virus, the disease it causes and how it spreads.
- 1.5. It is an enveloped virus which makes it fragile and vulnerable to heat, chemicals and ultraviolet sunlight.
- 1.6. Protect yourself and others from infection by washing your hands or using an alcohol based rub frequently, not touching your face.
- 1.7. The Covid-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes and droplets land on environmental surfaces surrounding the infected person.
- 1.8. Therefore, it's important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow, immediately dispose of tissues in a separate plastic bag, or a bin, preferably one with a foot pedal lid).
- 1.9. The Covid-19 virus can stay alive outside the body for a limited amount of time, particularly on hard, metallic, plastic or polished surfaces, such as doorknobs, rails, table surfaces, crockery and cutlery and cell phones. It is transmitted through surface to hand to face contact, for example when a person touches their face after opening a door.
- 1.10. At this time, there are no specific vaccines or treatments for Covid-19. However, there are many ongoing clinical trials evaluating potential treatments. WHO will continue to provide updated information as soon as clinical findings become available.
- 1.11. In GERATEC workplaces you can help to protect our employees and residents by knowing and meticulously implementing Covid-19 prevention and control measures as set out in this, and other GERATEC Covid-19 standard operating procedures and policies.
- 1.12. **Potential transmission of Covid-19 via food**
  - 1.12.1. According to the WHO:
    - 1.12.1.1. It is highly unlikely that people can contract Covid-19 from food or food packaging.

- 1.12.1.2. There is no evidence to date of viruses that cause respiratory illnesses being transmitted via food or food packaging.
- 1.12.1.3. Coronaviruses cannot multiply in food; they need an animal or human host to multiply.
- 1.12.1.4. Recent research evaluated the survival of the Covid-19 virus on different surfaces and reported that the virus can remain viable for up to 72 hours on plastic and stainless steel, up to four hours on copper, and up to 24 hours on cardboard. However, this research was conducted under laboratory conditions (controlled relative humidity and temperature) and should be interpreted with caution in the real-life environment.
- 1.12.1.5. It is imperative to reinforce personal hygiene measures and provide refresher training on food hygiene principles to eliminate or reduce the risk of food surfaces and food packaging materials becoming contaminated with the virus from food workers.

## 2. PROCEDURES

- 2.1. In developing the standard operating procedures in this document GERATEC has drawn from:
  - 2.1.1. The **GERATEC COVID-19 Response Plan**,
  - 2.1.2. The **World Health Organisation (“WHO”): Covid-19 and Food Safety: Guidance for Food Businesses**. (Interim guidance, 7 April 2020),
  - 2.1.3. We follow these guiding principles as stated by the WHO:
    - 2.1.3.1. The food industry should have Food Safety Management Systems (FSMS) based on the Hazard Analysis and Critical Control Point (HACCP) principles in place to manage food safety risks and prevent food contamination. Food industry FSMS are underpinned by prerequisite programmes that include good hygiene practices, cleaning and sanitation, zoning of processing areas, supplier control, storage, distribution and transport, personnel hygiene and fitness to work – all the basic conditions and activities necessary to maintain a hygienic food processing environment,
    - 2.1.3.2. If a food business has a FSMS team established, the members of these groups need to be included in all discussions to ensure that new interventions are reviewed with food safety in mind,
    - 2.1.3.3. Regulations published by the the **Department of Co-operative Governance and Traditional Affairs** in terms of the National Disaster Management Act,

- 2.1.3.4. COVID-19 Direction on Health and Safety in the Workplace issued by the **Minister of Employment and Labour** in terms of Regulation 10(8) of the National Disaster Management Act,
- 2.1.3.5. Protocols and guidelines published by:
- 2.1.3.5.1. The **Directorate: Communicable Diseases, South African National Department of Health**: *“Standard Operating Procedures for preparedness, detection and response to Coronavirus (2019-NCOV) outbreak in South Africa”*, 30 January 2020, and updated, 10 March 2020,
- **The Head of Health: Western Cape Government**: *Guidelines for Care Facilities and Old Age Homes*, Circular H70 of 2020, *“Preventing and Managing Coronavirus Infection in the Workplace”* and Circular H77 OF 2020 *“: “Prevention and Management of Coronavirus Infection in Healthcare Facilities”*,
  - **The Western Cape Government, Directorate Special Programme for Older Persons**: *“Containment measures for Covid-19 at residential facilities (old age homes) for older persons”*, 7 May 2020,
- 2.1.3.5.2. **The Department of Health, in cooperation with the Department of Social Development, Western Cape**: *“Practical guidelines for the prevention and management of Coronavirus infection in Long Term Care Facilities (ltcf)”*, published on 19 May 2020,
- 2.1.3.5.3. **The Department of Social Development, Western Cape**: *“Protocol For Funded Residential Facilities where there are Suspected Positive or Confirmed Positive Covid 19 cases”*, 19 May 2020,
- 2.1.3.5.4. **The Institute for Occupational Health, Department of Health**: *“Guidance Note V5”*, 14 May 2020,
- 2.1.3.5.5. **The World Health Organisation (“WHO”)**: *“Infection Prevention and Control guidance for Long-Term Care Facilities in the context of Covid-19, (Interim guidance, 21 March 2020)”*,
- 2.1.3.5.6. Covid-19 response plans of **national and international long term residential facilities for older persons** similar to the facilities where GERATEC operates, and
- 2.1.3.5.7. Covid-19 response plans developed by the Covid-19 IPC officer and management of a **facility where GERATEC operates**.

