



## BCRFA Restaurant COVID-19 Safety Plan

# Pemberton Station Pub and Beer and Wine Store

This COVID-19 Safety Plan is our business' step-by-step response to increased awareness around, and our enhanced protocols for, the health and safety for our staff and our customers.

Our business is committing to following the steps outlined in each of the 6 areas mandated by WorkSafe BC and the official Public Health Order. Our plan includes outlining our physical changes, our increased protocols and our required usage of PPE. We also outline the training we will be providing for our staff to ensure that the processes are followed.

Our goal with this plan is to create a workplace that is aware and responsive to the new protocols and physical changes to our workplace as a result of COVID-19. Through our enhanced awareness, we aim to help the Provincial Ministry of health to reduce the risk of person-to-person transmission through the following 6 measures in order of priority:

- 1 – Creating more space between patrons and staff in our business.
- 2 – Reducing the number of people in our business at any one time according to the latest Public Health Order.
- 3 – Adding physical barriers between people working in our establishment that cannot otherwise maintain physical distancing.
- 4 – Establishing new rules and guidelines for our staff to follow to help keep people physically distanced and to enhance our cleaning regimens.
- 5 – Defining what positions and in what situations our staff will safely be using PPE, particularly non-medical masks, to limit exposure to respiratory droplets. This includes training on how to use masks correctly.
- 6 – Limiting private gathering to no more than 50 people in accordance with the PHO.

**Our plan is current as of this date:** June 25<sup>th</sup> 2020

**Our contact for COVID-19 related concerns is:** Cameron Isenor

**You can reach our COVID-19 contact by email at:** [pembertonstationpub@gmail.com](mailto:pembertonstationpub@gmail.com)

**Our customer-facing version**

**of this plan is available online at:** [www.pembypub.com](http://www.pembypub.com)

**Per the Public Health Order, our capacity has been reduced from 105 to 85**



## Risks in Our Workplace

We have worked extensively with our staff and identified the following risk areas in our workplace. We have accessed 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:

- kitchen
- bathrooms For the women's washroom only 2 people may use at one time. For the Men's washroom only one person may use at one time. We have installed a lock (with vacant or in use signs built in) on the door and have asked guests to lock it to indicate the bathroom is in use.
- entrances
- beer store
- behind the bar

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:

- cooks
- hostess
- bartender
- beer store clerk

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

- Global Payment POS devices
- Beer Taps, service guns
- Beer Fridges
- Squirrel and Eigen pos systems
- telephones
- Pull tab and self serve keno machine
- Bathroom sinks
- Bathroom stalls, and entrances



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

- Kitchen Line fridge and freezer handles
- Service counters
- Light switches
- Passthrough counters
- Walk in coolers handles
- Door knobs

### We have created new protocols for reducing risk

In collaboration with our entire staff team and in consulting with the WorkSafe BC guidelines for Restaurants and the Public Health Order, we have outlined the following processes for reducing risk in our workplace.

### Our enhanced Front of House Protocols are

- **Servers will:**
  - Have a dedicated place at every table from which to serve.
  - Will stand back at least 3 feet from the table when speaking to guests and approach the table only for service of food and beverage.
  - Leave drinks or food at the front of the table and let the guests grab them after the server has stood back.
  - Hold plates underneath with the thumb on the rim.
  - Use the cup handle to place cups on tables.
  - Wear mask and/or face shield throughout their shifts
  - Use trays to carry all glasses
- **Bartenders will:**
  - Will wear masks and/or face shields at all times
  - Plexy will has been put up in order to add extra distance between guests and bartenders on the horseshoe and bar areas
  - Will be the only person garnishing and putting straws in any drinks
  - Will wear aprons
  - Will wash their hands all the time particularly after collecting empties glasses, bottles or plates or handling cash



- **Beer and Wine Store Clerks Will:**
  - No customers will be able to enter the store
  - Clerks will grab all items for the guest
  - A barrier has been erected at the pay table to protect the staff
  - All store clerks will wear masks and/or face shields
  
- We have create signage to clearly separate entering and exiting.
- We have placed 2 m markers for physical distanced standing for table seating, bathroom use and Beer Store use.
- Whenever possible, we will open windows or guest doors to allow fresh air into our space while eliminating the use of standing fans.
- For water service, staff will pour the water at the bar and serve it or will provide water in a jug at the table and allow guests to pour their own water. For coffee service, staff will not touch cups when refilling.
- We have taken everything off the tables. Salt and pepper will be provided in disposable packets and any sauces will be served in a portion cup to eliminate any sauce bottles being brought to the table. Everything will be disposable after use.
- Menus will be paper and will be disposed of after each use. We have also included QR codes on our table numbers that guests may scan to view out menu online
- Staff will wear an apron that allows the server to have an extra layer between their clothes and the guest.
- For leftovers, staff will provide the guest with the container and let them pack the to-go box.

