

## **COVID-19 Safety Plan- Front of House**

In compliance with Work Safe BC's new guidelines to ensure our workplace is safe for all employees and customers, we have implemented a COVID-19 specific safety plan. As an employee of Zalas your health and safety is of our utmost concern. Complying to these regulations will be paramount in maintaining the health and safety of all in our establishment.

Included in this document is a 5 step plan guided by Work Safe BC's new regulations. As a front of the house employee, our protocols have significantly changed and will be continuing to change as we develop our best practice in this ever changing situation. If any concerns arise, please feel free to see Dean and/or Donna at any time.

All employees must WASH HANDS upon entering the establishment and again before leaving.

### **Step 1: Risks In Our 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.

Specific Areas, Surfaces, and Job Tasks of Risk:

- Hostess Desk
- Bar
- Washrooms
- Waitress Station
- Bus Person Station
- Door Handles
- Clover Machines
- Phones
- Table Service
- Sanitizing duties

## Step 2: Protocols Implemented to Reduce Risk During Table Service

- Guests pour their own water by provided water in 1 litre wine carafe at the table
- Leave food, drinks, and cutlery wraps at the front of the table and let guests pass them after the server has stepped away
- Salt and pepper shakers, sauce dispensers, candles, and other table top items have been removed. If requested they may be provided, then immediately removed and sanitized
- Avoid touching coffee cups when refilling, instead provide a fresh cup
- If customers ask to take unfinished food with them, provide packaging and let the customer put the food into the container
- Try to limit the use of cash and the handling of credit cards whenever possible, by allowing customers to tap their cards and handle the card readers themselves. Encourage tap payment over pin pad use
- Potato condiment tray has been eliminated, please make it apart of your table service to ask what condiments the guest would like. You are then responsible to dress the potato and a new spoon must be used each time
- Hands are to be washed thoroughly after each table is cleared

### Server Specific:

- Upon start and finish of shift sanitize work space (counters, phone, POS system etc.)
- Maintain physical distancing at all times
- Washrooms must be sanitized every 30 mins, completing checklist in each washroom. Please communicate with fellow co-workers to establish a routine each shift
- If phones are handled please sanitize after each use, limit answering the phone at the hostess station as that will be their designated phone
- Sanitize clover machine after each guest before returning it to it's rest spot

### Hostess Specific:

- Upon start and finish of shift sanitize work space (counters, phone, POS system etc.)
- Maintain physical distancing at all times

- Seating guest's will only be at tables which are 6 ft apart, reserved signs are to be placed on closed tables, seating at the bar is not permitted
- Place menus at the head of the table and step back immediately upon seating guests
- Only handle the phone at your station, this will eliminate sanitization after each use as it will only be used by **you** each shift
- All menus must be sanitized after each guest's use, including all surfaces inside and out
- Door handles must be sanitized after each guest enters/exits as best as possible. If unable to maintain that standard, a 15 minute interval is mandatory

#### Bus Person Specific:

- Upon start and finish of shift, sanitize work space (counters, high contact areas, etc)
- Hands must thoroughly be washed after each table is cleared
- Maintain physical distancing at all times
- Support Servers in clearing tables as much as possible
- Each table must be sanitized thoroughly after use (top and sides of table, all chairs and booth surfaces)

#### Protocols Implemented to Reduce Risk from Employee to Employee

- Physical distancing must be maintained at all times
- Sanitize all shared materials after each use ie; phones, clover machines, POS system, etc with designated sanitizer
- When making wraps gloves must be worn, and **only** done at bus station- 1 person at a time
- Cash outs are to be done **only** at the waitress station, then counters are to be immediately sanitized

#### Step 3: Policies in the event of an ill staff member:

- Anyone who has had symptoms of COVID-19 in the last 10 days, directed by public health, or travelled from outside of Canada must refrain from coming to work and self-isolate. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache
- If at work and are experiencing symptoms, report to Dean or Donna immediately

- If management notices you are visibly sick you will be sent home
- Visitors are prohibited from the workplace at all times, **this includes if you are off shift**- unless dining in the restaurant