**2.2. Covid-19 Progress Levels (“CPL”)**

- 2.2.1. The specific measures to be implemented at any time in a facility where GERATEC operates depend on the **Covid-19 Progress Level** (“CPL”) for the area where the facility is located.
- 2.2.2. Covid-19 Progress Levels are defined as follows in the **GERATEC Covid-19 Response Plan and Process Flow**:

<b>CPL 1</b>	<ul style="list-style-type: none"> <li>• No cases of Covid-19 detected in SA</li> </ul>
<b>CPL 2</b>	<ul style="list-style-type: none"> <li>• Confirmed Covid-19 in South Africa</li> <li>• No evidence of community transmission in area where GERATEC operates</li> </ul>
<b>CPL 3</b>	<ul style="list-style-type: none"> <li>• Confirmed community infection in an area where GERATEC Operates</li> </ul>
<b>CPL 4</b>	<ul style="list-style-type: none"> <li>• Suspected or confirmed Covid-19 infection in a facility where GERATEC Operates</li> </ul>

- 2.2.3. These operating procedures must be read with the **GERATEC Covid-19 - Standard Operating Procedures** for:

- 2.2.3.1. **Preparedness, Prevention and Control Framework,**
- 2.2.3.2. **Human Resources Management,**
- 2.2.3.3. **Resident Support and Care Services,**
- 2.2.3.4. **Infection Prevention and Control, Housekeeping, Laundry & Hygiene,**  
and
- 2.2.3.5. **Procurement.**

**2.2.4. Ongoing review**

- 2.2.4.1. This is a working document, and it will remain so until further notice due to the rapid spread of Covid-19.
- 2.2.4.2. The measures herein will be reviewed on an ongoing basis and updated in line with new or additional regulations and guidelines published by the South African and international health authorities and according to the progress of Covid-19 in the area.

### 3. PURPOSE

- 3.1. The standard operating procedures in this document provide:
  - 3.1.1. practical guidance for GERATEC service managers who provide services at long term residential facilities (“**facilities**” or a “**facility**”) where GERATEC operates on the prevention, detection and control of Covid-19 in services work areas,
  - 3.1.2. particulars of specific Covid-19 infection prevention and control (“**IPC**”) measures to be implemented by all GERATEC employees in GERATEC managed work areas,
  - 3.1.3. a framework of standard GERATEC IPC measures to be discussed with, and agreed on with a facility Covid-19 IPC officer or facility management for implementation by GERATEC employees in a facility , taking into account Covid-19 response plans and measures in place at the facility, Covid-19 health and safety risks that have been identified, and the particular needs and circumstances of the facility and its residents, and
  - 3.1.4. particulars of GERATEC programmes to:
    - 3.1.4.1. raise awareness, educate and inform GERATEC employees about Covid-19, **GERATEC’s Covid-19 Response Plan**, and the progress of Covid-19,
    - 3.1.4.2. train GERATEC employees in the implementation of Covid-19 IPC measures prescribed herein, over and above other applicable GERATEC standard operating procedures already in place at a facility.
- 3.2. All GERATEC Covid-19 measures implemented must strengthen health and safety, hygiene and sanitation practices at a facility where GERATEC operates.
- 3.3. GERATEC employees must receive training and have a demonstrable understanding of the fundamental principles of the Occupational Health & Safety Act (OSH Act 68 of 1998).
- 3.4. All GERATEC Covid-19 IPC measures and standard operating procedures are risk based, taking into account:
  - 3.4.1. the particular workplace risks identified at a facility where GERATEC operates,
  - 3.4.2. the individual circumstances of any person at a facility where GERATEC operates, including GERATEC employees, facility employees and representatives and the residents of the facility, and
  - 3.4.3. the progress of Covid-19 at any time in the area where the workplace or facility is located.

## 4. APPLICATION

- 4.1. These procedures and measures apply:
  - 4.1.1. in all GERATEC managed work areas at a facility where GERATEC operates,
  - 4.1.2. to all GERATEC employees, and
  - 4.1.3. to any person who enters in a GERATEC managed work area.

## 5. ALIGNMENT WITH FACILITY RESPONSE PLANS

- 5.1. These procedures and measures must be aligned with the Covid-19 response plans and measures in place at a facility where GERATEC operate, taking into account the quality of life and requirements of the older persons who reside in the facility, according to the principles of person directed support and care and international best practices for Covid-19 in care, nursing, or retirement homes.
- 5.2. Refer to the **GERATEC Covid-19 - Standard Operating Procedures: Preparedness, Prevention and Control Framework** for full particulars of GERATEC alignment with facility response plans.

