

Sandip Foundation

Nashik

Guidelines for the Canteens of Sandip Foundation

Scope

This document describes the guidelines for canteen owners / food serving staff / working in canteen / cafeteria located at Sandip Foundation Nashik and Sijoul Campus to prevent spread of COVID-19. These practices should be adopted in the canteen with all the preventive measures.

The three major steps to prevent spread of COVID-19 infection are

- a) Maintain high levels of personal hygiene;
- b) Practice social distancing at all times;
- c) Cleaning and sanitation.

1. Responsibility of Canteen Owners / Managers

Canteen owner/ Manager shall ensure that:

1.1 Apart from Good Hygiene Practices, food serving staff / canteen workers should be made aware about COVID-19 symptoms so that they are able to recognize the symptoms early and that they can seek appropriate medical care and testing, and to minimize the risk of infecting fellow workers. They should be provided with training on risk factors, safe food handling, social distancing and other protective behaviors



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(e.g., cough etiquette and wearing of face mask, hand washing with soap or using of alcohol-based hand rubs) required amid COVID-19 infections.

1.2 Employers should have a COVID 19 Screening Protocol in place to screen all personnel entering the premises. All employees/workers/visitors should be screened at entry point for symptoms of COVID-19 such as temperature (using non-contact type thermometer), cough, cold, etc. Those with high temperature and/or flu like symptoms shall not be allowed to enter Establishment.

Note: Some common symptoms of COVID-19 include:

- Fever (high temperature — 37.5 °c or 99 °F)
- Cough
- Shortness of breath
- Breathing difficulties
- Fatigue

1.3 Canteen Owners /food Server/canteen workers / visitors should be encouraged to self-declare and inform about any signs/symptoms of respiratory illness before or during work/visit to the canteen. In some cases, infected people may be asymptomatic or pre-symptomatic and may not display any signs or symptoms of disease or may present with mild symptoms that can be easily overlooked, the employers therefore should ensure the availability of masks and protective gears to all food handlers. In case the food handlers is COVID 19 infected or is identified as the contact of the COVID 19 infected person , he /she should be not be allowed to enter the canteen and instructed to remain in home quarantine for the specified time period and should not return to work until they are free of infection.



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1.4 Regular Monitoring of the employees/food handlers is essential for prevention of COVID19 spread within the canteen / cafeteria. The canteen employees/food handlers should also self-monitor and report any symptoms to the canteen owner. Wearing mask and protective gears at all times should be ensured. The canteen owners must provision and issue these protective gears to the canteen employees. They should maintain 1 meter of distance from each other and practice social distancing in the canteen / cafeteria.

1.5. Local emergency response team should be established from all the canteen to deal with suspected COVID-19 infections and one person should be designated as the COVID-19 coordinator for the entire canteen. Their contact details should be shared with all canteen employees. The team should develop protocols/guidelines on the steps to be taken when handling suspected COVID-19 cases and as a means of general preparedness, the following should be ensured:

- List of local authorized hospitals for COVID-19 testing and treatment is frequently updated;
- Contact details of the professional disinfection company are kept handy;
- Adequate disinfectant for emergency use are available;
- Dedicated masks, gloves, safety glasses, protection suits for emergency use (personal protective equipment or PPE) are procured and stored for the emergency
- Isolation rooms (one for suspected cases, one for close contacts) are prepared with special trash bins;

A process for record keeping is established wherein all the related information attendance, health status of employees, visitor details - are maintained. Process for record keeping shall be developed to prevent the spread of the infection.



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2. Personal Hygiene of Canteen Employees

Canteen Owners /Managers shall ensure that high hygiene standards should be practiced to deliver the quality food for the students in the campus.

Proper hand hygiene — washing with soap and water for at least 20 seconds (follow WHO advice)

- Frequent use of alcohol-based hand sanitizers;
- Good respiratory hygiene (covers mouth and nose when coughing or sneezing; dispose of tissues and wash hands)
- Frequent cleaning/disinfection of work surfaces and touch points such as door handles.
- Avoiding close contact with anyone showing symptoms of respiratory illness such as coughing and sneezing.

