

# COVID-19 Safety Plan Dubois Food Co

## The Filberg Summer Kitchen

This COVID-19 Safety Plan is our business' step-by-step response to increase 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 WorksafeBC 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- Create 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: March 16th 2021

Our contact for COVID-19 related concern is: Marc-André Dubois

You can reach our contact by email at: [dubois.food.co@gmail.com](mailto:dubois.food.co@gmail.com)

Per the Public Health Order, our indoor dining capacity has been reduced from 19 to 0. Outdoor capacity has been reduced from 88 to 44.

## **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 meters of physical distancing is difficult to maintain:

- Entrance to the restaurant
- Entrance to the patio
- Dining Room
- Bar
- Dish pit
- Entrance to staff washrooms

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:

- Chefs
- Dishwasher
- Servers

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

- QR code menu cards
- POS payment terminal

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

- Tables, eating surfaces
- Chairs

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

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

Our enhanced Front of House Protocols are:

- QR code menu cards will be sanitized between customers.
- POS Payment terminals will be sanitized between customers.
- Condiments like Salt & Pepper will be provided on-demand instead of at tables and will be sanitized between uses.
- Outdoor seatings will be spaced by at least 2 meters per tables.
- Bussed dishes will be preprocessed at the bar and delivered via “the pass” in batches to dish pit area for washing.

Our enhanced Back of House Protocols are:

- Pre-rinse spray not to be used to rinse customer dishes to avoid aerosolizing residual contents of dirty dishes.
- Customer dishes to be soaked and rinsed in a bin of soapy water and a scrubber.
- Dishwasher must wash hands before putting away clean dishes, or ask for assistance from other staff to do so.

## **Our People Protocols to respond to COVID-19**

Our staffing protocols are as follow:

- We are all part of a “staff bubble”, and have been since day one. We who work together ensure that we and our co-habitants follow BC’s latest social distancing protocols to reduce connections and minimize the risk of transmission to each other.
- We require staff to declare that they will not come to work if they have had symptoms of COVID-19 in the last 10 days prior to their shift. Should staff experience symptoms of COVID-19, they are required to perform a self-assessment <http://bc.thrive.health/covid19/en> and follow the resulting recommendations which may include self-isolation, getting tested, etc,.
- As usual, all staff must wash their hands upon arrival at work at the beginning of each shift and upon return from breaks.

**Our customer protocols are as follow:**

- We have a hand sanitizing station for guests and staff when they enter the patio to immediately clean hands.
- Parties are limited to groups of no more than 6.
- Seating is by assignment only.
- Customer will wait outside of the patio limits until they can be seated.
- Every parties is required to leave full name and phone number of one person in case Contact Tracing is necessary. Contact Tracing Log will be kept with this Safety Plan. Records will be kept per Public Health Order for 1 month. Contact information will be used for the PHO purposes.
- 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 assigned to address issues. This person is Marc-Andre Dubois.

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

- Our capacity limit;
- Our core hygiene practices;
- 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 recommitted to Ongoing training**

In our business, we have provided training to all our staff and will be conducting regular updates through staff chat room 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 health check, as this is our front line defence against COVID-19 in our workplace. Our training covers:

- Physical distancing measures
- Rigorous sanitation and cleaning processes
- Sanitation and cleaning product instructions and sitting time
- Daily cleaning and deep cleaning checklist

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 to be worn when working in all positions.**

We have provided all staff using masks the instructions to use them correctly.

## **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 the kitchen, we are using:	100ppm bleach solution
To disinfect tables and menus, we are using:	500ppm bleach solution
To disinfect/clean washrooms, we are using:	500ppm bleach solution
For POS and payment terminal, we are using:	70% isopropyl alcohol

We have removed all table items from our tables and are only providing them on demand so they can be sanitized/cleaned between uses.

**Hand-washing:** We have installed hand-washing signage at sinks in washrooms, kitchen and bar area. To support proper hand-washing, we have done a demonstration of proper hand-washing technique for 20 seconds.

**Bathrooms: See Town of Comox protocols**

**High Touch location:** High frequency touch locations are cleaned every 60 minutes and a schedule is posted on the white board. All entry/exit, kitchen or service door handles, POS machines, service station, payment terminal will be cleaned each time.

Our cleaning schedule is:

- Between customers, tables, chairs, menus, tablets and any condiments that have been brought to the table must be cleaned or sanitized between parties.
- Payment terminals will be sanitized between patrons who must touch the pad.
- Our FOH staff will remove everything from 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 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 POS and payment terminal between 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 WorkSafeBC will be addressed accordingly.

**WorkSafeBC can be contacted at 1-888-621-7233** for Health and Safety questions.

To report a concern, WorkSafeBC'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 PHO of WorkSafeBC 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.