## 6. IMPLEMENTATION

- 6.1. The GERATEC Leader: Business and Growth is designated as the **GERATEC Covid-19 IPC officer**.
- 6.2. The GERATEC Covid-19 IPC officer is responsible for:
  - 6.2.1. the coordination of all GERATEC Covid-19 IPC activities and programmes,
  - 6.2.2. oversight over the implementation of the **GERATEC Covid-19 Response Plan, all Standard Operating Procedures** and other measures and procedures adopted to prevent and manage Covid-19 in all GERATEC work areas, and in relation to all employees managed by GERATEC.
- 6.3. The GERATEC Area Manager must:
  - 6.3.1. monitor and report to the GERATEC Covid-19 IPC Officer on:
    - 6.3.1.1. the progress of Covid-19 in the area where a facility is located,
    - 6.3.1.2. the implementation of the **GERATEC Covid-19 Response Plan, all Standard Operating Procedures** and other measures at area facilities,
    - 6.3.1.3. Covid-19 risks identified at area facilities,
  - 6.3.2. coordinate the conduct of risk assessments at area facilities on an ongoing basis and report to the GERATEC Covid-19 IPC Officer,

- 6.3.3. develop standard operating procedures for all GERATEC facilities in the area where GERATEC operates to give effect to the general principles and guidelines provided in this document and risks identified at all area facilities,
- 6.3.4. communicate particulars of the **GERATEC Covid-19 Response Plan** and relevant **Standard Operating Procedures** to the facility Covid-19 IPC officer, focal point or other persons designated by the facility,
- 6.3.5. liaise with GERATEC clients, facility Covid-19 officers, focal points, task teams or other designated persons on all Covid-19 matters including, but not limited to:
  - 6.3.5.1. facility health and safety risks,
  - 6.3.5.2. Individuals at risk at a facility,
  - 6.3.5.3. the particulars of facility Covid-19 response plans and measures,
  - 6.3.5.4. alignment between GERATEC and the facility for risk based Covid-19 response plans and measures for the facility in its entirety,
  - 6.3.5.5. resident and employee safety measures,
  - 6.3.5.6. liaise with facility management on GERATEC service delivery issues, including:
    - 6.3.5.6.1. shortages or threatened shortages of food products, household, laundry and other supplies, PPE,
    - 6.3.5.6.2. staff shortages or threatened shortages,
    - 6.3.5.6.3. supply chain disruptions, or threatened disruptions,
    - 6.3.5.6.4. plans to mitigate against shortages and disruptions including, community donations, resident volunteers and other measures,
    - 6.3.5.6.5. agreement on variations to service levels or GERATEC services, if necessary,
    - 6.3.5.6.6. Investigate and take action to eliminate any incidents or circumstances at the facility, including non compliance with the procedures and measures contained herein that may pose a risk or threaten the health and safety of the employees, residents or other persons at the facility.

6.4. The GERATEC services manager at a facility where GERATEC operates must:

- 6.4.1. implement the **GERATEC Covid-19 Response Plan**, all **Standard Operating Procedures** and other GERATEC measures at a facility in relation to GERATEC service operations, work areas and employees,

- 6.4.2. cooperate with and support facility Covid-19 IPC officers or other designated persons in the implementation of facility Covid-19 response plans and measures, and
- 6.4.3. report to the GERATEC Area Manager on incidents, or circumstances at a facility that pose a risk to the health and safety of the employees, residents or other persons at a facility.

## **7. COMMUNICATION AND RAISING AWARENESS**

### **CPL 1 - 4**

- 7.1. At all **Covid-19 Progress Levels**, the GERATEC Covid-19 IPC Officer must:
  - 7.1.1. Implement a general communication and awareness raising programme for employees, residents (at a facility where GERATEC provides resident support and care services) and other persons in a GERATEC managed work area to:
    - 7.1.1.1. give an overview of Covid-19,
    - 7.1.1.2. inform them about the virus, the disease it causes and how to protect themselves from infection,
    - 7.1.1.3. provide Covid-19 Infection Prevention and Control (“IPC”) training to all GERATEC employees on the following:
      - 7.1.1.3.1. physical distancing practices;
      - 7.1.1.3.2. hand hygiene and respiratory etiquette,
      - 7.1.1.3.3. to avoid sharing of personal devices (mobility devices, books, electronic gadgets),
      - 7.1.1.3.4. wearing a cloth mask when in public and at work,
      - 7.1.1.3.5. the appropriate use and disposal of PPE,
      - 7.1.1.3.6. standard precautions to be implemented by all GERATEC employees, and
      - 7.1.1.3.7. Covid-19 transmission precautions,
    - 7.1.1.4. address employee or workplace representative concerns and keep them informed on Covid-19,
    - 7.1.1.5. display approved posters and notices with the consent of facility management in work areas not managed by GERATEC, with information on Covid-19, the disease it causes and how individuals can protect themselves against infection,

- 7.1.1.6. conduct regular, approved information sessions, using online communication channels and social media as required, to support emotional health and wellbeing and provide practical assistance to residents, employees and client representatives at a facility,
- 7.1.1.7. regularly audit IPC practices (hand hygiene compliance) and provide feedback to employees,
- 7.1.1.8. monitor and support employees and residents to maintain the highest standard of hygiene and sanitation practice.

