

Step 1: Assess the risks at your workplace

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.

Involve workers when assessing your workplace

Identify areas where there may be risks, either through close physical proximity or through contaminated surfaces. The closer together workers are and the longer they are close to each other, the greater the risk.

- We have involved frontline workers, supervisors, and the joint health and safety committee (or worker health and safety representative, if applicable).
- We have identified areas where people gather, such as break rooms, production lines, and meeting rooms.
- We have identified job tasks and processes where workers are close to one another or members of the public. This can occur in your workplace, in worker vehicles, or at other work locations (if your workers travel offsite as part of their jobs).
- We have identified the tools, machinery, and equipment that workers share while working.
- We have identified surfaces that people touch often, such as doorknobs, elevator buttons, and light switches.

Step 2: Implement protocols to reduce the risks

Select and implement protocols to minimize the risks of transmission. Look to the following for information, input, and guidance:

- Review **industry-specific protocols** on worksafebc.com to determine whether any are relevant to your industry. Guidance for additional sectors will be posted as they become available. If protocols are developed specific to your sector, implement these to the extent that they are applicable to the risks at your workplace. You may need to identify and implement additional protocols if the posted protocols don't address all the risks to your workers.
- Frontline workers, supervisors, and the joint health and safety committee (or worker representative).
- Orders, guidance, and notices** issued by the provincial health officer and relevant to your industry.
- Your health and safety association or other professional and industry associations.

First level protection (elimination): Limit the number of people at the workplace and ensure physical distance whenever possible

- We have established and posted an occupancy limit for our premises. Public Health has advised that the prohibition on gatherings of greater than 50 people refers to "one-time or episodic events" (weddings, public gatherings), and is therefore not intended to apply to workplaces. However, limiting the number of people in a workplace is an important way to ensure physical distancing is maintained. [Public Health has developed [guidance for the retail food and grocery store sector](#) that requires at least 5 square metres of unencumbered floor space per person (workers and customers). This allows for variation depending on the size of the facility, and may be a sensible approach for determining maximum capacity for employers from other sectors that do not have specific guidance on capacity from Public Health.]
- In order to reduce the number of people at the worksite, we have considered work-from-home arrangements, virtual meetings, rescheduling work tasks, and limiting the number of customers and visitors in the workplace.
- We have **established and posted occupancy limits** for common areas such as break rooms, meeting rooms, change rooms, washrooms, and elevators.
- We have implemented measures to keep workers and others at least 2 metres apart, wherever possible. Options include revising work schedules and reorganizing work tasks.

Measures in place

- Reducing the number of customers: Total guests in restaurant will not exceed 98 guests at one time (half of original capacity). Reservations will be restricted to 6 guest maximum per table.
- New floor plan with spacing of 2m between tables, wider walkways, increased division between guests and areas for service staff.
- Open table will be the interface for guest reservations and will be configured to the new floor plan and reduced capacity. A phone number will be recorded from at least one guest of each party for at least 30 days.
- Waitlists will added to Open Table and guest will be notified via text message or phone call when their table is ready. Or for guests waiting in line outside of restaurant, a staff member will notify them when their table is ready.
- Guest will be directed to exterior signage to keep appropriate distance outside of the restaurant while waiting. Or guests may wait in their vehicles until they receive a text from Open Table acknowledging that their table is ready for them.
- Staff breaks will be staggered, outside and staff must be 2 m apart
- Staff will sign a symptom free declaration at the start of each shift and are subject to temperature checks.

- Signs are posted for restrooms limiting occupancy to 2 people at a time with reminders to physically distance
- Removing all items from the tables and only bringing what is required once guests arrive
- Removing communal items from table that were previously used such as salt shakers, sugar caddies
- Redesigning service steps to reduce points of contact
- Work schedules are being re-organized into crews to limit any potential cross contamination between crews
- Signage posted at entry advising guests that only healthy, symptom free guests may dine at the restaurant.

