

# COVID 19 RESPONSE

# FOR EVERYONE'S SAFETY

## HERE'S WHAT WE ARE DOING

- OUR DINING ROOM TABLES ARE SET TO ACCOMMODATE SAFE PHYSICAL DISTANCING. PARTY SIZES WILL NEED TO BE LIMITED.
- WE HAVE MADE HAND SANITIZER READILY AVAILABLE.
- BEFORE EVERY SHIFT ALL STAFF ARE SCREENED AND HAVE THEIR TEMPERATURES CHECKED.
- WE ARE CLEANING AND SANITIZING SURFACES FREQUENTLY WITH DISINFECTANT APPROVED BY HEALTH CANADA.
- PLEASE PAY BY "TAP AND PAY" TO LIMIT CONTACT DURING PAYMENT.
- TAKE-OUT OR DELIVERY ARE AVAILABLE IF YOU PREFER.
- IF ANYONE IN YOUR GROUP HAS THE FOLLOWING SYMPTOMS: FEVER, COUGH, SHORTNESS OF BREATH, LOSS OF SENSE OF SMELL, HEADACHE OR FATIGUE WE WOULD LIKE TO ASK YOU TO CHOOSE ANOTHER TIME TO DINE WITH US.

**the old  
spaghetti  
factory**

Employers resuming operations following work interruptions related to COVID-19 must develop a COVID-19 Safety Plan. To develop your plan, follow the six-step process described at [COVID-19 and returning to safe operation](#).

This planning tool will guide you through the six-step process. Each step has checklists with items you need to address before resuming operations. You may use this document, or another document that meets your needs, to document your COVID-19 Safety Plan.

WorkSafeBC will not be reviewing or approving the plans of individual employers, but in accordance with the order of the [Provincial Health Officer](#), this plan must be posted at the worksite.

## 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.

## Reduce the risk of person-to-person transmission

To reduce the risk of the virus spreading through droplets in the air, implement protocols to protect against your identified risks. Different protocols offer different levels of protection. Wherever possible, use the protocol that offers the highest level of protection. Consider second, third, or fourth levels if the first level isn't practicable. You might need to use more than one level of protection to deal with a risk — for example, physical distancing and masks.

**First level protection (elimination):** Use policies and procedures to limit the number of people in your workplace at any one time. Implement protocols to keep workers at least 2 metres (6 feet) from co-workers, customers, and others.

**Second level protection (engineering controls):** If you can't always maintain physical distancing, install barriers such as plexiglass to separate people.

**Third level protection (administrative controls):** Establish rules and guidelines, such as cleaning protocols, telling workers to not share tools, or implementing one-way doors or walkways.

**Fourth level protection (PPE):** If the first three levels of protection aren't enough to control the risks, have workers and customers use personal protective equipment (PPE) such as masks. PPE should not be used as the only control measure. It should only be used in combination with other measures.

**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**

Refer to OSF Reopening Memo to Staff July 13, 2020 for Complete Details. Highlights:

- We have established occupancy Limits in Dining Room, Kitchen, Staff Areas and Washrooms with posted signage.
- Dining Room occupancy is 175 inside and 16 outside Patios.
- When possible, guests will be asked if they would like patio or inside.
- All entranceway furniture has been removed. Guests will be asked to wait safely outside or in their cars until texted.
- Guests arriving for takeout or pickup will be directed to an identified and physically distanced area.
- Any parties larger than 6 will be required to split up.
- We have installed Plexiglass booth barriers which were designed, installed and maintained in accordance with WorkSafeBC guidelines to all booths with these barriers to be sat side by side.
- All tables will have at least one side open for staff to be able to safely approach. Tables that do not have this empty side will have a chair removed to create the opening.
- Tables not to be sat will be clearly marked with signage.
- Servers will greet tables while maintaining physical distancing by approaching at the unset area of the table. Everything delivered to and from the tables will be left and asked for at the unset edge.
- Staff areas have been identified in each restaurant for meals and waiting prior to the beginning of their shift.
- Physical Distancing markers for washrooms with 2 person limit signage has been installed.
- Sanitizer dispensers are available on a wall outside washroom for any guests who have touched anything.
- Kitchen staff to direct delivery personnel to drop product in a specific area to maintain safe physical distance. Receiving product will not require signatures.

**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**

Refer to OSF Reopening Memo to Staff July 13, 2020 for Complete Details. Highlights:

- Plexiglass shields have been installed at our entranceway desks to protect guests from contact with our staff when greeted.
- We have identified tables for seating that ensure 2 meter physical distancing. Tables not to be sat have signage identifying "To Maintain Physical Distancing This Table will not be Used".
- We have installed Plexiglass booth barriers which were designed, installed and maintained in accordance with WorkSafeBC guidelines to all booths with these barriers to be sat side by side.