## 8. PREPARATION AND READINESS

### CPL 1 - 4

- 8.1. GERATEC will endeavour to the best of its ability to provide contracted resident and support services without interruption at **CPL 1**, **CPL 2**, and **CPL 3**.
- 8.2. We note however, that there is a high probability of moderate to severe interruption of services at **CPL 4**.
- 8.3. The GERATEC Area Manager must at all times:
  - 8.3.1. keep facility management and/or Covid-19 IPC officers informed on the implementation and maintenance of Covid-19 IPC measures in GERATEC managed work areas at the facility.
  - 8.3.2. report to facility management and/or Covid-19 IPC officer on any matters, developments or factors that may pose a threat to the health, safety and quality of life and wellbeing of the residents, staff and all other persons at the facility, including:
    - 8.3.2.1. any persons in the workplace may who are suspected or has been diagnosed with Covid-19,
    - 8.3.2.2. screening and monitoring measures,
    - 8.3.2.3. managing suspected and confirmed cases of Covid-19,
    - 8.3.2.4. contact tracing in the event of a PUI worker or resident,
    - 8.3.2.5. employees and residents returning to the facility after isolation being diagnosed,
    - 8.3.2.6. staff transport disruptions,
    - 8.3.2.7. staff absenteeism due to illness, isolation or quarantine measures,
    - 8.3.2.8. Covid-19 lockdown regulations or levels in place,
    - 8.3.2.9. food product scarcities,

- 8.3.2.10. stock shortages,
- 8.3.2.11. supply chain disruptions.
  
- 8.3.3. meet regularly with facility management and Covid-19 officers to discuss issues reported,
- 8.3.4. develop facility plans in order to address Covid-19 and service delivery challenges through cooperation and collaboration, and
- 8.3.5. report to the GERATEC COvid-19 IPC officer on all matters relating and obtain consent on any proposed agreements or actions plans at a facility.
  
- 8.4. All plans and facility measures must be implemented in a GERATEC work area only in terms of a written agreement between GERATEC and the facility Covid-19 IPC officer or facility management, entered into as described in paragraph above.
- 8.5. If agreement is cannot be reached with the facility Covid-19 IPC officer or facility management, the GERATEC area manager must report the matter to the GERATEC Covid-19 IPC manager for further engagement in terms of the contracted service agreement between the parties.
- 8.6. **Risk assessments**
  - 8.6.1. **Workplace risks:**
    - 8.6.1.1. GERATEC Area Managers must coordinate a programme of ongoing risk assessment at all facilities and workplaces where GERATEC Operates and report to the GERATEC Covid-19 officer.
    - 8.6.1.2. The GERATEC services manager or another designated GERATEC employee and must undertake risk assessments of all GERATEC work and resident areas, as instructed by the GERATEC Area Manager to give effect to the minimum Covid-19 measures required by South African health and safety regulations, taking into account the specific circumstances of each facility.
    - 8.6.1.3. Refer to the **GERATEC Covid-19 - Standard Operating Procedures: Preparedness, Prevention and Control Framework** for full particulars of GERATEC workplace risk assessments.
  - 8.6.2. **Employee risk assessment:**
    - 8.6.2.1. The GERATEC HR Department must perform an employee risk assessment to identify staff at increased risk for severe disease (e.g. older staff members, diabetic, immunocompromised) and make appropriate arrangements for employees at risk as per GERATEC policy.

- 8.6.2.2. Refer to the **GERATEC Covid-19 - Standard Operating Procedures: Preparedness, Prevention and Control Framework** and **Human Resources Management** for full particulars of GERATEC employee risk assessments.

## 8.7. Specific food services preparations

### 8.7.1. Resident volunteers

- 8.7.1.1. The GERATEC unit food services manager must initiate a process to identify residents who are willing and able to assist with food production at a time when contracted food services may be disrupted due to Covid-19 factors.

- 8.7.1.2. Liaise with the facility Covid-19 IPC officer or facility management to:

- 8.7.1.2.1. jointly approach identified residents and obtain their commitment to assist,
- 8.7.1.2.2. compile a list with the names of volunteer residents,
- 8.7.1.2.3. include volunteer residents in production activities in the kitchen, so that they will can familiarise themselves with the food production environment,
- 8.7.1.2.4. make basic GERATEC Standard Operating Procedures on kitchen equipment available volunteer residents who have volunteered,
- 8.7.1.2.5. Involve residents in daily production activities in order to be familiar with the environment and processes.

