

# CANTINA - del - CENTRO

## COVID-19 Safety Plan

This COVID-19 Safety Plan is our business' step-by-step response to increased awareness and enhance our protocols for the health and safety of our staff and our guests.

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 – Designating work stations in the kitchen where possible.
- 4 – Establishing new rules and guidelines for our staff to follow to help keep people physically distanced and to enhance our cleaning regimens.
- 5 – Posting signage to help inform our guests of our protocols and our current occupancy limits.
- 6 – Defining what positions and in what situations our staff will safely be using PPE, particularly non-medical masks. This includes training on how to use masks correctly.

**Our plan is current as of this date:** [June 10, 2020](#)  
**Our contact for COVID-19 related concerns is:** [Alex Beaudoin](#)  
**You can reach our COVID-19 contact by email at:** [alex@blacksheepgroup.ca](mailto:alex@blacksheepgroup.ca)  
**Per the Public Health Order, our capacity has been reduced from:** [103 to 51](#)

## Risks in Our Workplace

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 lines
- Prep kitchen
- Dishpit area
- Front entrance
- Sidewalk outside front door
- Hallway to the restrooms

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
- Line Cooks
- Prep cooks

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:

- POS terminals (4 hand held and 2 stationary)
- Payment terminals (3 hand held terminals and 1 stationary)
- Knives and other kitchen utensils
- Ingredient containers
- Cocktail preparation equipment
- Trays, salsas and other server items
- Pens, staplers and other office supplies

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

- Bar Fridge handles
- Walk-in cooler handles
- Restroom door, toilet, sink and soap dispenser handles
- Front door handle
- Patio railings
- Ledges in front entrance and bar surfaces
- Sanitizer pump dispensers

## **We have created new protocols for reducing risk**

Our entire staff team 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:
  - Stand back from the table when speaking to guests and approach the table only for service of food and beverage.
  - Sanitize cutlery caddies, water and salsa bottles, booths, tables and chairs after each use. Sanitizing stations to be set up throughout the room.
  - Sanitize serving areas every 30 minutes.
  - Hold all glassware well below the rim, or with stems/handles where possible.
  - Grip utensils by the handle and don't let handles touch the food.
  - Sanitize hands after clearing each table.
  - Trays will be sanitized after each use.
  - POS devices will be numbered and assigned to individual servers. If shared, they will be cleaned/sanitized between users.
  
- Bartenders will:
  - Stand back from the bar when speaking to guests and approach the bar only for service of food and beverage.
  - Sanitize bar tools, counters and other surfaces every 30 minutes.
  - Wipe down bottles after use.
  - Will not regularly share shakers, muddlers or service tools. If shared, they will be cleaned/sanitized between users.
  - Will wear non-medical grade masks when prepping bar supplies.
  - Will sanitize hands between handling glassware from dirty/clean sides of glass washer.
  
- We will create signage to clearly display protocols.
- We will place markers on the sidewalk outside to direct flow of traffic.
- Restrooms will be diligently sanitized every 30 minutes.
- For water service, staff will provide water in a bottle or jug at the table and allow guests to pour their own water. Bottles will be replaced when empty. For coffee service, staff will not touch cups when refilling.
- Staff will remove salt shakers, sauce dispensers, candles, and other table top items and only provide items when requested.
- Menus will be online based and be accessible with smartphones via a QR code. Sanitized, laminated menus will be available upon request.
- Payment terminals will be wiped down before and after each guest.
- For leftovers, staff will provide the guest with the container and let them pack the food themselves.

Our enhanced Back of House Protocols are:

- Employees should wear distinct kitchen uniforms and/or work clothes. No street clothing to be worn in the kitchen.
- We will limit the number of people who aren't cooks and chefs entering the kitchen area.
- We will set 30-minute timers to remind all food handlers to wash their hands for best practices.
- Kitchen, dish and prep areas are wiped down every 30 minutes. This will include all fridge, door 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.
- Commonly shared ingredient containers will be wiped down every 30 minutes.
- Dishwashers sanitize hands between handling dishes from dirty/clean sides of dish area. They will avoid cross contamination of dirty/clean dishes.
- All kitchen sinks will have hand-washing instructions.
- Our cook and chef teams will observe social distancing whenever possible.
- In the prep kitchen, we will tape out work spaces to ensure social distancing.
- Our team members working in the kitchen will wear non-medical grade masks.

