



# COVID-19 HEALTH & SAFETY PLAN

Last Updated July 2020

## OVERVIEW

Restaurant staff are the frontline workers of hospitality; they are in contact with customers, suppliers, and each other regularly. This document provides guidelines in addition to our general Health & Safety measures to ensure the wellbeing of our staff and guests, as we resume dine-in operations during and after the COVID-19 pandemic. These health measures are essential to the success of all hospitality operations.

## WHAT IS COVID-19, AND HOW DOES IT SPREAD?

Coronaviruses are a large family of viruses found mostly in animals. In humans, they can cause diseases ranging from the common cold to more severe diseases such as Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS). The disease caused by the new coronavirus has been named COVID-19. While many of the characteristics of COVID-19 are still unknown, mild to severe illness has been reported for confirmed cases.

Respiratory viruses like coronavirus disease (COVID-19) spread when mucus or droplets containing the virus get into your body through your eyes, nose or throat. Most often, this happens through your hands. Hands are also one of the most common ways that the virus spreads from one person to the next. During a global pandemic, one of the cheapest, easiest, and most effective ways to prevent the spread of a virus is to wash your hands frequently with soap and water.

Current evidence suggests person-to-person spread is efficient when there is close contact. Given the nature of the hospitality industry, we have set forth industry-specific protocols detailed herein in order to protect our valued staff and guests from the virus. These have been created under the advisements set forward by the Provincial Health Authority, WorkSafeBC, Vancouver Coastal Health, BC Restaurant and Foodservices Association, and Go2HR.

## THE HIERARCHY OF CONTROLS AND THEIR EFFECTIVENESS

- 1. Elimination or Substitution:** eliminating or postponing work tasks that may create a risk of exposure to COVID-19.
- 2. Engineering Controls:** creating physical barriers or altered layouts.
- 3. Administrative Controls:** altering work practices to minimize exposure, such as physical distancing or enhancing cleaning protocols.
- 4. Personal Protective Equipment (PPE):** This last form of protection should only be considered after careful consideration of the previous control measures. The use of single use gloves and face masks may be considered where none of the above controls are possible/effective, such as in a kitchen environment.

# OPERATING GUIDELINES

## FOR THE GUEST

Guests to our establishments can expect a printed message welcoming them to the premises and stating the following guidelines for entry:

1. If you have underlying medical conditions, it is recommended that you do not visit Tap & Barrel Group restaurants at this time.
2. If you are displaying symptoms of COVID-19, which primarily displays as a persistent cough or shortness of breath, we kindly request that you make alternate dining arrangements. If you are sick, please stay home.
3. If you have travelled outside Canada within the past 14 days, we kindly request you to make alternate dining arrangements.
4. If you live in a household where someone is showing symptoms of COVID-19, please stay home.

In addition, guests will be asked to adhere to the following rules and will be provided with an overview of the efforts we are undertaking to ensure their health & safety:

5. Please respect the physical distancing measures in place, which are required at all times (minimum of 2 metres).
6. Failure to observe physical distancing risks the closure of the facility.
7. Please adhere to all directional signage where applicable.
8. Please cover coughs and sneezes with your elbow or a tissue and then clean your hands following proper handwashing.
9. Please avoid touching high-touch surfaces whenever possible
10. Hand sanitizer is located at the front door and outside the bathrooms. Please disinfect your hands upon entering the building and after having washed your hands and exited the bathroom.
11. Washrooms on the premises are disinfected at minimum every 15 minutes.
12. Arcade games are sanitized before and after each use. If you wish to play the arcade games, please see a staff member prior to use. Maximum of 2 guests playing each game at a time, please maintain a physical distance of 2m at all times from other guests.

## FOR ALL STAFF

The following guidelines apply to every position in the restaurant, and there is a zero tolerance for failing to uphold these standards in order to keep everyone safe.

