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**COVID-19 SAFETY PLAN**

**PRESENTED BY: POWDER HOUNDS**

**IN COMPLIENCE WITH: WORKSAFE BC, PROVINCIAL HEALTH MINISTER**

**MAY 26TH 2020**

Detailed in this plan is a six-step process abiding to the guidelines of WorkSafeBC and the Provincial Health Officer. Powder Hounds has ensured that all safety measures have been met to return to safe operations of dine in service. This plan is understood and will be followed by staff, management, and ownership.

At Powder Hounds we understand the risks of transmission that COVID-19 bears, and will be actively operating with policies that reduce the risk. Management will be enforcing these policies within workers and patrons entering the restaurant.

**Step 1**: *Assess the Risks at your Workplace*

The virus that causes COVID-19 spreads in several ways. It can be 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 come near you. Detailed below are areas of where transmission are at risk:

* Areas where people gather:

Kitchen Line – Food pickup – staff to wear masks if within 2m.

* + Foyer/Entry Way – All chairs removed.
* Tools used by workers:
  + FOH – No sharing of outfits, server pouches, pens, or wine cranks
    - Dirty plates to be dropped in soapy water for dishwashers to collect
  + BOH – To use their own knives and tongs, any other tools
    - Oven, Fridge & Freezer handles sanitized every 30 minutes
* Surfaces touched often:
  + Front door to be used as just an ENTRANCE, with door propped open
  + Exit door – sanitization station for patrons to use upon leaving
  + Bathrooms with routine sanitization checks
  + Moneris terminals to be sanitized after each use
  + All lights remain on and to correct dim setting at all times
  + Phones (located in bar, hostess stand, and office) must be sanitized after each use. Limit to one staff answering calls (management).

**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:

* WorkSafeBC – *Restaurants, cafes, and pubs: Protocols for returning to operation*
* Order of the Provincial Health Minister - *Food Service Establishments and Liquor Services*

To reduce the risk of person-to-person transmission Powder Hounds will be operating at level one through four protection.

* **Level 1 – Limit the number of people at the workplace and ensure physical distance whenever possible**
  + **Guest limitation** - In-house dining to be at limited by 2 meter rule
    - Inside dining:
    - Patio 1 – 30
* **Guest line-ups**
* Guests to line-up while waiting to be seated by party with taped lines on floor to remain 2m., as well as outdoor lines
* No chairs or couches within waiting area
* 1 guest in each party information: first and last name, address, phone number. Every guest to be asked if they have travelled and if they are expressing any symptoms. Log kept for 30 days. If guest does not comply, will be escorted off premises
  + Laminated “clean” and “dirty” signage on tables
  + No guest will be able to enter restaurant and choose their own table
  + Table greeter will be wearing a mask
* **2m Distance**
  + - Floor arrows for flow of guests
    - One entrance and one exit door
    - Tables (no larger than parties of 6) spaced 2m. apart
    - Service staff to wear masks (only if 2m. cannot be achieved) when dropping off food/drinks at table, picking up food from kitchen, collecting payment
    - Includes workers to patrons and workers to workers
* **Staffing**
* Work scheduling will be cut to a minimum within BOH and FOH
* **Food Delivery**
* Delivery drivers have curb-side delivery and not enter the building
* **Level 2 – Barriers and partitions**
  + **Barriers**
    - Bar – 2 ft. barrier on bar between guests and bartender
    - Upon exiting the kitchen one walkway will be set-up for employees only – patrons not permitted
* **Level 3 – Rules & Guidelines -** All staff is to read and understand the guidelines by WorkSafeBC. Safety plan will be printed and available on request. Listed below are guidelines on how workers should conduct themselves:
* **FOH**
  + "Stop” signs – Sign at front door with direction of how patrons will be welcomed into restaurant. Second stop sign in foyer. Guests will have information logged and assessed with any symptoms related to COVID-19
  + Hand sanitization station set-up: in entrance foyer, bar side (by patio door and in lounge), and restaurant area (by patio door and in restaurant), outside of bathrooms, server station
  + One-way doors: patrons can enter through the main door and exit through the side bar door to ensure guests are not passing each other
  + Menus – Food menus will be printed and laminated and given to each guest. When finished each menu will be sanitized for next use. Wine list to be available on request and laminated. No drink tent cards will be used on tables.
  + Debit terminals will be sanitized after each use. All payment will be done at tables
  + Salt & pepper are to be brought on request and sanitized after each use
  + Tables & chairs to be sanitized upon guest exiting
  + Laminated clean & dirty (green/red) signs to be used on tables
  + Staff members are to follow proper hand washing after every guest interaction
  + One serving staff per table with limited interaction with guests
  + Roll-ups to be brought to table for each guest who requires
  + Staff to wear masks ONLY when distancing cannot be met. Every staff member will have a mask accessible. Places, such as: entering the kitchen, dropping off food/drinks, taking payment, logging information, bathroom checks
  + Dirty glassware: to be picked up by that server only – dropped off at side of bar and only bartender can do dishes. Only the bartender on shift is to be behind bar area; no other staff permitted
* **BOH**
  + Floor plan with arrows for staff to follow when walking in the kitchen
  + No sharing of tools (knives, tongs, ect)
  + Designated sections for workers to ensure social distancing is met
  + Masks to be worn if social distancing cannot be maintained
  + Handles of fridge/freezer doors to be sanitized every 30 minutes
  + Daily kitchen clean-up – all surfaces, cutting boards and tools sanitized
  + One kitchen employee is responsible for ringing the bell when food is up
  + Dishwasher has to wear gloves and mask
* **Level 4 – Using masks**

