

Employers 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.

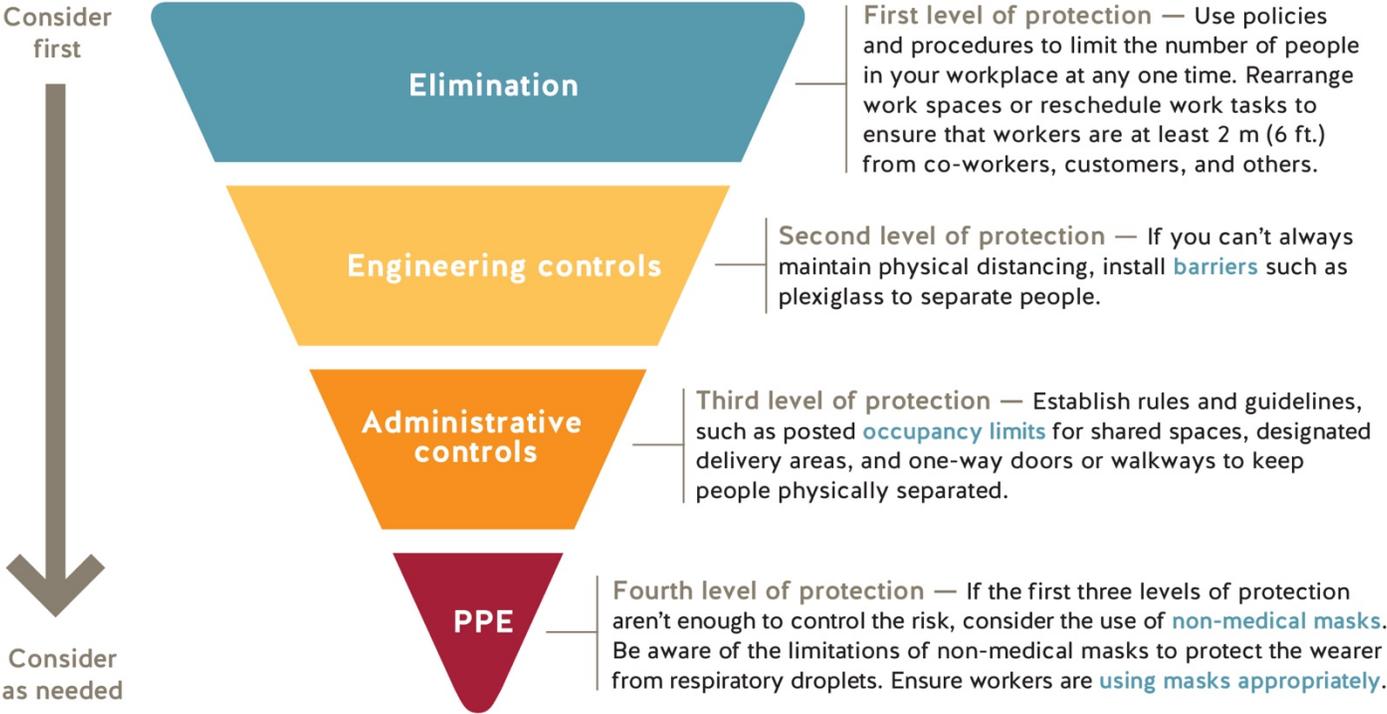
Step 2: Implement protocols to reduce the risks

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 controls from additional levels if the first level isn't practicable or does not completely control the risk. You will likely need to incorporate controls from various levels to address the risk at your workplace.



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

See COVID-19 Safety Plan Accompanying Document

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

See COVID-19 Safety Plan Accompanying Document

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

See COVID-19 Safety Plan Accompanying Document

COVID-19 Safety Plan

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 to protect the wearer from respiratory droplets. We understand that masks should only be considered when other control measures cannot be implemented.
- We have trained workers in the proper use of masks.

Measures in place

See COVID-19 Safety Plan Accompanying Document

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

See COVID-19 Safety Plan Accompanying Document

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.