1. Fill out the **Sickness Policy & Health Check Declaration Form** that you agree with our sickness policy and to not come to work if:
  - a. You have symptoms of COVID-19 including fever, cough or shortness of breath
  - b. You have been in contact with someone with COVID-19, or who presents COVID-19 symptoms.
  - c. You have travelled or have been in contact with some who has travelled outside of Canada and are currently subject to a quarantine period consistent with the most current public health guidelines.
  - d. If you present symptoms consistent with COVID-19, you will call 811 for advisement on whether you should be tested.
  - e. You agree that you will notify a manager immediately if you develop symptoms consistent with COVID-19 while you are on shift.
2. Participate in and log a pre-shift temperature check.
3. Maintain good personal hygiene
  - a. Bathe prior to each shift.
  - b. Wear freshly laundered dress code and uniform for each shift.
  - c. Avoid touching your face.
4. Maintain good environmental hygiene
  - a. Regularly clean and sanitize your designated work environment.
  - b. Completion of side-duty and scheduled cleaning lists.
5. Cover your nose and mouth with tissue paper or in the crook of your elbow while sneezing or coughing.
6. Absolutely no handshakes, fist bumps, hugs etc. between team members or guests
7. Maintain physical distancing (at least 2 metres) unless absolutely unavoidable.
  - a. **We have done the following** to assist with physical distancing:
    - i. Staggering start and end times to avoid heavy traffic in and out of the building.
    - ii. Posting occupancy limits on elevators and other small spaces.
    - iii. Staggering break times to limiting the number of workers in break locations at one time.
    - iv. Using stickers or tape to mark areas where staff and guests may walk only in one direction (such as down an aisle or narrow corridor).
    - v. Posting signage to remind workers to maintain their distance when interacting.
    - vi. Re-arranging, or planning work tasks in such a way that staff are not required to work in close proximity to one another.
    - vii. Reducing non-critical meetings and gatherings. Printed pre-shift summaries will be available for each shift.
    - viii. Increasing sanitation procedures for staff bathrooms and break areas.
    - ix. Adding directional signage and physical distancing markers on the floor to manage traffic and physical distancing.
  - b. **You must do the following** to assist with physical distancing:
    - i. Reducing in-person meetings and other gatherings inside the workplace.

- ii. Managing your transportation arrangements to limit carpooling, so that two staff members are not required to travel in a single vehicle.
- 8. Handwashing. Wash hands properly and keep hands clean. Hand washing instructions must be posted at every hand sink accessible to guests or staff.
  - a. Method:
    - i. Remove all jewelry during handwashing.
    - ii. Wet hands with warm running water.
    - iii. Apply liquid or foam soap.
    - iv. Lather soap, covering all surfaces of hands for 20-30 seconds.
    - v. Rinse thoroughly under running water.
    - vi. Pat hands dry with a single use paper towel, or use provided air dryer.
    - vii. Turn off tap with single use paper towel or using elbow.
  - b. Wash hands:
    - i. **When you enter the building, and again before you walk onto the floor/into the kitchen.**
    - ii. Before and after touching eyes, nose and, mouth if there is a need to do so.
    - iii. After handling objects soiled by respiratory or other body secretions, such as tissue paper.
    - iv. After touching high-contact surfaces or equipment, such as handrails, elevator control panels, or door handles.
    - v. After touching shared items.
    - vi. After using the washroom.
    - vii. After handling cash, credit/debit cards, or the Eigen payment terminals.
    - viii. After receiving any delivered items.
- 9. Wear provided PPE at all times while on shift.
  - a. A cloth mask (non-medical grade) that covers the nose and mouth completely. Masks must be used correctly, which means they are not adjusted, pulled, down, or touched at all during service shifts. A mask is contaminated and rendered useless quickly if touched repeatedly.
  - b. Single-use gloves. You must change your gloves as often as you would wash your hands. You cannot wash gloves. Black gloves are to be worn in the front of house, clear gloves worn in the back of house, and flock-lined gloves worn in dish.
  - c. Single-use gloves are worn by anyone doing a washroom check or washing dishes.
- 10. Fill out a **COVID-19 Health & Safety** training declaration.

