

## Assessing The Risks

The virus that causes COVID-19 spreads in several ways. It can spread in droplets when a person coughs or sneezes. It can also spread if you touch a contaminated surface and then touch your face. The risk of person-to-person transmission increases the closer you come to other people, the more time you spend near them, and the more people you come near. The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods of time.

### **We Have Consulted Our Staff In Our Risk Assessment**

In the creation of new COVID 19 safety protocols, we have involved frontline workers and supervisors, and will continue to be advised by our joint health and safety committee. We have identified areas where people gather. We have also identified job tasks and processes where workers are close to one another or to members of the public. We have identified the tools, workstations, and other equipment that workers share while performing job tasks. In addition, we have identified surfaces that people touch often and have introduced controls specific to each task, including maximum occupancy limits and enhanced cleaning schedules for each location of concern.

### **The Areas of Concern Identified By Our Staff Are:**

- The Food and Beverage office
- Washrooms
- Garbage & recycle containers
- Garbage cart
- Front door entrance to restaurant
- Dining Room and Patio (Approximately 110 seats split between patio and inside, all based tables of two, four, or six)
- Prep station in kitchen, half the square footage out of total kitchen
- Main kitchen line, other half of total square footage, based around two people socially distancing while working
- Bar staffed with one person specific to that position 7 days a week

## New Risk Management Procedures

For the creation of this document, we have reviewed the industry-specific protocols on worksafebc.com for the work sectors: restaurants, cafes, and pubs. Additionally, we continue to follow the advice of VIHA. It is our goal to promote a safe environment for staff and guests while still maintaining high standards of hospitality.

### **We Have Consulted Food and Beverage Staff in The Creation of Our New Procedures**

In the review of the restaurant's standard operation procedures, we involved frontline workers, supervisors, and members of our joint health and safety committee to determine new safety protocols and business practices to be adopted by restaurant staff. We have worked within the orders, guidance, and notices issued by the provincial health officials.

## **We Have Reduced Person-to-Person Transmission Potential**

In order to reduce the risk of the virus, we have implemented protocols to protect staff and members of the public from unnecessary risk. Wherever possible, we have eliminated unnecessary and high-risk activities performed by our staff. The remaining staff activities and customer services have been reviewed whereby each area prone to the gathering of people has seen engineered controls introduced to allow for physical distancing between staff and members of the public during the time that staff will be performing newly adopted disinfecting duties. The enhanced cleaning procedures introduced for each area of concern, concentration or high user frequency, will help to ensure the safety of our staff and our customers. Staff must follow specific protocols created for performing the duties as outlined. Staff members must wear adequate PPE while conducting cleaning duties, as stated in enhanced cleaning procedures. Protective masks, gloves and eyewear has been made available to each of the restaurant staff members.

### **List of Risks that Have Been Eliminated (First Level Protections)**

- Banquets of 50 or more people have been permanently cancelled until further notice
- Person-To-Person exchanges are accomplished using PPE and disinfected terminals and payment machines
- Food drops for tables of four or more have been eliminated. Patrons “serve” themselves from sanitized “drop” tables
- All buffets of any amount have been cancelled until further notice
- We established occupancy limits for: the Food and Beverage office, washrooms, the dining room, the patio
- Staff have been scheduled to monitor different locations to allow sufficient distance between workers.
- Redundant garbage and recycling containers have been removed to minimize the exposure to this risk.
- All doors will remain open during business hours to remove the need to touch door handles.
- Seating in the lounge has been removed and is for cleaning and servers only

### **Engineered Controls: (Second Level Protection)**

- Plexiglass has been installed at the host stand and entrance area when greeting customers
- Extra “drop” tables have been set up
- Designated “entrance” and “exit” pathways have been set up to avoid crossover in the restaurant by customers
- Touchless paper towel dispensers have been installed in both washrooms
- All menus have been laminated in order to be properly sanitized

### **Administrative Controls: (Third Level Protection)**

- Entrance and exit pathways to and from the kitchen
- Kitchen staff do not share tools before cleaning and sanitizing
- Dish chemical and sanitizing levels checked multiple times daily and recorded to ensure adequate levels
- Hand sanitizer has been placed at the entry and exit of the restaurant
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### **Personal Protective Equipment: (Fourth Level Protection)**

- Servers are not required to wear masks however most feel safer when interacting with guests
- When kitchen staff are working close for extended periods of time masks are worn
- Gloves are used frequently in kitchen where menu items have no kill step

We have created operational protocols, engineered controls, supporting administrative documents, company policies and PPE requirements for each area of high-risk, high user frequency and areas prone to gathering.