Be advised that personal information must not be included in the COVID-19 Safety Plan

Personal information is any recorded information that uniquely identifies a person, such as name, address, telephone number, age, sex, race, religion, sexual orientation, disability, fingerprints, or blood type. It includes information about a person's health care, educational, financial, criminal or employment history. Visit <https://www.oipc.bc.ca/about/legislation/> for more information.

Hotel & General Protocols

First Level Protection (Elimination):

- Reducing the number of customers
- Plexiglass for Front Desk
- Temporary Markings for the lobby, decals for the lobby for spacing
- Lobby furniture has been taken out to reduce spaces where people gather
- Only 2 staff members in the elevator at a time, signs are up in the elevator , elevator use is limited to one family per use

Second Level Protection (Engineering Controls):

- Front Desk Plexiglass installed

Third Level Protection (Administrative Controls):

- Sanitization station- in the kitchen, temperature check and hand sanitizer that must be used when employees enter the building.
- Housekeeping staff-when in the rooms after check-out, wear a mask and disposable gloves.

Fourth Level Protection (PPE):

- Executive Housekeeper will train staff on using the PPE, ie masks.
- Masks worn throughout the day, gloves need to be changed after every new room assignment, and frequently throughout the day.

Cleaning & Hygiene:

- Cleaning logs found in S drive in Whister & H drive Vancouver under Health and Safety/COVID

F&B-Specific Protocols

Assessed Risks:

We have worked extensively with our staff and identified the following risk areas in our workplace. We have assessed both physical proximity issues as well as surface contamination issues.

We have identified the following areas where people gather as points where 2 metres of physical distancing is difficult to maintain:

- Behind the bar
- Kitchen
- Servery parallel to kitchen
- Near the piano
- Elevators: staff will only use when there are no guests in elevator

We have identified the following job roles, tasks and processes where workers are frequently close to one another or members of the public for periods of time that are longer than 15 minutes:

- Bartenders
- Chefs, cooks
- Host/Hostess
- Managers

We have identified that the following kitchen equipment, small-wares, computer and POS terminals are high touch surfaces that must be subject to rigorous cleaning protocols:

- POS screens
- Telephones
- Handheld credit card terminals
- Pop guns
- Tap handles
- portable kitchen equipment; oven controls, oven doors, Rational oven control surface, modular kitchen equipment, espresso machine

We have identified that the following locations as high touch surfaces that must be subject to rigorous cleaning protocols:

- All handles; fridge, door, drawers
- Service counters
- Chairs
- Ipads

First Level Protection (Elimination):

- Staff check-in & break area moved to larger space to allow appropriate distancing
 - Daily check-in procedure includes a daily health declaration
- Reduced capacity of diners to adhere to physical distancing requirements of 2m between different parties
- As per Provincial Health Order, no tables larger than 6
- Per **physical distancing & tables no larger than 6**, our maximum capacities have been reduced:
 - Dining room 175 – **57**
 - Champagne Lounge 70 – **34**
 - Cellar 60 standing – **18 seated (3 groups of 6 on long table)**
 - Patio 60 – **30**
- Bar stools in high traffic areas have been removed to allow for a clear walkway
- Tables have been spaced to allow a minimum of 2m between guests of different parties
- Reservations staggered to reduce crowding at the front door
- As a result of reduced capacity, the restaurant operation supports a reduced capacity for staff
- Fewer kitchen staff are required for operations, floor markings in place to manage spacing
- Signage on walk-in fridges limiting number of staff in area
- As a result of distancing within the restaurant, there will be adequate space for staff to approach tables so as not to get too close to guests
- Some supporting roles have been moved to a work-remotely model
- Additional focus on takeout program to allow diners to eat at home

Second Level Protection (Engineering Controls):

- Physical barrier installed at host stand to protect first point of contact
- Physical barrier installed between kitchen and server
- Splashguard installed at dish area to mitigate spray coming off dishes
- Splashguard installed on dirty cutlery tray

Third Level Protection (Administrative Controls):