## FOR MANAGEMENT

1. Post and make available medical resource information for staff.
  - a. Telephone numbers and websites for key medical, mental health, and bullying resources.
  - b. Approved sources for COVID-19 information and updates.
2. Post and make available information about your location's Occupational Health & Safety Committee, the function of the committee, and the membership.
3. Ensure at least one representative of the OHS Committee is present on each shift and designate them as the point person for all inquiries related to Health & Safety from the Staff.
4. Perform a twice daily audit of all cleaning checklists and temperature logs.
5. Ensure reduced occupancy level is posted visibly at the front door.
6. Post maximum occupancy in elevators and staff areas.

## FOR FOH STAFF

### Front Door & Support Staff

1. Ensure guests are educated about our safety protocols, and the locations of the bathrooms.
2. If the weather permits it, prop open the front doors to reduce contact points for the guest. If the doors must stay closed, have a staff member open the door for the guest. Ensure door handles are sanitized as frequently as possible, ideally between each guest interaction.
3. Monitor our capacity to be no more than 50% of our licensed amount.
4. Groups of no more than 6 people will be accepted.
5. Waiting inside for a table should be discouraged. Ask guests to wait outside, weather permitting, or in their cars if possible.
6. Whenever possible collect contact information from 1 member of each dining party upon check-in and file for 30 days.
7. Whenever possible, leave an empty table between dining experiences.
8. Guests should be encouraged to use our online menu; physical single-use menus are offered by request only. Should physical menus be used, they must be disposed of/recycled after each use.
9. Provide each guest with a new rollup of sanitized cutlery after they have been seated.
10. Ensure when re-setting tables
  - a. There is a minimum of 2 metres between seat backs
  - b. There is a gap on any edge of the table to provide you access to interact with the table without having the reach between guests in close proximity.
  - c. Every surface is disinfected, and approved chemical is allowed to stay on the surface for the specified length of time required to disinfect (5 minutes for peroxide based cleaner, 10 minute for Mikroquat). Table-tops, chair upholstery, and chair backs must all be disinfected.
  - d. Surfaces must be rinsed and dried thoroughly after being disinfected.
  - e. Every table is marked with double-sided table markers as 'being sanitized' while the chemical is working, and 'sanitized and ready for use' once cleaning is complete.
11. When clearing tables, staff must wash hands in between each table clear.
12. Bathroom checks must be performed at minimum every 15 minutes.
  - a. All debris removed from the ground.
  - b. Soap, hand sanitizer, paper towel and toilet paper stocked.
  - c. All counter surfaces, faucets, towel dispensers and door pulls disinfected.
  - d. Any standing water mopped up.
  - e. Any potentially hazardous biological mess cleaned.
  - f. Cleaning routine performed in proper PPE.
13. For arcade game use – please observe the following guidelines:

- a. Games may only be used as long as a physical distance of 2m can be observed.
- b. A member of staff must be advised before a guest may use the arcade games.
- c. Arcade games must be sanitized before and after each use. Guests must use hand sanitizer prior to playing.
- d. Each game may have a maximum of 2 guests playing at a time, from the same party.

#### Servers

1. Minimize commonly touched surfaces such as sugar caddies, vinegars, or salt & pepper shakers. Either bring exactly what the guest requires in single use portions or disinfect the item completely and thoroughly when the dining experience has ended.
2. Only designated staff may enter the kitchen or bar. Communicate your whereabouts clearly in order to maintain physical distancing in bottleneck areas.
3. Billfolds will not be in use until further notice.
4. When delivering food, place it on the edge of the table and allow the guests to distribute among themselves to respect physical distancing.
5. Do not touch guest glassware while in use. This means topping-up coffee without holding the coffee cups. Guests may top up their own wine and water from carafes and jugs.
6. When delivering drinks, grip wine glasses from the stem, all other glasses from the base, away from where the guest will be drinking from.
7. Server trays must be thoroughly sanitized between each use.
8. Should a guest wish to pack up leftovers, the appropriate takeout containers should be brought to them and the guest may pack the food themselves at the table.