2.1 Proper hand hygiene protocols should be strictly followed. They shall thoroughly wash and sanitize hands and change into clean uniform before entering the food premise. Hands should be washed for 20 to 30 seconds using water (preferably hot water) and soap. Hands should be dried with clean towel or air dryers.

2.2 This should preferably be followed with sanitizing of hands (with 70% alcohol based sanitizer or an equivalent). If soap and running water are not immediately available, provide alcohol-based hand rubs containing at least 60-70% alcohol.

2.3 Canteen Employees/ food handlers shall wear face mask and clean protective clothing like full sleeves clothes/aprons, head gears, caps, gloves at all times while in the production area. In case of shortage of face masks the canteen employees/



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food handlers should preferably use clean cloth-based face covering or face mask to cover nose and mouth. The face cover should fit perfectly on face without leaving any gaps on mouth, nose and chin. The face covers should be changed every six hours or as soon as they get wet. Reusable face covers shall be cleaned and sanitized thoroughly. In case disposable face covers are used or reusable face cover is damaged or changes shape, it shall be disposed of in a closed bin. While removing face cover, care shall be taken not to touch outer surface of the face cover. Canteen employees shall avoid touching their face, eyes, nose, etc. after removal of face cover before washing their hands.

(Note: Staff should wash/disinfect hands after removing their regular clothes and before touching their clean uniforms to avoid contamination of clean clothes).

2.4 Employees shall preferably not use personal jewellery, watches etc. Instruments like mobiles should be discouraged while at work place or should be frequently sanitized.

2.5 Gloves shall be worn while handling prepared food or ready to eat food. During this time no other surface, equipment, utensils should be touched or no non-food related activities such as emptying bin, closing doors/windows, touching mobile phones, handling currency etc are carried out. In such a case, the gloves shall be changed and suitably disposed off. Hand must be washed between glove change and when gloves are removed. Wearing gloves may give a false sense of security and may result in staff not washing hands as frequently as required. Canteen Employees shall be trained on the correct method of using gloves and wearing gloves shall not be considered as a substitute for hand washing.

2.6 Respiratory hygiene is important to prevent COVID-19 spread at a workplace. Employees shall cover their mouth and nose with tissue while coughing or sneezing.



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The tissue shall be disposed in a closed bin and hands shall be thoroughly washed and sanitized, before handling food.

2.7 Reporting of illness: Encourage workers to stay home if they have developed any symptom of COVID-19 infection (dry cough, trouble in breathing, high fever and chills). He/she should be allowed to report illness on phone.

2.8 In case any employee develops any flu-like symptoms or COVID-19 illness at the workplace, he/she shall be immediately isolated (should not be sent back to home) and the Administrative authorities of Sandip Foundation should be informed about it immediately.

2.9 Canteen employee / Food handlers working with or near the infected person should also isolate themselves and if required should self-quarantine as per the guideline (Note: It is ideal that the isolated individual uses a separate toilet and washing area. If that is not possible, then toilet and washing area should be cleaned after use by an infected person).

2.10 Using each other's phones, belongings, sharing of common stationery like pens, or other work tools and equipment, should be discouraged. The food premises, toilets, counters and equipment that came in contact with the infected person should be thoroughly cleaned with hot water and detergent and disinfected (with 0.1% hypochlorite sol. or an equivalent).



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3. Practice Social Distancing

3.1 Social distancing aims, through a variety of means, to minimise physical contact between individuals and thereby to reduce the possibility for new infections. A minimum distance of one meter shall be maintained between two persons at all points in the canteen / cafeteria.

3.2 To implement social distancing, the canteen owner / manager should:

- Limit the number of people in contact on a production floor or a kitchen, by creating physical barriers so that people in smaller spaces (3-4 employees in 10 ft areas as an example) can have barriers without hindering work, wherever possible.
- Space out/stagger workstations and food preparation areas, if possible. There should be 1 meter gap between canteen employees.
- Review the shift arrangement and social interaction of the staff. Increase time between shifts /scatter break periods to minimize staff interaction. This will also help in ensuring more time for cleaning and sanitation.
- Limit the number of students and staff who can come into the canteen / cafeteria at any one time.
- Use spacing measures (e.g. floor markers, stickers) at tills or queues, increase the gaps between workstations in kitchen area, seating arrangements, etc. to ensure at least 1 meter gap is maintained between employees, customers and visitors.
- Takeaways and food deliveries should be encouraged instead of dine-in options. In case of food delivery, food handler shall ensure that
 - ❖ Face is covered with a clean mask or a face cover, hands are sanitized before food pick up and after delivery.