#### Step 4: Communication and Training Plans

- A physical walk through and training on processes above will be provided by management to each employee before starting back at work
- A copy will be given to each staff member, and a signature stating compliance is required after you have reviewed

#### Step 5: Monitoring of Workplace and Update of Plans

- Management will continue to monitor and review these new procedures, changes may be made at any time



May 16, 2020

## ORDER OF THE PROVINCIAL HEALTH OFFICER

(Pursuant to Sections 30, 31, 32, and 39 (3) Public Health Act, S.B.C. 2008) Food Service Establishments and Liquor Services

TO: OWNERS AND OPERATORS OF PLACES AT WHICH FOOD AND/OR DRINK IS PREPARED AND SERVED

TO: OWNERS AND OPERATORS OF PLACES AT WHICH MEALS AND DRINKS, INCLUDING DRINKS CONTAINING LIQUOR, ARE PREPARED AND SERVED

TO: OWNERS AND OPERATORS OF RETAIL LIQUOR ESTABLISHMENTS

TO: HOLDERS OF LIQUOR LICENCES AND LIQUOR LICENCE ENDORSEMENTS THAT DO NOT OFFER MEAL SERVICE AT THEIR PREMISES

### WHEREAS:

- A. On March 17, 2020 I provided notice under section 52 (2) of the Public Health Act that the transmission of the infectious agent SARS-CoV-2, which has caused cases and outbreaks of a serious communicable disease known as COVID-19 among the population of the Province of British Columbia, constitutes a regional event as defined in section 51 of the Public Health Act;
- B. A person infected with SARS-CoV-2 can infect other people with whom the infected person is in contact;
- C. The gathering of people in close contact with one another can promote the transmission of SARS-CoV-2 and increase the number of people who develop COVID-19;
- D. For certainty, this Order is not directed at hospitals, licensed care facilities, assisted living residences, independent living facilities, correctional facilities, industrial camps, cafeterias in educational institutions, including schools, for boarders or residents or other places where the food or liquor is served primarily to residents or the like rather than to the general public;
- E. You belong to one of the classes of persons to whom this notice is addressed; 2
- F. I have reason to believe and do believe that a. the risk of an outbreak of COVID-19 among the public constitutes a health hazard under the Public Health Act; b. because the risk of outbreaks arising from people gathering to eat and drink extends beyond the authority of one or more medical health officers and coordinated action is needed to protect the public from contracting COVID-19, it is in the public interest for me to exercise the powers in sections 30, 31, 32 and 39(3) of the Public Health Act TO ORDER as follows:

THIS ORDER REPEALS AND REPLACES MY ORDER MADE ON MARCH 20, 2020

OWNERS AND OPERATORS OF PLACES AT WHICH FOOD AND/OR DRINK ARE PREPARED AND SERVED

OWNERS AND OPERATORS OF PLACES AT WHICH MEALS AND DRINKS, INCLUDING DRINKS CONTAINING LIQUOR, ARE PREPARED AND SERVED

1. You may provide services, including standing and seated service, subject to the following:
  - a. patrons must be able to maintain a distance of two metres from one another, unless they are in the same party, and from staff;
  - b. if there are tables and chairs on your premises, patrons must be seated in such a way that
    - i. there are two metres between the patrons seated at the same table, unless they are in the same party, and
    - ii. there are two metres between the patrons seated at one table and the patrons seated at another table, unless they are in the same party;
  - c. there must be no more than six patrons seated at a table;
  - d. patrons seated at a counter must be seated so that they can maintain a distance of two metres from other patrons, unless they are in the same party;
  - e. patrons standing at a counter or table must be able to maintain a distance of two metres from other patrons, unless they are in the same party;
  - f. there must be no more than 50% of the usual capacity of patrons present at one time;
  - g. there must be no events held at the establishment that include more than 50 people; and
  - h. if practicable, you must retain contact information for one member of every party of patrons for thirty days in the event that there is a need for contact tracing on the part of the medical health officer