As mentioned above, all staff are to wear masks when social distancing with employees and guests cannot be met. Washable, reusable masks have been provided for staff. Once used staff will take home to wash. This includes BOH, FOH, and management. Staff has been trained on how a mask is to be worn properly and under what circumstances. Signage for proper use is posted in staff room. No other use of PPE will be worn.

**Cleaning & Hygiene**

With proper hygiene and cleaning of staff this will reduce the risk of surface transmission. Staff are to wash hands with each interaction with guests. Proper handwashing procedures are posted on each sink.

* Disinfecting surfaces – after each party leaves chairs and tables to be disinfected
* Additional sanitization bottles throughout the restaurant available
* Handwashing stations:
  + Sink in bar for bartender ONLY – no one permitted behind bar except for bartender. and kitchen to use the kitchen sink. Dishwashing will be done by one staff member only.
* Signage: handwashing and covering cough and sneezes signs posted
* Bar barrier:
  + Bar & barrier to be sanitized after each guest leaves

**Step 3:** *Develop Policies*

Powder Hounds policies ensure that workers, patrons, and anyone else entering the restaurant showing symptoms of COVID-19 are prohibited. Anyone entering Powder Hounds will be questioned as follows:

* Have you had symptoms of COVID-19 in the last 10 days? This includes: fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache
* Have you arrived from outside of Canada in the last 14 days, or had contact with any confirmed COVID-19 case?

If any of these questions are answered yes to, as directed by the Public Health Officer, are to self-isolate for 14 days and monitor for symptoms. Employees are not to be working if they feel ill. If workers start to feel ill at work at any point they must wash their hands, put on their mask, and notify management. Employees will then be sent home and asked to self-isolate. If worker becomes severely ill then 911 will be called. All surfaces that ill worker has come into contact with is to be cleaned and disinfected.

If customers and members of the public adapt negatively to the policies and restrictions listed above:

* Do not provoke confrontation and notify management right away
* Kitchen staff are available for reinforcement tol be escorted off the premises
* If confrontation escalates then authorities will be called

**Takeout**

Powder Hounds will be offering takeout to guests who call ahead and pre-order. One person (management) will be solely responsible for answering phones and taking orders. This will limit phone contact transmission. Within the foyer a table (6ft. long) is set up for the passing of food/payment terminals. Debit terminal will be disinfected after each use. Within the entrance there is enough space to allow for social distancing from employees and patrons entering the restaurant.

**Step 4:**  *Develop Communication Plans and Training*

Staff at Powder Hounds have been trained of all new policies to follow. It is understood as to who is permitted to enter the building and under what conditions. Signage is posted to remind staff within the restaurant, kitchen, staff room and bathrooms. Management has been trained on how to supervise and oversee the floor. COVID-19 Safety Plan accessible by anyone by request.

**Step 5:** *Monitoring & Updating Plans*

Powder Hounds is operating under the guidelines of WorkSafeBC and the Provincial Health Minister. Management will be ensuring all guidelines mentioned in this plan are met. However, should any faults in operation arise, management will revaluate such procedures. Staff is aware that any concerns or questions they can approach our management team: Jen and Patrick. Plans will be evaluated on a weekly basis by management; changes will be made if necessary.

**Step 6:** *Assessing and Addressing Risks upon Resuming Operations*

Prior to the COVID-19 pandemic Powder Hounds was open for regular business. Staff has been trained prior to re-opening and will be given a plan on how operations will run during the COVID-19 pandemic. Risks have been discussed through training and staff meetings with management. In addition to training, tables have been moved and stored accordingly to reduce surface transmission. Barriers have been created to ensure guests all dine under safe circumstances. Staff operations have also been adjusted.

Takeout operations will resume operations. This process has had operational methods adjusted in consideration of surface and person transmission.