Our enhanced Back of House Protocols are:

- All kitchen staff will wear uniforms
- We will limit the number of people who aren't cooks and chefs entering the kitchen area. We have limited the number of suppliers to cut down on the amount of deliveries we receive. For any deliveries that would normally enter the kitchen, we will create a staging area for deliveries outside of the kitchen. Where possible, we will unbox items before bringing them into the kitchen. Our receiving/delivery log will include date, time, company.



- We have put red dots on all contact surfaces so the staff knows everything that must be sanitized
- Use of gloves:
  - Gloves recommended for cold food preparation and cold plating.
  - Gloves mandatory when handling deliveries and receiving raw food product and must be changed frequently or after each task.
- Kitchen and prep areas are wiped down in 60-minute intervals with approved sanitizer. This will include all prep counters, fridge and door handles and faucet handles in the kitchen.
- Our chefs and cooks will not regularly share knives, utensils or service tools. If shared, they will be cleaned/sanitized between users.
- In the dishwashing area, all employees will wear gloves, a plastic apron and masks and/or face shields.
- The dishwashing area will be clearly divided into “Clean End, “Dirty End” so dishwashers are not loading clean dirty and then removing clean to cross-contamination.
- All kitchen sinks will have hand-washing instructions.
- Our cook and chef teams will observe social distancing whenever possible, i.e. when in the walk-in fridges/freezers, dry storage area, during staff meetings, staff meals, receiving orders, large prep jobs, etc.

**We are installing barriers and partitions to protect our guests and staff.**

We are using Barriers and Partitions in the following locations and ways in our business to separate people when physical distance of 2 m cannot be maintained. All our barriers are fixed in place and do not pose a risk to our staff or customers.

**Our barriers are included in our cleaning protocol and cleaned every 60 minutes**

- Counter service or payment counters (barrier will be no shorter than 60 cm, installed 30 cm above and 30 cm below the average mouth when standing) This includes the Beer and Wine Store, Hostess stand and Bar.
- Due to their proximity to other tables and the bar, Tables 7 and 99 will have barriers put up
- Bars actively being used for service (barrier will be no shorter than 60 cm, installed 30 cm above and 30 cm below the average mouth when standing)





## **Our People Protocols are changing to respond to COVID-19.**

### **Our staffing protocols have changed as follows:**

- We require staff to declare that they will not come to work if they have had symptoms of COVID-19 in the 10 days prior to their shift. Should staff experience symptoms of COVID-19, they are required to contact Public Health at 8-1-1 and self-isolate if required.
- We have also required staff to refrain from coming to work if they have had close exposure to a person currently diagnosed with COVID-19.
- Anyone who is returning to our workplace after travelling must have self-isolated for 14 days while monitoring for symptoms before they can work in our business.
- We have set in place staggered arrivals, breaks and shift ends, allowing 60 minutes between shift starts.
- All staff must wash their hands upon arrival at work at the beginning of each shift as well as before and upon return from any breaks.
- We have created “pods” of 3 staff who work together exclusively to reduce connections and minimize the risk of transmission in our workplace.
- Visitors to our back of house for deliveries and service are recorded as follows to assist with tracking in our delivery log.
- As we are a restaurant, our staff must come in to work however, we are engaging in regular health and safety conversations and ensuring that our staff are bringing forward any concerns about the new work flow or restaurant layout in order to improve our COVID-19 response.
- We have posted a Health Resource document to orient our staff to COVID-19.
- We are actively monitoring our social media and our guest feedback online and in person to ensure that we are not experiencing any backlash or negative engagement with customers and managing difficult situations accordingly to assist our staff through this difficult transition.



**Our customer protocols have changed as follows:**

- We have a hand sanitizing stations set up at entrances and at each washroom for guests to immediately clean hands. Our Hostess will provide hand sanitizer to all guest that enter the premise
- Parties will be limited to groups of no more than 6.
- We are asking all guests to enter the pub by the main entrance and exit off the patio
- During peak hours, we have a hostess at the entrance. The hostess will seat all tables. Guest may no longer come in and seat themselves.
- Reservation are recommended. Guests will be able to make a reservation by phone or come into the restaurant to put their name on a list.
- Waiting for a table will be outside. Ask guest for a number to text that the table is ready.
- We have deemed the men's washroom can only have 1 person use it at a time. We have installed a lock to indicate whether it is in use or not and we have place 2 m markers on the floor outside washrooms
- For all dine in guests, we will collect through our reservations or our hostess station, the first and last name of one guest per party and their phone number. Records will be kept per the Public Health Order for 1 month. Contact information will be used for the PHO or purposes of the reservation or table booking only.
- Customers will be required to wait at appropriate 2 m distance in all areas were cueing is required.
- Customers collecting any take out food through our xDine system will be able to pick up their to go food at the hostess stand.
- Due to a lack of space to adequately social distance, we will not be allowing guest to enter the Beer and Wine Store. We have a barrier set up at an order and payment table. Clerks will grab the products requested for the guest.
- Signage is posted at the entrance of the restaurant to ensure that no one with symptoms of COVID-19 or who has contact with someone diagnosed with COVID-19 will enter the restaurant.