### 8.7.2. Shielding:

- 8.7.2.1. Kitchen and food production areas should as far as possible be shielded from the rest of the facility with no movement of food services employees in the rest of the facility.
- 8.7.2.2. Where shielding is not possible, strict measures must be in place to control movement between the kitchen or food production areas and the rest of the facility, including:
- 8.7.2.2.1. Demarcating and putting up visible signage to indicate areas for the sanitizing of equipment, crockery and cutlery, and for donning and doffing prescribed PPE **before** leaving or entering the kitchen or food production area,
  - 8.7.2.2.2. applying strict hand hygiene practices before entering and leaving the kitchen area,
  - 8.7.2.2.3. practising and monitoring physical distancing at all times.

**8.7.3. Zoning:**

- 8.7.3.1. To prevent infection at **CPL3**, guidelines recommend zoning, i.e dividing the facility into defined zones, with restricted employee movement between zones.
- 8.7.3.2. At **CPL 4** zoning is essential to manage the risk of cross contamination between areas in a facility where a case of Covid-19 is suspected or confirmed.
- 8.7.3.3. When a facility is at **CPL 4**, isolation or zoning measures may be implemented.
- 8.7.3.4. Isolation areas may vary.
- 8.7.3.5. Only part of a facility may be isolated, e.g. living units or care areas for residents with suspected (“**orange zone**”) or confirmed (“**red zone**”) Covid-19, , while the rest of the facility may not be in isolation (“**green zone**”), e.g the living units and public areas for residents who do not have Covid-19.
- 8.7.3.6. Depending on the particular zone or degree of isolation in place at a facility, food services will differ in areas of a facility.
- 8.7.3.7. Always consult with the facility Covid-19 IPC officer or facility management before deviating from agreed food service levels.
- 8.7.3.8. Mark zones clearly by putting up notices and barriers to prevent authorised access to area that may be contaminated (See *figure 4*)



*Figure 4: Isolation Area*

8.7.3.9. The following specific measures may be considered, adapted and implemented at all GERATEC operated food production work areas, depending on the physical design and layout of the facility:

- 8.7.3.9.1. allocating employees to work in specific zones only,
- 8.7.3.9.2. strict control and monitoring of employee movement between zones,
- 8.7.3.9.3. separate entrances for staff working in different zones,
- 8.7.3.9.4. separate staff bathroom facilities, staff rooms and rest areas for employees working in different zones,
- 8.7.3.9.5. if total shielding is not possible, consider staggered shift, and employee break times for different zones, to prevent staff arriving and leaving work at the same time, combined with sanitizing all common areas, including reception, passages, staff changing facilities and break or staff rooms between shifts,

8.7.3.10. shared bathroom facilities must be sanitized and monitored after each use,

8.7.3.11. allocating equipment needed for tasks and services to be used only in a designated zone, for example: designated tea and lunch trolleys; stationary (pens, paper, clipboards).

**8.7.4. Split shifts:**

- 8.7.4.1. To limit the number of staff in a food preparation area at any one time staff may be arranged into working groups or teams.
- 8.7.4.2. Staggering staff work and break times will reduce staff numbers in common areas at any one time.
- 8.7.4.3. Shared areas and work equipment must be sanitized between shifts.
- 8.7.4.4. Shared bathroom facilities must be sanitized after each use.

## **9. ALL DEPARTMENTS**

### **STANDARD PRECAUTION MEASURES**

#### **CPL 2, 3 and 4**

9.1. Standard precautions in relation to the matters listed below must be implemented at all times by all GERATEC employees and all authorised visitors to GERATEC managed workplaces:

- 9.1.1. early detection,

- 9.1.2. access restrictions,
  - 9.1.3. daily screening and monitoring,
  - 9.1.4. general hand hygiene,
  - 9.1.5. cough etiquette & respiratory hygiene,
  - 9.1.6. physical distancing,
  - 9.1.7. personal protection equipment (“PPE”),
  - 9.1.8. Immunisation,
  - 9.1.9. cloth masks,
  - 9.1.10. Uniforms,
  - 9.1.11. Shoes,
  - 9.1.12. ventilation, and
  - 9.1.13. waste management.
- 9.2. Refer to the **GERATEC Covid-19 - Standard Operating Procedures: Human Resources Management** for full particulars of standard standard precautions in all GERATEC managed workplaces.
- 9.3. For specific guidance on measures to be implemented by all GERATEC employees who provide food services see the sections below: **Additional standard precaution measures (CPL 2, 3 & 4)** and **Infection control measures & service delivery (CPL 4)**.

