

COVID 19 SAFETY PLAN

Contents

Introduction.....	2
Expectations	2
Wellness Checks/Sick Staff Protocols.....	3
Start of Shift.....	3
Uniforms	4
Personal Protective Equipment (PPE)	4
Social/ Physical Distancing.....	4
Dining Room Set Up	4
Guest Arrival	5
Table Service.....	5
Payment.....	6
Cleaning and Hygiene.....	6
Signage and Posters	7
Kitchen Operation	7
Deliveries	8

Introduction

We have involved front line workers, supervisors and health and safety committee to assess and identify areas where there may be a risk. This document will list the protocols implemented in our facilities to reduce the risks of transmission for all parties including employees and guests.

As information about COVID-19 develops, West Coast Grill will continue to monitor the progression of the virus and refer to the guidance of public health officials. West Coast Grill is following guidance from public health officials including:

1. Keeping the workplace clean and hygienic.
2. Requiring regular and thorough handwashing by employees, contractors and customers. Handwashing kills the virus on the hands and prevents the spread of COVID19
3. Instruction to staff to not touch the face. Touching infected surfaces and then the face or mouth is the primary reason for infection.
4. Requiring all employees to wear gloves during all cleaning duties.
5. Providing education about social distancing and hand-washing to prevent the spread of COVID-19
6. Required social distancing protocols to lessen the chance of community spread.
7. Required face masks in the workplace to prevent the spread of COVID-19.

Expectations

- All staff will review the safety plan in advance to starting their first shift. For new employees the safety plan will be reviewed during orientation.
- It is expected that all staff must comply with the policies and procedures set forth in this document.
- In addition all guests must follow COVID-19 protocols such as social distancing or personal hygiene requirements. If a guest is not following protocols, staff must remind guests of expected protocols. If the guest continues to cause risk by not following social distancing or personal hygiene requirement staff have the right to refuse service to that guest.

Wellness Checks/Sick Staff Protocols

- A sign in and out sheet with “health check questions” will be posted daily and each staff member will be required to fill out prior to beginning their shift. Management will review those forms daily.
- Employees with symptoms such as cough, fever, shortness of breath, runny nose, or sore throat symptoms will be required to get tested for COVID-19 and provide the result to management prior to return to work.
- All individuals who have a cough, fever, shortness of breath, runny nose, or sore throat (that is not related to a pre-existing illness or health condition) to be in isolation for 10 days from the start of symptoms, or until symptoms resolve, whichever takes longer.
- These requirements must be followed regardless of whether or not the individual has been tested for COVID-19.

If an employee does come to work sick, or becomes sick while at work:

- Upon arrival to the workplace, or become sick while at the workplace, must leave the workplace and should begin isolation at home immediately. They will be required to follow the guidelines dictated by health authorities.
- After being directed to leave the business, symptomatic employees should follow hand hygiene and respiratory etiquette and maintain at least 2 meters of distance from other employees, volunteers and patrons.
- Once a sick individual has left the workplace, clean and disinfect all surfaces and areas with which they may have come into contact.
- The supervisor must record the names of all close contacts of the sick worker who has been in contact with that day and in the 48 hours prior to when the symptoms started in the case. This information may be necessary if the sick worker later tests positive for COVID-19.
- If an employee is confirmed to have COVID-19, and it is determined that other people may have been exposed to that person, the health department may be in contact with the business to provide the necessary public health guidance. Medical records of employees are kept confidential unless an employee gives us the permission to share their medical information.
- Employers must cooperate with the health department to ensure those potentially exposed to the individual receive the correct guidance.
- Employer will be contacting 811 to ensure they are following every step required.
- Phone numbers of various medical support agencies and organizations are posted in staff area as well as the members of the Health and Safety committee.

Start of Shift

Start time for staff will be staggered and as much as possible have the same group of employees working the same shifts on a daily/ weekly basis.

Staff meetings and any kind of information for their shifts / week will be conducted via email, text message, Facebook and our Crew app.

Staff will sign in before starting their shift and give use the certainly they have been following the orders in place.

Uniforms

Employees must change into clean uniforms once they arrive at work. Uniforms must not be worn outside of the workplace.

- Change into a separate set of street clothes before leaving work.
- Work clothing should be placed in a bag and laundered after each shift.

Shirts, chef coats, aprons, hats must be kept clean at all times.

- It is imperative that staff uniforms look fresh and clean at all times.
- Uniform shirts, logo aprons, and chef coats must be washed (in a washing machine) between all shifts.

Employees must have long hair worn back and tied up

Personal Protective Equipment (PPE)

PPE are be necessary when physical distancing of 2 metres or physical barriers cannot be maintained by administrative and engineering controls such as in our kitchen areas and with server/guest interactions. PPE controls the hazard of the worker and the guest. Examples of PPE include gloves, eye protection, and face masks. West Coast Grill will provide all PPE required and requested.

- West Coast Grill employees have wear nonsurgical masks and have the option to wear gloves and face shield or protective eye wear. West Coast Grill will provide equipment to staff requesting PPE.
- BOH employees must wear face mask at all times.
- Whenever possible staff will be maintaining 6 feet apart

Social/ Physical Distancing

Practices to support distancing between employee and guests to reduce the risk of transmission amongst workers and guests include:

- Maintaining a 2 metre separation between individuals (e.g., employees and guests)
- Where it is not possible to ensure a 2 meter distance, protective face masks must be worn at all times while on shift

A reminder to all staff to maintain social distance from one and other. No fist bump, hugs or handshakes.