Second level protection (engineering): Barriers and partitions

- We have installed barriers where workers can't keep physically distant from co-workers, customers, or others.
- We have included barrier cleaning in our cleaning protocols.
- We have installed the barriers so they don't introduce other risks to workers (e.g., barriers installed inside a vehicle don't affect the safe operation of the vehicle).

Measures in place

- Partitions and barriers are being used in areas where the restaurant either cannot provide the 2 meter distance or for areas of food/beverage preparation.
- The kitchen is completely blocked from customers. Kitchen will be a one way walk flow to ensure no dirty dishes cross paths with clean food exiting the kitchen.
- Partitions and barriers will be sprayed with sanitizer every night.
- Credit/debit machines will be sanitized between each use with sanitizer and disposable napkin. Touchless payment will be encouraged.
- Tables will be sanitized between each use. To sanitized table, please remove any dishes left from previous customers. Spray the entire table with sanitizer and wipe top and edges with disposable napkin. Tables will remain clear of all items until new guest have been seated.
- POS Systems will be sanitized with sanitizer and disposable napkins.
- Paper menus will be used where possible. Qr codes will be added to menu in order to so that guest can view menu on their device. Any plastic sleeved menus will be sanitized between each use. To sanitize menu spray front and back with sanitizer and wipe down with disposable napkin.
- Enhanced process for handling dirty dishes. All dirty dishes will enter the kitchen through the one entrance closest to dishwasher. Buss bins will only be used for dirty dishes and glassware. Staff removing dirty dishes from a table will wear gloves and dispose of gloves once they have finished handling the dirty dishes. If gloves are not used when clearing items, staff must wash then sanitize hands immediately. All staff cleaning dirty dishes will be supplied with the appropriate PPE to ensure their safety at work
- One way flow for service staff through the kitchen

Third level protection (administrative): Rules and guidelines

- We have identified rules and guidelines for how workers should conduct themselves.
- We have clearly communicated these rules and guidelines to workers through a combination of training and signage.

Measures in place

- Mandatory staff training for new covid procedures
- Please see document New Service Flow COVID-19 document for training procedures and policys -
Increased signage in critical areas as as reminders
- New sick policy form that staff are required read and sign

Fourth level protection: Using masks (optional measure in addition to other control measures)

- We have reviewed the information on **selecting and using masks** and **instructions on how to use a mask**.
- We understand the limitations of masks and other PPE. We understand that PPE should only be used in combination with other control measures.
- We have trained workers to use PPE properly, following manufacturers' instructions for use and disposal.

Measures in place

- Staff will be provided and wear masks at work in situations where proper distance cannot be provided.
- Staff that will be handling soiled dishes will be provided proper PPE such as gloves and masks when applicable.

Reduce the risk of surface transmission through effective cleaning and hygiene practices We have reviewed the information on **cleaning and**

disinfecting surfaces.

- Our workplace has enough handwashing facilities on site for all our workers. Handwashing locations are visible and easily accessed.
- We have policies that specify when workers must wash their hands and we have communicated good hygiene practices to workers. Frequent handwashing and good hygiene practices are essential to reduce the spread of the virus. [**Handwashing** and **Cover coughs and sneezes** posters are available at worksafebc.com.]
- We have implemented cleaning protocols for all common areas and surfaces — e.g., washrooms, tools, equipment, vehicle interiors, shared tables, desks, light switches, and door handles. This includes the frequency that these items must be cleaned (number of times per day) as well as the timing (before and after shift, after lunch, after use).
- Workers who are cleaning have adequate training and materials.

Cleaning protocols

These cleaning protocols are in addition to our regular cleaning.

Credit/debit machines will be sanitized between each use. To sanitize the machine; spray sanitizer on disposable napkin and wipe machine down with sanitized napkin. Waitstaff are responsible for cleaning the machines after each use.

POS Systems will be sanitized throughout the shift by waitstaff. To sanitize the machine; spray sanitizer on disposable napkin and wipe machine down with sanitized napkin.

Menus will be sanitized between each use. To sanitize menu spray front and back with sanitizer and wipe down with disposable napkin. Host will be responsible for sanitizing menus.