## 10. FOOD SERVICES:

### ADDITIONAL STANDARD PRECAUTION MEASURES

#### CPL 2, 3 & 4

- 10.1. The measures in this section must be implemented and maintained by GERATEC food services employees in all facilities at **CPL 2 and higher**.
- 10.2. These measures must be implemented in addition to the measures to be implemented by all GERATEC employees as prescribed the **GERATEC Covid-19 - Standard Operating Procedures: Human Resources Management**, section: **All departments: standard precaution measures (CPL 2, 3 & 4)**.
- 10.3. **Monitoring and review**
- 10.3.1. GERATEC unit food service manager employees must continuously monitor, conduct reviews and report to the GERATEC area manager: food services on the

implementation and maintenance of these standard operating procedures and checklists that have been put in place to manage Covid-19, specifically:

10.3.1.1. Facility Risk Assessments - *food services*,

10.3.1.2. Touch area sanitising checklists, and

10.3.1.3. Employee close contact registers.

10.3.2. The GERATEC Area Manager: Housekeeping Services must report to the GERATEC Covid-19 IPC officer on the implementation of these measures and steps taken to address non-compliance or eliminate any Covid-19 risk factors that are identified.

#### 10.4. **Workstations:**

10.4.1. Maintaining at least 1.5m distance between employee workstations;

10.4.2. When staff are using prescribed PPE it is possible to reduce distance between workers,

10.4.3. Space workstations so that food workers are not facing one another, which may require reduction in the speed of production lines.

#### 10.5. **Equipment**

10.5.1. Any equipment which is shared by staff members should be disinfected with 70% alcohol after each use,

10.5.2. Trolleys should be deep cleaned before every shift and at the midpoint of each shift.

#### 10.6. **Touch areas**

10.6.1. Wear yellow household gloves as PPE and sanitise your gloves after each area, before moving to the next area to do touch area santising,

10.6.2. Touch areas in the kitchen and dining room areas that requires specific sanitising are:

10.6.2.1. door knobs and/or edges;

10.6.2.2. machines handles, switches,

10.6.2.3. food preparation surfaces,

10.6.2.4. hand tools and equipment;

10.6.2.5. store, walk in fridges and freezers door handles and light switches,

- 10.6.2.6. scales, bowls and containers with issued products, etc.,
  - 10.6.2.7. dining rooms chairs, tables, water dispensers, microwaves,
  - 10.6.2.8. bain marie lids,
  - 10.6.2.9. chairs seats, backs, and armrests,
  - 10.6.2.10. tables - edge and areas in front of chair,
  - 10.6.2.11. telephones - handset, speaking cutout switch and keypad,
  - 10.6.2.12. Computer or electronic device keypads,
  - 10.6.2.13. window handles and gliders and the areas around these,
  - 10.6.2.14. food thermometers,
  - 10.6.2.15. waste containers,
  - 10.6.2.16. all boxes, stock and unused equipment.
- 10.6.3. To limit the risk of infection, remove and store dining room furniture and decorations, remove condiment holders and table decorations, after obtaining the consent of facility management.
- 10.6.4. The GERATEC food service manager or another designated employee must
- 10.6.4.1. sign off all check sheets completed by their subordinates,
  - 10.6.4.2. forward copies of all records to facility management;
  - 10.6.4.3. keep all documentation together in the Covid-19 file.
- 10.6.5. GERATEC unit food services employees must:
- 10.6.5.1. sanitise all touch areas as identified and documented by the food service manager,
  - 10.6.5.2. carry out touch area disinfection at allocated time allocated, as well as before and after equipment are being used, and
  - 10.6.5.3. record on the allocated check sheet when you have completed the disinfection of a touch area.
- 10.6.6. Minimum Standard: Sanitise touch areas **6 times a day**.

## 10.7. Ventilation

- 10.7.1. Maximise natural ventilation eg. open windows at the facility wherever possible,

- 10.7.2. Where air conditioning cannot be avoided, then there should be no re-circulation of internal air. Weekly clean/disinfect/replace key components and filters.

#### 10.8. **Waste Management**

- 10.8.1. Staff members emptying a bin should wear gloves when emptying and follow hand wash/sanitizing procedures before and after performing their duties.

## 11. **FOOD SERVICES:**

### **INFECTION CONTROL MEASURES & SERVICES DELIVERY**

#### **CPL 4**

#### 11.1. **Meal plan and cycle menu:**

- 11.1.1. To mitigate against the negative impact of Covid-19 at **CPL 4**, GERATEC operations management must:

- 11.1.1.1. submit a written proposals for **CPL 4** cycle menu changes to facility management,

- 11.1.1.2. obtain the written approval of an authorised representative of the facility to **CPL 4** cycle menu changes.

- 11.1.2. The baseline of any proposed or agreed change to a contracted cycle menu must be the minimum number of employees necessary to provide essential food services to residents at the facility,

- 11.1.3. Specific **CPL 4** menu changes to be considered are:

- 11.1.3.1. dishes that are less labour-intensive,

- 11.1.3.2. dishes that are easy to prepare by volunteers or others who may not be trained to produce and provide food services to residents,

- 11.1.3.3. dishes that are less time-consuming or can be prepared in advance,

- 11.1.3.4. offering one protein option only,

- 11.1.3.5. changing the frequency of starters and/or desserts, or not serving them at all.