## **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 15 minutes between shift starts.
- All staff must wash their hands upon arrival at work at the beginning of each shift and upon return from any breaks.
- Staff start times will be staggered to avoid high traffic in staff areas at one time.
- We are engaging with our team 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 and any related health, bullying and mental health resources.
- 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 hand sanitizing stations for guests and staff at the front door and throughout the room.
- Parties will be limited to groups of no more than 6.
- Seats at each table may be moved to strategic places to allow for maximum guest capacity and server best practices.
- We have signage inviting only one guest at a time to approach the hostess stand. Signage will also guide guests where to line up 2m apart as they wait.
- We take phone numbers for guests on the waiting list so they can leave the area. We then call them and they can come back when the table is ready
- Reservations are limited as occupancy has been limited.
- 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 guests may not like the new protocols we have instigated and have a staff person assigned to address issues. The point person is Alex Beaudoin.

We have posted signs 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;
- social distancing protocols and reminders;
- waiting area protocols and reminders.

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

In our business, we have provided restart protocols and information for all our staff. We will continue ongoing engagement and open communication with our staff and guests to ensure that any changing regulations are enforced and any concerns are being responded to.

Our goal for our training is to ensure that our staff is safe in our workplace. Each team member has agreed to our employee health protocol and commitment to safety. This is our front line defense against COVID-19 in our workplace. Our training covers:

- Physical distancing measures
- New sanitation and cleaning processes
- Daily cleaning and deep cleaning checklists
- Service refusal protocols
- New service best practices

Prior to reopening dine in, we cleaned all beverage service lines, fridges, counters, service and cooking areas, inside and outside tables and chairs.

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 in specific roles.**

We are supplementing the measure above with limited use of non-medical masks in the following core positions and for the following core tasks:

- Doing dishes;
- Preparing food in an open kitchen and prep areas.

We have provided all staff using masks 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.

**Hand-washing:** We have installed hand-washing 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 bathrooms are cleaned every 30 minutes. All door handles, toilet seats, flush mechanisms, soap and paper towel dispensers and sinks will be cleaned each time.

**High Touch Locations:** High frequency touch locations are cleaned every 30 minutes. All entry/exit, kitchen or service door handles, POS machines, service counters, ledges and railings, bussing stations, service stations, debit terminals will be cleaned each time.

Our Enhanced Cleaning schedule is:

- Hostess station and/or service counters and front door handles are wiped down in 30-minute intervals with approved sanitizers.
- Tables, chairs, menus, tablets, coat hooks and any condiments that have been brought to the table must be cleaned or sanitized between parties.
- 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 POS machines.
- Our front of house staff will remove everything from the table after guests leave and clean the table 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 any surfaces that may be contaminated
  - After sneezing, coughing or nose blowing
  - After touching your face or hair
  - 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 our Joint Health and Safety Committee or advice 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 as needed.

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

## EMPLOYEE PROTOCOL AND COMMITMENT TO SAFETY

As an employee of the Black Sheep Restaurant Group, I will adhere to the noted company policies and protocol as outlined by my employer to ensure the safety of myself, my colleagues, my employer and our guests.

### I agree to the following:

- I will not come in to work if I have or have had in the last 10 days symptoms of COVID-19 and will instead self-isolate if I have any of the symptoms (symptoms include: chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache)
- If I start to have symptoms of COVID-19 while on shift I will immediately advise my supervisor and make necessary arrangements to go home to self-isolate
- I will abide by the company policy on protocols on social distancing among staff, guests and members of the public and will maintain a distance of two meters as much as possible while still being able to efficiently and effectively do my job
- I will abide by the company policy in regards to handwashing and sanitizing my hands frequently
- I will abide by the company protocol for cleaning of our space in order to ensure safety of all staff, guests and myself
- I will advise my dedicated supervisor of any safety concerns I may have. This will help to ensure safety and confidence among my colleagues, my employer, our guests and myself.

Before Each shift, I commit to the company check which includes:

- Not having symptoms of COVID-19
- I have not been in contact with someone who has COVID-19
- I am not currently required to self-isolate
- I have not been outside of British Columbia in the last 14 days

*Failure to report a known illness or exposure to COVID-19 will be grounds for termination.*

I acknowledge that I have read this condition of employment and I agree that I will inform my supervisor or manager, before starting any shift, if any of these factors apply to me.

Employee Name \_\_\_\_\_

Company Name \_\_\_\_\_

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_