Washrooms will be refreshed and sanitized throughout the shift. Sanitation in the washrooms includes: sanitizing and wiping all counters and faucets, sanitizing and wiping all washroom doors and handles, and sanitizing all toilet flush handles.

An extensive sanitize of the washrooms will happen 2 times per day.

Tables will be sanitized between each use. To sanitized table, please remove any dishes left from previous customers. Spray the entire table with sanitizer and wipe top, sides, and under edges with disposable napkin. Tables will remain clear of all items until new guest have been seated.

Chairs will be sanitized between each use. Chair surfaces, including the side edges and front edge where guests would likely grab onto to move chair closer to the table must be sanitized between each set of guests.

All surfaces and utensils touched by serving staff must be disinfected before the use of others.

End of night extra sanitation: Sanitize all chairs by misting sanitizer over them. Wipe any chairs with sanitizer that have any spills on them.

- Mist sanitizer over all benches and booths.
- Sanitize all hand rails, door knobs, and other high traffic or touch zones.
- Sanitize all POS, credit/debit machines, and phones.
- All tables, counters, bar surfaces, and host stand must be sanitized at end of night.

In the kitchen, utensils, cutting boards and serving items must be sanitized or replaced more frequently throughout shift and when new staff members start at the station. Each hour, high touch surfaces such as handles, sinks and door knobs must be disinfected.

- We have removed unnecessary tools and equipment to simplify the cleaning process
 - e.g., coffee makers and shared utensils and plates

Step 3: Develop policies

Develop the necessary policies to manage your workplace, including policies around who can be at the workplace, how to address illness that arises at the workplace, and how workers can be kept safe in adjusted working conditions.

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 10 days. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache. Anyone directed by Public Health to self-isolate.
- 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.
- Visitors are prohibited or limited in the workplace.
- First aid attendants have been provided **OFAA protocols** for use during the COVID-19 pandemic.
- We have a **working alone policy** in place (if needed).
- Ensure workers have the training and strategies required to address the risk of violence that may arise as customers and members of the public adapt to restrictions or modifications to the workplace. Ensure an appropriate **violence prevention program** is in place.

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.

- Sick workers should be asked to wash or sanitize their hands, provided with a mask, and isolated. Ask the worker to go straight home. [Consult the [BC COVID-19 Self-Assessment Tool](#), or call 811 for further guidance related to testing and self-isolation.]
- If the worker is severely ill (e.g., difficulty breathing, chest pain), call 911.
- Clean and disinfect any surfaces that the ill worker has come into contact with.

Step 4: Develop communication plans and training

You must ensure that everyone entering the workplace, including workers from other employers, knows how to keep themselves safe while at your workplace.

- We have a training plan to ensure everyone is trained in workplace policies and procedures.
- All workers have received the policies for staying home when sick.
- We have posted signage at the workplace, including occupancy limits and effective hygiene practices. [A customizable [occupancy limit poster](#) and [handwashing signage](#) are available on [worksafebc.com](#).]
- We have posted signage at the main entrance indicating who is restricted from entering the premises, including [visitors](#) and [workers](#) with symptoms.
- Supervisors have been trained on monitoring workers and the workplace to ensure policies and procedures are being followed.

Step 5: Monitor your workplace and update your plans as necessary

Things may change as your business operates. If you identify a new area of concern, or if it seems like something isn't working, take steps to update your policies and procedures. Involve workers in this process.

- We have a plan in place to monitor risks. We make changes to our policies and procedures as necessary.
- Workers know who to go to with health and safety concerns.
- When resolving safety issues, we will involve joint health and safety committees or worker health and safety representatives (or, in smaller workplaces, other workers).

Step 6: Assess and address risks from resuming operations

If your workplace has not been operating for a period of time during the COVID-19 pandemic, you may need to manage risks arising from restarting your business.

- We have a training plan for new staff.
- We have a training plan for staff taking on new roles or responsibilities.
- We have a training plan around changes to our business, such as new equipment, processes, or products.
- We have reviewed the start-up requirements for vehicles, equipment, and machinery that have been out of use.
- We have identified a safe process for clearing systems and lines of product that have been out of use.