- 11.1.4. Special dietary needs:

- 11.1.4.1. When developing a proposal for cycle menu changes GERATEC will reassess residents with special dietary needs in order determine the 'essential special diet' of each person,

11.1.4.2. A essential special diet must maintain all vital elements of a therapeutic diet, without which the individual would suffer direct or indirect adverse health outcomes, including:

11.1.4.3. food allergies and intolerances,

11.1.4.4. diabetic accommodations (also called “Health diets”),

11.1.4.5. light diets, including no gas-forming vegetables,

11.1.4.6. texture modifications such as “soft diets”, “puree diets”.

11.1.5. The GERATEC Procurement department will advise on the availability of products for the production of the amended cycle menu.

11.1.6. The GERATEC Area Manager must advise facility management of the cost implications of all agreed menu changes.

11.1.7. Facility management must communicate menu changes to the residents and their families prior to implementation.

## 11.2. Dining rooms (Green zone):

11.2.1.1. Dining room service measures to be considered (**CPL 1, CPL 2**):

11.2.1.1.1. stagger meals,

11.2.1.1.2. move dining room tables further apart,

11.2.1.1.3. remove all non essential cutlery and crockery,

11.2.1.1.4. table decorations and condiments to ensure that physical distance is maintained between residents,

11.2.1.2. GERATEC recommends that all dining rooms be closed at **CPL 3 and 4** in line with current physical distancing guidelines in place.

11.2.1.3. GERATEC recognises that it is the prerogative of facility management to close dining rooms and therefore, in a facility at **CPL 3**, GERATEC will consider relaxing some dining room restrictions, subject to measures as described for **CPL 2**, if comprehensive Covid-19 prevention and control measures have been put are in place, a high degree of compliance has been recorded and subject to constant monitoring and enforcement by facility management.

## 11.2.2. Display menus (Green zone):

- 11.2.2.1. A display menu will continue to be displayed at a facility where dining room service is offered.
- 11.2.2.2. In facilities where take away meals are offered, a weekly menu will be displayed at central points throughout the facility.

### 11.2.3. Residents collecting meals (Green zone):

- 11.2.3.1. Meals must be collected from a location allocated for that purpose by facility management.
- 11.2.3.2. Collection times, as agreed must be staggered.
- 11.2.3.3. To assist residents with physical distancing, marked floor lines should be used for queuing.
- 11.2.3.4. Disinfect all service areas and touch areas between meal collection time slots.
- 11.2.3.5. Residents must use their own crockery and cutlery.
- 11.2.3.6. Physical distancing measures and hygiene practices must be observed by residents and employees.

### 11.2.4. Room delivery (Green zone):

- 11.2.4.1. Food will be delivered to each resident's room/flat/house by employee(s) who have been designated to work in a particular area or zone.
- 11.2.4.2. Employees for food delivery must be designated by agreement between GERATEC and facility management.
- 11.2.4.3. Designated food delivery employees must wear prescribed PPE (such as a cloth mask) and maintain a physical distance of no less than 1.5 metres when delivering food.
- 11.2.4.4. All crockery and cutlery being transported should be covered.
- 11.2.4.5. Employees who deliver food must:
  - 11.2.4.5.1. complete the prescribed GERATEC daily close contact register,
  - 11.2.4.5.2. maintain a minimum physical distance of 1.5m,
  - 11.2.4.5.3. avoid physical contact such as hands touching with any other person,
  - 11.2.4.5.4. if physical contact does occur, sanitize their hands;
  - 11.2.4.5.5. limit conversation to minimum; always remaining courteous and ensuring all is well with resident and delivery.

11.2.4.6. Procedures for collecting dishes, transport moving back into kitchen until washed and dried back in the kitchen:

11.2.4.6.1. trolleys must be designated, marked and stored in allocated areas, where possible to avoid cross contamination,

11.2.4.6.2. trolleys must be disinfected before and after each use and before entering the kitchen area.

11.2.4.7. GERATEC facility food service management must:

11.2.4.7.1. monitor and enforce compliance with prescribed food delivery measures,

11.2.4.7.2. review and report to the GERATEC Area Manager on all control measures, including the GERATEC daily close contact register.

#### 11.2.5. **Food delivery for residents in isolation (Orange zone, Red zones):**

11.2.5.1. When food is delivered, provide a marked, closed container, dedicated for use in an isolation area.

11.2.5.2. Place the food outside the isolation area, in a demarcated area, clearly marked to be collected by a designated employee working in the isolation areas.

11.2.5.3. After the meal, the designated employee must place used crockery and cutlery in the dedicated container and leave the dishes in the demarcated area for collection.