## **Staff Protective Equipment & Training: Hand Sanitization, Facemasks, Gloves and Eye Protection**

Fairwinds Food and Beverage staff have reviewed the information on cleaning and disinfecting surfaces. Our workplace has enough handwashing available to our workers. Handwashing locations are visible and easily accessed and marked. We have policies that specify when workers must wash their hands and we have communicated good hygiene practices to workers. Workers who are cleaning have adequate training and PPE to conduct these newly adopted protocols. Additionally, we have removed unnecessary tools and equipment.

### **Cleaning Protocols**

Each of the areas identified by staff as being high touch in the kitchen are fully cleaned and sanitized upon new arrival of staff members. Each table in the restaurant is cleaned and sanitized between each use by the customer. All payment devices are cleaned and sanitized between uses. All pens used by guests are properly cleaned. Washroom checks are done frequently throughout the day and this includes properly sanitizing.

## **Company Policies Developed to Help Stop COVID 19**

Our workplace policies ensure that workers and others showing symptoms of COVID-19 are prohibited from the workplace. Anyone who has had symptoms of COVID-19 in the last 14 days, including (fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache) are asked to stay home. Anyone directed by Public Health to self-isolate and anyone who has arrived from outside of Canada or who has had contact with a confirmed COVID-19 case must self-isolate for 14 days and monitor for symptoms before returning to our facility.

### **Our policy addresses workers who may start to feel ill at work. It includes the following:**

Sick workers should report to first aid, even with mild symptoms. The worker will be asked to go straight home and will be encouraged to consult the BC COVID-19 Self-Assessment Tool, Staff are expected to follow the guidance of Health Care Providers related to further testing and/or self-isolation. If the worker is severely ill (e.g., difficulty breathing, chest pain), staff have been instructed to call 911. Areas where the sick staff member had contacted will have engineered barriers introduced before additional disinfecting efforts can be accomplished.

## **Our Communication Plan**

### **Customer Communications**

Our COVID 19 SITE PLAN has been posted in our restaurant facility. On-site signage includes: hand washing and sanitization areas, designated entrance and exit way and capacity limit signs have been posted for customers.

### **Staff Training**

We will continue to immerse our department in a daily review of newly adopted protocols and policies. All staff are aware of high-risk areas and may address any additional areas of concern should they arise. All workers will review copies the policies and will sign-off to acknowledge they understand to stay home when feeling ill.

We have posted signage at the workplace, including occupancy limits and effective hygiene practices and have restricted the public from entering the locations where our workers frequent. All staff members continue to be trained on how we may best monitor our staff and the workplace, to ensure policies and procedures are being followed, and we are not contributing to the spread of this public health concern.

## **Revision of Procedures & Policies**

We plan to review our protocols and procedures with staff regularly, to address any additional concerns they may have. As revisions are put forward, we will work with our staff to adopt new systems. We will introduce the revisions and monitor their effectiveness before we write policy to support the revisions worth introducing as protocol. Supporting documents will be reviewed bi-weekly whereby newly adopted protocols will be added as policy. All new policies will be communicated to our members via on-site signage and email notifications.

*All restaurant workers have been instructed to bring safety concerns to the Food and Beverage Manager. All unresolved issues may involve joint health and Safety Committee Members.*

## Assess Risks of Resuming Operations

We have a training plan in place for new staff and have included COVID-19 specific training to be acknowledged within our *New Worker Orientation Checklist* document. We have clearly communicated best operational practices and safety protocols for the new roles and responsibilities surrounding enhanced cleaning efforts. We continue to train our staff to adopt changes to our business and have provided direct access to management on days-off to help find resolve to immediate concerns.

We are currently operating at 50% capacity with socially distant tables and groups of no more than 6.

## Staff Acknowledgement

Staff are required to read and sign this document to ensure they understand the policies, that they have asked for clarification if needed and that they will follow the rules and policies to help keep them and their co-workers safe. In addition to reading the document, they understand/know too:

- Sanitize hands upon arrival
- Wear gloves while disinfecting
- Disinfect workspace before & after shift
- Have received training on wearing a mask properly
- Let management know if they are concerned about safety issues
- Know where the hand washing stations/hand sanitizers are
- Has read and signed the WHIMIS sheet for the disinfectant

I, \_\_\_\_\_ have read and understand the WCB Safety Plan \_\_\_\_\_  
(EMPLOYEE NAME) (EMPLOYEE SIGNATURE)

Date: \_\_\_\_\_ Signed by Department Manager \_\_\_\_\_