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- ❖ Social distancing is followed by maintaining a minimum 1 meter gap between self and customer.
- ❖ Contact with common touch points such as door bell, handles, etc is avoided. If unavoidable, hands are sanitized after coming in contact with common touch points.
- ❖ Contactless delivery methods shall be encouraged.

3.3 Food service area shall be thoroughly cleaned and disinfected after every meal prepared and disinfect surfaces repeatedly touched by employees or students or staff or visitors such as door knobs, equipment handles, tables and chairs.

3.4 Even with proper hand washing, food workers should use a barrier such as tongs, gloves, or other utensil to prevent direct hand contact with food. The virus is likely to be inactivated by proper cooking temperatures; it is important to use gloves or other barriers to prevent touching foods that will not be fully cooked.

3.5 No ready-to-eat food item shall be left open and shall be kept covered or in glass displays.

3.6 There should be visible notices pasted, for staff promoting hand hygiene and physical distancing.

3.7 Help visitors / students / staff to maintain social distancing by way of encouraging spacing between the while in line for service or check out in accordance to the social distancing norms (minimum 1 meter gap). Establish designated pick-up zones to help maintain social distancing.

3.8 Buffet system, food service and mass gathering should be disallowed during COVID-19 pandemic; such services shall be resumed with proper care by maintaining the norms. The canteen owner / manager should ensure



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- ❖ Dedicated food handler(s) should serve food items to students / staff instead of multiple customers using the serving spoons.
- ❖ Minimum 1 meter gap is maintained between the food handler and student and staff. Minimum 1 meter gap is maintained between the seating space and tables in the service area.
- ❖ High touch points such as countertops, tongs, ladles, handles, etc. should be cleaned and disinfected frequently

3.9 Canteen Owner shall refrain from handling cash. In case cash is handled, cash handler shall wash or sanitize their hands afterwards. Customers shall be encouraged to use contactless modes of payments such as UPI, QR codes, net-banking, e-wallets, etc. In case credit/debit cards are used, the card machine shall be sanitized with 70 % alcohol after each use.

4. Cleaning and Sanitation

4.1 Food premise shall be always well maintained and cleaned thoroughly and sanitized daily and should be followed strictly.

4.2 Various areas of Food departments (such as food preparation/ production area, stores, packaging area, service area, waste disposal area, etc.), counter, transport vehicle shall be cleaned with soap and water, followed by disinfection (using freshly prepared 1% hypochlorite solution or any other disinfectant found to be effective against coronavirus).

4.3 Equipment, containers, utensils, cutlery, etc. should be cleaned thoroughly with soap and water. Preferably use hot water (above 60 o c) for washing and sanitizing.



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4.4 Toilets and Washrooms shall be cleaned after every shift using water and detergent. This shall be followed with disinfection using 1 percent hypochlorite solution or an equivalent. For metallic surfaces (such as shower, taps, etc.) and surfaces where use of bleach is not suitable, use 70 percent alcohol based disinfectant.

4.5 In case any food handler coughs or sneezes without following respiratory hygiene or develops any flu like symptoms, an area of two meters around the person shall be immediately vacated, thoroughly cleaned and disinfected using freshly prepared 1 percent hypochlorite solution or any other disinfectant found to be effective against novel coronavirus. The toilet, counters and equipment that came in contact with the suspected COVID 19 patient shall be thoroughly cleaned and disinfected using 1 percent hypochlorite solution or 70 percent alcohol (in case of metallic surfaces).

4.6 All cleaning equipment, cloth, mops, reusable protective gear such as boots, gloves etc. shall be thoroughly cleaned and disinfected after use and prior to use in other areas.



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