Dining Room Set Up

- Hand sanitizer available at:
 - Hostess station

- POS station
- Payment station
- Tables are at least 2 meters apart
 - Tables have been configured to fit the requirements directed by the Health Authority and WorkSafe BC
 - Maximum occupancy of the premises is posted on our entrance doors and by the bar visible to all employees and guests
- Tables and chairs not in use are removed from the room
- Bar stools are removed where there is no bar seating permitted
- Tables are set up with roll ups only. Salt and pepper and any kind of condiments are presented at the requests of patrons.
- Flow arrows will be taped off and posted to control direction of the room. Guests and staff expected to follow arrows.
- Entrance and Exit to the restaurant clearly indicated with signage and arrows

Guest Arrival

- The West Coast Grill is only open for takeout order pick up as well as dining in and room service.
- The greeters / host must stand behind the podium to allow for social distance. Guests approaching the podium will have arrows and signage on the floor indicating where to safely stand:
 - Lines taped off in 2 meter distances outside front entry doors to allow for wait line.
 - When seating areas are full, wait list to be used at all times. We will be taking all guests name and contact number. We will call them when their tables is ready.
 - Guests must wait in their car or go for a walk off property to allow for social distance if the lobby of the hotel is at capacity for the wait list. Guests can also return to their room and we will call them when their table is ready.
- Hand sanitizer to be used by each guest walking into restaurant
- A maximum of 6 people can be seated at 1 table.
- Servers will have a designated place to stand to take orders
- Food will be delivered at the edge of the table so the server does not “lean in” to present to dish.
- Laminated menus are being used and wiped after each usage.
- There will be no usage of the coat rack to hang guests jackets.

Dining Service Experience

- Point of sales systems will be assigned to servers' section and sanitized often.

- Guests will be encouraged to purchase bottles of sparkling or still water. Otherwise a jug of water will be placed on the table should water glasses need replenishment.
- Staff will ask the guests to bring their coffee cup to the edge of the table for refill. Any other refills will be presented in a new glass.
- Wine Service - pour first glass and guest will refill as needed
- Cutlery roll ups are brought to the table as the guests are seated
- No buffet meals offered at this time
- Servers will deliver the food on the edge of the table. Guests can pass the plate to whomever has ordered the item
- Salt and pepper grinder will be offered when the food is served
- Employees to bring to-go boxes for guests to pack their own leftovers.
- Plates will be removed once everyone has done their meal to limit the amount of contact.
- Guests are required to follow the health orders and our house policies.
- Guests will be seated at the best table available at the time of arrival and will not be moved to another table once seated and served. This will limit the contact with other guests on the premises and help minimize our staff contacts as well.
- Guests will be asked to follow the flow in the restaurant with arrows on the floor
- Guests are being asked to wear their masks in public spaces and until seated at their table, as well as when using the facilities.
- The health order requires guests to stay at their tables during their dining experience unless they are using the washrooms
- Guests are being asked to not "table hop" from one table or seat to another during this pandemic.

Payment

- Payments are taken at the table and debit/ credit machine are sanitized after each use.
- Guests are to stay at their table for any kind of payment methods

Cleaning and Hygiene

Clean visibly dirty surfaces before disinfecting, unless stated otherwise on the product instructions. Cleaning refers to the removal of visible dirt, grime and impurities. Cleaning does not kill germs but helps remove them from the surface.

All sanitizers will be used as per the manufacturer's direction. Any sanitizer used will have an 8 digit DIN as approved by the CDC. Should it be unavailable a bleach solution will be used. Bleach Solution for Disinfecting: A solution of 1-part bleach to 100 parts or water (1:100 ratio). This is approximately 1 teaspoon of bleach per liter of water.

Employees must wash their hands at minimum of every 30 minutes and after doing any of the following tasks:

- Touching door handles
- Dropping off food at a table
- Touching their face or hair
- Dropping off drinks
- Taking off gloves
- Taking off masks
- Going to the washroom
- Handling credit card machines
- Taking away and disposing of the menus

Sanitize after each use:

- All small wares
- All tables, booths, seats, chairs, high chairs and booster seats, window ledges
- Debit/ credit terminals
- Light switches
- All counter tops in server line and cook line
- Coffee pot handles

Sanitize every half hour:

- Front door, washroom, office door
- All cooler handles behind the bar, server line, cooks line and walk in's
- Beer tap handles, pop guns
- All BOH and Server Line Sink Faucets and tap handles
- Washrooms - All sink faucets, toilet and urinal flushers, and tap handles.

A record will be kept for all sanitization performed.

Signage and Posters

- Handwashing procedures will be posted at each handwashing stations
- Signage for handwashing practices are posted at each sink and in washrooms for guests and staff

Kitchen Operation

- Physical distancing will be practiced with having cooks spaced out by 2 meters away from each other when possible. Otherwise, the usage of a masks will be required.
- Cooks and Chefs will be wearing gloves and practice proper handwashing procedures
- A maximum of 2 staff members permitted in prep area at any given time.
- A schedule will be created so the same employees are working the same shifts on a daily/ weekly basis.

- A traffic flow in the kitchen is pre determined and will continue to be monitored so there is as little crossings of employees as possible.
- Sanitizing stations will occur frequently with approved sanitizer solution
- Cleaning schedule is posted, and each staff member assigned to a station will be responsible to complete the cleaning list. Supervisor will review before closing time.
- Deep cleaning of equipment will be scheduled specific. Sign off will be required and management will follow up

Deliveries

Suppliers have been set up with a Key drop delivery system to minimize person to person contact. Any other deliveries or repair person on the premises will be required to sign in and out with their name and the company name they are working with.