- Name and phone number will be kept in reservation system to allow for contact tracing if required
- Send text message to guests when their table is ready to prevent crowding at the door
- Coat check closed – staff are not to handle guest personal belongings
- Single-use recyclable menus will be in effect, as will online electronic versions
- Directional signage installed on floor to direct traffic and prevent crowding in certain areas
- Floor markings with 2m intervals installed in high-traffic back-of-house areas so staff know their placement for certain job duties – this allows physical spacing between staff members in the kitchen
- Bottles of water and wine only to be used for a single table – when dirty bottles are removed from tables, they will be washed appropriately, followed by handwashing
- Service trays designated for *clean items only* and *dirty items only*
- Nitro cart to be sanitized after every use
- Keep hands off the bowl of a spoon or prongs of a fork.
- Any cutlery that is removed from a table, clean or dirty, will be washed again
- Mis en place plates to be sanitized after every use
- Only one server goes to a table to reduce contact with other staff
- Staff member to wash hands before and after clear dirty items
 - Dirty glassware does not go into bar safe zone
 - Dirty plates do not go past dishwasher
 - There are **NO** drop areas for dirty items – items directly to be washed
- Designate staff member to use host stand iPad, sanitize when leaving station – if another staff member needs to use the device, sanitize before use
- Touchpoints to be sanitized in regular intervals (Ostro San 200ppm)
 - Door handles
 - POS terminals
 - Coffee machine
 - Handheld credit card terminals with polymer slip covers to allow easy sanitization after use
- Washrooms to be checked and sanitized in scheduled intervals
- Staff to change into uniform in staff rooms upon arrival – this includes shoes
- Receiving procedure:

- Designated receiving area inside service entrance
- Designated receiver takes care of all daily receiving duties
- Information taken from delivery agent regarding deliveries:
 - Date
 - Time
 - Receiver Name
 - Vendor Name
 - Delivery Agent Name or ID#
- We encourage all vendors to wear PPE when making deliveries

Fourth Level Protection (PPE):

- Restaurant front-of-house staff to wear masks when in guest areas
- Dishwashing staff to wear facemask, gloves, and eye goggles
- Staff sanitizing washrooms will wear gloves, facemask, face shield
- Staff trained in proper cleaning procedures for reusable masks
- Staff trained on when to replace disposable masks & gloves

Cleaning & Hygiene:

- Table disinfecting procedure (Ostro San 450+ppm) –
 - Server clears table and resets with all new linen. Change candle holder with a newly washed one.
 - Apply disinfectant to chairs for 10-minute soak time
- Proper handwashing before handling anything going to the table, and after handling anything coming back
- handwash & workstation sanitization every 30 minutes in addition to regular handwashing
- Handwashing instruction sheet at all handwash stations
- Touchpoints to be sanitized in regular intervals (Ostro San 200ppm)
 - Door handles
 - POS terminals
 - Coffee machine
 - Handheld credit card terminals with polymer slip covers to allow easy sanitization after use (slip covers have been ordered, in the meantime terminals are sanitized between use)
 - Telephones
- Washrooms to be checked and sanitized in 30-minute intervals
- Hand sanitizer available at restaurant entrance

Vodka Room Procedures

- Vodka room will run in 15 minute intervals. On the :15 and :45 for restaurant guests and :00 and :30 for everyone else.
- Patrons that are not dining will be required to book through the Vodka Room experience tab on Tock. They will be provided a QR code automatically once they book. This code will be scanned by the VR bartender to certify payment with no contact
- VR bartender will check ID of anyone that looks under the age of 25
- There will only be single groups of no more than 6 allowed in the VR at one single time.
- No coats will be provided for the groups. Because of this, there will only be half tastings. Half-tastings will be \$28 for diners and \$32 for those booking through Tock.
- A plexiglass barrier will be set up at the bar on the right with enough room between the bar and glass to still serve.

- Clean shot glasses will be set up on single use trays on the left bar for the VR bartender to use and replenish.
- All dirty shot glasses are taken out and washed before the next group starts.
- All common touch areas will be sanitized within the regime happening in the restaurant.
- Upon making a reservation for the Vodka Room, the guest is asked if they have been out of country in the last two weeks and ensures they are not experiencing any symptoms of Covid-19