We are aware that some guest may not like the new protocols we have instigated and have a staff person assigned to address issues. The point person is **Cameron Isenor**

**We have posted at the entrance to our business sign that show:**

- our current occupancy limit;
- our core hygiene practices for both staff and guests;
- the core public facing elements of our COVID-19 Safety Plan;
- our restriction from entering the premises for any visitors or staff with symptoms of COVID-19.





### **We are committed to Ongoing Training.**

In our business, we have provided restart training for all our staff and will be conducting weekly training updates to our staff to ensure that any changing regulations are enforced and to respond to any concerns being brought forward by staff or guests.

Our goal for our training is to ensure that our staff is safe in our workplace. Each staff person has agreed to our health check, as this is our front line defense against COVID-19 in our workplace. Our training covers:

- Physical distancing measures
- New sanitation and cleaning processes
- Sanitation and cleaning product instructions and sitting time
- Daily cleaning and deep cleaning checklists

Prior to reopening dine in, we have cleaned all beverage service lines, fridges, pantries, counters, service and cooking areas, inside and outside tables and chairs that have not been in use.

Staff have a designated person to speak to, identified on the cover page of this document, who they can ask COVID-19 related questions to.

### **We are requiring masks for all our staff.**

We are supplementing the measures above with use of non-medical masks and/or face shields for all staff members working

We have provided all staff with masks and face shields and have given them the instructions and training to use them correctly.



## **We have enhanced our cleaning and hygiene practices in response to COVID-19.**

We have selected Health Canada approved methods to clean and disinfect surfaces for all common areas and surfaces of our business.

To clean in kitchens, we are using: **bleach and Quatsan 200**  
To disinfect tables and menus, we are using: **Quatsan 200**  
To disinfect/clean washrooms, we are using: **Quatsan 200**  
For POS and computer equipment, we are using: **Quatsan 200**

We have removed all table items from our tables, except for a Table number and are only providing them disposable take out condiments for the time being.

**Hand-washing:** We have installed a new server hand-washing with a touchless faucet and soap dispenser. We have signage at sinks in washrooms, in the kitchen and staff room. To support proper hand-washing, we have done a demonstration of proper hand-washing technique for 20 seconds.

**Bathrooms:** Our bathroom are cleaned every 60 minutes and the schedule is posted on the back of the door of each washroom. All entry/exit and stall door handles, toilet seats, flush mechanisms, urinals and sinks, faucets will be cleaned each time.

**High Touch Locations:** High frequency touch locations are cleaned every **60 minutes** and the schedule is posted at the Hostess stand and kitchen. All entry/exit, kitchen or service door handles, service counters, service stations. All debit terminals will be cleaned after every use! Servers will clean the POS and Eigen machines hourly.

### **Our Enhanced Cleaning schedule is:**

- Reception desk and/or hostess station and/or service counters and front door handles are wiped down in 60-minute intervals with approved sanitizers.
- Between customers, tables, chairs, table numbers will be cleaned and sanitized between parties.
- For counter service, POS machines will be sanitized between patrons who must touch the number pad.
- When staff switch positions, any shared equipment will be sanitized. This will include all repeated contact surfaces such as prep areas, knives, kitchen equipment, computer terminals, keyboards, POS machines.



- Our front of house staff will remove everything from the table after guests leave and clean and sanitize the table, chairs and benches completely.
- Staff should perform regular hand washing with soap and water for at least 20 seconds following the official hand-washing guidelines. Hand-washing will be done:
  - Before and after breaks
  - After touching or cleaning tables or any surfaces that may be contaminated
  - After sneezing, coughing or nose blowing
  - After touching your face or hair
  - After touching cash or rewards cards
  - After using the restroom
  - After touching personal phones
  - After using shared equipment such as computers, POS systems and debit terminals between different users
- All kitchen surfaces, equipment used and handles of all types will be sanitized at the end of shift following the product cleaning specs.

**We are committed to adapting and changing as required.**

Our supervisors are trained to monitor the workplace, engage with staff and ensure that COVID-19 policies and procedures are being followed and that any staff questions are being addressed in a timely manner. Issues that are brought forward that require input from WorkSafe BC will be addressed accordingly.

**WorkSafe BC** can be contacted at 1.888.621.7233 for Health and Safety Questions. To report a concern, WorkSafe BC's confidential call line is 604.276.3000.

When issues are brought forward by our staff or our guests, and in the event of changes in the Public Health Order or WorkSafe BC recommendations, we are updating this document and changing the date on the cover page.

We have assigned a COVID-19 point person from our team and that person is also identified with contact information on the cover page.