11.2.5.4. Used dishes must be taken directly to the kitchen.

11.2.5.5. Before entering the kitchen, the container and trolley must be sanitized before taken into the kitchen for machine washing,

11.2.5.6. Washed dishes must be sanitised and air dried.

11.2.5.7. Hand sanitising procedures must be carried out before and after each task performed.

11.2.5.8. used crockery, cutlery and trays from COVID -19 areas (i.e. quarantine, confirmed and/or PUI areas) should be treated as infectious and catering staff must wear gloves when handling these.

#### 11.2.6. **Resident feedback**

11.2.6.1. GERATEC continues to welcome feedback on food services provided.

11.2.6.2. Residents must be informed how GERATEC management can be contacted telephonically/electronically.

**11.3. Coffee shops:**

11.3.1.1.1. At **CPL 3 and CPL 4** all coffee shops operated by GERATEC must be closed for the duration of Covid-19 restrictions put in place by Government regulation.

**11.4. Closure of kitchen in case of positive employee:**

11.4.1. In the event that a GERATEC managed food production area, including kitchen and food preparation area must be close for decontamination, the GERATEC area manager must take steps to ensure that food services are not disrupted or put measures in place to minimise the impact of the closure on contracted food service levels.

11.4.2. Measures to be considered are:

11.4.2.1. Meals prepared at another GERATEC unit in the vicinity of the facility.

11.4.2.2. If meals are received from another GERATEC unit, the unit will receive the same menu for the current day received from the unit. There will only be one protein option available.

11.4.2.3. Meals will be served in disposable takeaway containers.

11.4.2.4. Transportation will be arranged with the facility management.

11.4.2.5. If it is not possible for the meals to be prepared at a other GERATEC unit the possibility of using equipped kitchens in the community ex Church hall kitchens/hostel kitchensEmergency menu will be put in place in this case, that only consists of one protein choice.

11.4.2.6. The other shift of employees that was not on the premises when the kitchen closed, will be called in for the preparation of the meals at another facility

**11.5. Kitchen: Deep decontamination and disinfection:**

11.5.1. Deep decontamination and disinfection must not be confused with area sanitising (sometimes referred to as disinfection) which must be carried out in the following circumstances:

11.5.1.1. facility entry control and monitoring areas after an employee or visitor with Covid-19 symptoms or additional symptoms have been denied access and directed as prescribed, and

- 11.5.1.2. the work area or workstation of an employee who reports Covid-19 symptoms, or additional symptoms, after the employee has been removed from the workplace and referred for testing or self-isolation as prescribed.
- 11.5.2. In the above circumstances follow the procedures set out above for area sanitising.
- 11.5.3. **Areas to be deep decontaminated and disinfected:**
  - 11.5.3.1. The **living unit or area occupied by a resident with Covid-19** who has passed away or has been relocated on advice of a medical practitioner, and other facility areas at risk of contamination, as determined by the facility Covid-19 IPC officer or facility management.
- 11.5.4. **GERATEC managed facility areas:**
  - 11.5.4.1. Deep decontamination and disinfection procedures must be implemented by **designated GERATEC housekeeping services employees** in a food service or production area managed by GERATEC, as directed by:
    - 11.5.4.1.1. South African Occupational Health and Safety Authorities, in terms of regulations of the Department of Employment and Labour, and
    - 11.5.4.1.2. the GERATEC Covid-19 IPC officer, after an assessment of the circumstances and risk factors attendant upon a GERATEC managed workplace GERATEC where more than one employee has been been diagnosed with Covid-19.
- 11.5.5. **Facility areas not managed by GERATEC managed**
  - 11.5.5.1. At the request of the facility Covid-19 IPC officer and/or facility manager, and in terms of a written agreement with the facility, GERATEC employees must decontaminate and disinfect additional facility areas, not managed by GERATEC.
  - 11.5.5.2. For purposes of a GERATEC proposal for an agreement, as prescribed above, the facility Covid-19 IPC officer and/or facility manager must provide the following information:
    - 11.5.5.2.1. size and description of the service area, in square meter,
    - 11.5.5.2.2. urgency and timeframe for service delivery,
    - 11.5.5.2.3. details of the measures to be implemented by the facility Covid-19 IPC officer and/or facility manager to restrict access to the agreed area at the agreed time and for the agreed period for service delivery purposes,
    - 11.5.5.2.4. service area access points from the outside the facility, if any,

- 11.5.5.2.5. facility liaison persons and contact details,
- 11.5.5.2.6. any risk factors identified by the Covid-19 IPC officer and/or facility managers in arriving at the decision to proceed with decontamination and disinfection.

11.5.6. **Procedures:**

- 11.5.6.1. The services will be provided by a team of GERATEC employees, under supervision of the GERATEC area manager: housekeeping, or another a trained and experienced GERATEC housekeeping manager.
- 11.5.6.2. Full particulars of the decontamination procedures are contained in the **GERATEC Covid-19 - Standard Operating Procedures: Infection Prevention and Control, Housekeeping, Laundry and Hygiene.**



<b>Review date</b>
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