

COVID 19 SAFETY PLAN

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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 or wash their hands during an in between 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, face masks in public spaces or personal hygiene requirements as per the current health order. If a guest is not following protocols, staff must remind guests of expectation. If the guest continues to cause a risk by not following the health order, the staff and management reserves 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 to complete the self-assessment and get tested for COVID-19.
- 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) are being asked to be in isolation for 14 days from the start of symptoms, or until symptoms resolve, whichever takes longer.
- These requirements must be followed until the individual has been tested for COVID-19 and results are negative.

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, the employee must leave the workplace and will be asked to begin isolation at home immediately and get tested for COVID 19.
- 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.
- Employer must cooperate with the health department to ensure those potentially exposed to the individual receive the correct guidance.
- Phone numbers of various medical support agencies and organizations is 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 pre-shift meeting and all information for their shifts will be conducted via text message or Crew App.

All staff are required to sign in before their shift and certify that they have been compliant with the current health order in place.

Uniforms

Kitchen 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 hair must be worn back and tied up

Personal Protective Equipment (PPE)

PPE may 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.

- FOH and BOH employees have the option to protective face shield, disposable gloves and nonsurgical masks offered and provided by the employer.
- West Coast Grill will provide equipment to staff requesting PPE.
- Where it is not possible to ensure a 2 meter distance, protective face masks must be worn at all times while on shift

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, handshakes or “high fives”.

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
- Placement of the chairs have been marked on the floor to indicate proper distance. Guests are being asked to not move them.
- 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 only available where 2 meters distance allow it.
- Tables are not set with condiments, glasses, plates or cutlery until the guests have been seated.
- Candles on the tables are wiped after each “table turns”
- 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

- West Coast Grill is open for takeout order, room service, indoor seating and patio seating.
- All take out order will have a pick up time arranged to avoid line ups at the entrance.
- 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. Get the guest name and cell number / call when table or food is ready.
 - Guests must wait in their car or go for a walk off property to allow for social distance.
- 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 and deliver orders
- All menus used are sanitized after each use.

Table Service

- Point of sales systems will be assigned and sanitized after each use and at end of shift
- Guests will be encouraged to purchase bottles of sparkling or still water. Otherwise a jug of water will be placed on the table.
- Staff will not pick up glassware/ cups for refill. A new glass will be brought out or the server will kindly ask the guests to bring their cup closer for a refill.

- Wine Service - pour first glass and guest will refill as needed. Staff will inform the guests of this protocol.
- Cutlery roll ups brought to the table only once 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.

Payment

- Guests are to remain seated at their seat and servers will process their payment at the table.
- We kindly ask that guests do not approach the bar for payments
- Credit card POS will be sanitized after each guest use
- Cash can also be accepted.

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
- Debit/ credit terminals

- Light switches
- All counter tops in server line and cook line
- Coffee pot handles
- Menus

Sanitize several times a day:

- 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 public washrooms sanitization.

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 practicing proper handwashing procedures. Gloves are made available for all staff members.
- Masks are mandatory in our kitchen
- A schedule will be created so the same employees are working the same shifts on a daily/ weekly basis.
- 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 be sign off on it 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.

All contractor will be required to sign in and out for their work on premises.