#### Bartenders

1. Receiving deliveries:
  - a. Implementation of a delivery log, which captures the date, time, company, driver name, staff initials. Keep on file for 30 days.
  - b. Communicate physical distancing measures with your approved suppliers in advance.
  - c. Post signage to communicate delivery procedures to drivers.
  - d. Whenever possible, remove all items from original box or crate.
2. Cocktail service:
  - a. All utensils are to be sanitized between each use and are always single use.
  - b. Bartender to garnish all cocktails.
  - c. Bartenders are not to sample any guest beverages for quality assurance.

3. Beer & Wine on tap service:
  - a. Tap handles and faucets should be sanitized every 30 minutes or at shift change, whichever comes first.
  - b. When pouring, do not touch glass to tap faucet, and do not allow the faucet to submerge into the product being poured. All products must be poured with 2 hands, one on the tap handle, and one on the glassware (held by the stem or by the base).
  - c. When pouring flights, pour all selections and deliver to the well or directly to the guest with one touch.
4. Wear provided PPE (masks) at all times while behind the bar.

#### Carry-out and Third Party Delivery orders

1. Must be picked up from a clearly identified and designated station away from the main host area in order to avoid bottlenecks and crowds at the front door.
2. Curbside pickup is encouraged above all else, so the guest doesn't need to enter the premises.
3. Disinfect the following between each transaction:
  - a. Your hands, by washing them or changing your single use gloves
  - b. POS terminals
  - c. Handheld pin pads
4. Alcohol must be sold with food.
5. Monitor guest physical distancing.

## FOR BOH STAFF

1. Wear provided PPE at all times.
2. Maintain physical distancing
  - a. At all times in the prep area. If your prep area has a reduced square footage, afternoon and evening prep may need to be considered in order to maintain physical distancing.
  - b. During cooler trips. Announce your cooler trip to the team, consolidate stock lists.
  - c. Use floor markers where possible to measure physical distancing.
3. Adhere strictly to cleaning checklists, both daily and weekly. Checklists for each station **MUST** be posted and signed off on daily.
4. Use all cleaning agents and chemicals as per instructions provided on the label. Every surface is disinfected before and after service, as well as during shift change. Approved chemical is allowed to stay on the surface for the specified length of time required to disinfect (5 minutes for peroxide based cleaner, 10 minute for Mikroquat). Surfaces must be rinsed and dried thoroughly after being disinfected.
5. Dishwashing:
  - a. Ensure dishwasher chemical and temperature checks are done 3 times daily. Dish washer water must be changed hourly.
  - b. Ideally, there should be two staff members washing dishes - one loading and one unloading. If washing dishes alone, two sets of gloves must be present – one for loading and one for unloading.
  - c. Additional PPE for dishwashers includes a face shield.
6. Receiving deliveries:
  - a. Implementation of a delivery log, which captures the date, time, company, driver name, staff initials. Keep on file for 30 days.
  - b. Communicate physical distancing measures with your approved suppliers in advance.
  - c. Post signage to communicate delivery procedures to drivers.
  - d. Whenever possible, remove all items from original box or crate.
7. On the line:
  - a. If physical distancing is not possible due to the number of people on a single station or nature of the task, ensure staff are working in pre-designated groups to limit contact with the entire team.
  - b. Set 30 minute "Environment" timers. Every 30 minutes, everyone stops to wash hands, sanitizes all surfaces on their respective stations.
  - c. All utensils on each station changed at crossover, or whenever a new staff member takes over. Surfaces are sanitized at this time also.
8. Avoid sharing knives

## RIGHT TO REFUSE UNSAFE WORK

You have the right to refuse work if you believe it presents an undue hazard. An undue hazard is an “unwarranted, inappropriate, excessive, or disproportionate” risk, above and beyond the potential exposure a general member of the public would face through regular, day-to-day activity.

In these circumstances, the worker should report any undue hazard to their manager for investigation and the manager would then need to consider the refusal on a case-by-case basis, depending on the situation. If the matter is not resolved, the worker and the manager must contact WorkSafeBC and a prevention officer will then investigate and take steps to find a workable solution for all involved.