**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**

Refer to OSF Reopening Memo to Staff July 13, 2020 for Complete Details. Highlights:

- We have online training sessions to reinforce safety procedures. Before restarting work employees again review our policies with management and acknowledge their understanding of these responsibilities and materials.
- We recommend all Staff use the Provincial self-screening tool before coming into work. Staff must stay home when ill.
- All staff arriving for their shift will be required to confirm they are symptom free with Provincial questions that have been posted and have their temperature checked and recorded via a Non-Contact Thermal thermometer.
- Any staff member who begins to show any signs of sickness will be immediately sent home for the same self isolation or testing before a return to work.
- Hand washing is reinforced with vigour and sanitizer available at all equipment touchpoints. All staff wash their hands or use sanitizer after touching anything touched by others. Proper handwashing technique signage has been posted at all sinks.
- Staff will not be allowed to leave any items in staffroom or anywhere else in the workplace. Everything brought to work must be removed at the end of the shift so that we can sanitize and disinfect all areas.
- Duties are assigned for detailed sanitizing, disinfecting and cleaning of our entire restaurant prior to, during and after each shift. There is a detailed checklist available, with timers set to ensure completion to remind staff and management of places to disinfect and the frequency standard of doing so.
- We have identified areas - with new signage - for items that have been sanitized and are ready for use. We will also have identified areas - with new signage - where staff can leave items that need to be sanitized before next use.
- Specific sanitizing, disinfecting and cleaning protocols have been made available. There are Workplace Hazardous Materials Information System labels and safety sheets for all hazardous products in our restaurant.
- When being seated, guests will be given single use menus and a single sanitized feature sheet for the table. Kids menus and crayon packs will be single use.
- Drinks are single use glasses. If pop refills are requested a new glass is used.
- All condiments will be available from an identified CLEAN area if they are not single use. Once removed from the table they will be sanitized or dropped at an area designated for cleaning.
- Upon request, guests will be given containers for left over food to the edge of the table for the guests to fill themselves.
- Guests will pass hand sanitizer station to be able to use after touching the door and entering.
- Team A and Team B teams have been established where possible.
- A poster board on an easel that is printed with our Health and Safety guidelines, procedures and commitments including: Physical distance, use of sanitizer, staff screening, disinfecting, Tap and Pay request, Take out and Delivery available, if guests are ill choose another time to dine with us.
- When possible, at the desk behind a plexiglass shield, a name and telephone contact of a single guest of each party will be taken. Sheets will be dated and kept in the office for 30 days

**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

Refer to OSF Reopening Memo to July 13, 2020 for Complete Details. Highlights:

- Standard reusable cloth masks will be supplied to all staff. We also offer hygienic face masks for kitchen staff.
- How to properly wear, use, remove and wash cloth masks signage has been made available.
- Standard reusable face shields will be made available to dish staff.
- Delivery Drivers must wear masks and maintain physical distancing from our staff and guests.

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

### Cleaning protocols

Provide information about your cleaning plan. Specify who is responsible for cleaning, the cleaning schedule, and what the cleaning protocols will include (e.g., which surfaces, tools, equipment, and machines). If this information is in another document, identify that document here.

Refer to OSF Reopening Memo to Staff July 13, 2020 for Complete Details.

Refer to Operators COVID 19 Guide to Disinfecting Sanitizing and Cleaning.

#### Highlights:

- Hand washing is reinforced with vigour and sanitizer available at all equipment touchpoints. All staff wash their hands or use sanitizer after touching anything touched by others. Proper handwashing technique signage has been posted at all sinks.
- Duties are assigned for detailed sanitizing, disinfecting and cleaning of our entire restaurant prior to, during and after each shift. There is a detailed checklist available, with timers set to ensure completion to remind staff and management of places to disinfect and the frequency standard of doing so.
- We have identified areas - with new signage - for items that have been sanitized and are ready for use. We will also have identified areas - with new signage - where staff can leave items that need to be sanitized before next use.
- Specific sanitizing, disinfecting and cleaning protocols have been made available. There are Workplace Hazardous Materials Information System labels and safety sheets for all hazardous products in our restaurant.
- Shift assignments for ongoing sanitation of kitchen surfaces. Door handles, stations, equipment. A sanitizing and disinfecting checklist with frequency standards will be used.
- Sanitizer PPM testing to be vigorous and Quaternary titrations replaced every 2 hours.
- We have disinfecting procedures for Non-Food Contact Surfaces with Multisurface Disinfectant areas identified.
- We have Scrub Free Washroom Disinfectant installed and used by Janitorial Staff in public and staff washrooms.
- We have labelling instructions for chemicals in use.
- We have general instructions for Employee, Staffroom, Public Areas, Washrooms, Kitchens and Equipment.
- All sinks have proper handwashing procedures signage throughout the restaurant
- When being seated, guests will be given a laminated card to access our menus from the mobile devices. Single use menus, feature sheets, and our drink and dessert menus for the table will be available upon request.
- Kids menus and crayon packs will be single use.



### 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).
- ☑ We have a **work from home 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.