

COVID-19 SAFETY PLAN

PLAY WINERY AND BISTRO

VERSION 2.3

LAST UPDATED: March 29, 2021

COVID-19 SAFETY PLAN FOR PLAY WINERY AND BISTRO

In accordance with the Order of the Provincial Health Officer, the guidance in the Go Forward Strategy and the guidelines provided by WorkSafe BC, the following COVID-19 Safety Plan outlines the protocols, policies and procedures that will be followed in order to safely open the Play Winery and Bistro at this time.

COMPLIANCE WITH THE ORDER OF THE PROVINCIAL HEALTH OFFICER

As per the Order of the Provincial Health Office dated March 12, 2021:

Play Winery and Bistro will open to the public at a maximum occupancy of **62 people** (50% of the usual capacity), and will ensure that there is sufficient distance between tables, standing areas and walking paths to maintain a 2m distance between customers from different parties and between customers and staff. No groups of more than six will be seated together from the same household or core bubble, and no events will be held at the establishment.

*First and last name and telephone number or email address of one member of every party that is collected in the normal course of business for reservations and/or seating will be retained for **thirty days**, in the event that there is a need for contact tracing on the part of the medical health officer.*

WORKSAFE BC COVID-19 SAFETY PLAN

1. WORKPLACE RISKS - COMPLETED WITH STAFF (SEE TRAINING PACKAGE)

- 1.1. Areas where people gather
- 1.2. Jobs where workers are necessarily close to one another or to members of the public
- 1.3. Tools, machinery and equipment that are shared
- 1.4. High touch surfaces - items or surfaces that are touched often by different people (e.g. door handles, light switches)

2. RISK REDUCTION PROCEDURES AND PROTOCOLS

The following lists procedures and protocols to be followed to help reduce transmission of COVID-19 in the workplace.

2.1. *Personal Self-Care*

All employees are expected to follow the Public Health personal self-care guidelines in order to help reduce transmission of COVID-19 in the workplace

- 2.1.1. No handshaking or other contact greeting
- 2.1.2. Practice good hygiene including frequent handwashing and use of hand sanitizer, follow etiquette for coughing/sneezing, avoid touching face, and undertake frequent cleaning of high touch surfaces in your work station (see 2.7.1 below)
- 2.1.3. Maintain physical distancing of 2m wherever possible; consider the use of non-medical mask in situations where this is not possible
- 2.1.4. If you are experiencing symptoms of COVID-19 (fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache):
 - Stay home, keep a safe distance from household members and monitor your symptoms
 - Use the BC CDC Self-Assessment tool or call 811 for further information if you think you may have COVID-19. If your symptoms are severe (breathing difficulties, chest pain), call 911
- 2.1.5. Individuals with increased vulnerability (e.g. over 60 years of age, underlying chronic medical conditions and/or compromised immune systems) should consider taking extra precautions, including postponing a return to work

2.2. *Social Interactions*

- 2.2.1. Ensure that any congregation of people for meetings, breaks or other purposes are kept to the limits of occupancy (see 2.3 below) for the room and that appropriate physical distancing (2m) is maintained
- 2.2.2. Follow enhanced cleaning protocols (see 2.7 below) for the workplace, ensuring high touch areas and shared tools/equipment are cleaned frequently throughout shifts
- 2.2.3. Staff meetings or huddles will be held in outdoor, open air spaces (e.g. front of building, patio, crush pad)

2.3. *Occupancy limits*

The maximum occupancy as per the PHO Order is 62 people (50% of the usual occupancy limit of 72 people).

- 2.3.1. Occupancy for the Bistro patio is limited to **36 people**
- 2.3.2. Occupancy for the Bistro interior is limited to **26 people**
- 2.3.3. Occupancy for the women's washroom is limited to **3 people**
- 2.3.4. Occupancy for the men's washroom is limited to **1 person**
- 2.3.5. Occupancy for kitchen is limited to **5 people**

2.4. *Customer Reception*

2.4.1. There will be no hand-to-hand contact with customers.

2.4.2. Dine-in customers:

- Ensure sign is placed in the reception area requesting customers to wait to be seated
- Staff member will greet arriving customers and direct them to the appropriate area (table or tasting bar) as space is available
- A designated staff person will monitor the reception area and ensure that, in the case of multiple groups awaiting tables, a 2m distance is maintained between groups

2.4.3. **Takeaway customers: (note: this service is temporarily suspended as of 2021)**

- Ensure a sign is placed at the pick-up station located outside the front entry requesting customers arriving for takeaway orders to wait in the designated location
- When receiving a takeaway order, let the customer know that there will be a pick-up station in front of the winery
- Staff member will bring the items to the customer, and if not pre-paid, follow payment protocol below (2.5.10)

2.5. *Front-of-House*

2.5.1. Hand sanitizer stations for customers and staff will be located at the front entrance, in the front hall outside the washroom area, at the main service area outside the kitchen, and at the tasting bar.

2.5.2. Tables will be arranged to allow 2m of space between the closest chairs at two separate tables, and no tables will accommodate more than 6 guests. If tables need to be rearranged, a designated staff person will do so, maintaining the above requirements.

2.5.3. Single use paper menus will be used.

2.5.4. A sign indicating occupancy limits for the washrooms is posted on the doors, and where there are more stalls than needed, alternate stalls are closed to use. The sign on the door requests that customers waiting for access to the washroom wait in the larger reception hall to avoid crowding those trying to exit the area.

2.5.5. Shared item use protocol - as much as possible, staff will have their own tools to use throughout their shift. For items that are shared between staff (e.g. water dispenser, espresso machine, payment machine, ipads for order entry), a shared item use protocol will be followed.

- Wash hands
- After using the item, disinfect handles, buttons, and other touch points
- Wash hands

2.5.6. Table service protocol - service should be done in a manner that limits the time of interaction between server and customer group, reduces the number of people the server is potentially in closer contact with, and maintains a 2m distance as much as possible. Masks may be considered if a 2m distance is not able to be maintained.

- Leave one chair off of each table; this will be the space where the server will approach the table.
- After orders are taken, have customers pass menus to service area and remove and discard single use paper menus.
- Service should deliver all items to the server space at the table, not to each individual customer; allow customers to pass items.
- Salt and pepper will be provided upon request using a single use receptacle.
- Provide takeaway containers to customers requesting to take leftovers home; allow customers to fill their own containers.

2.5.7. Table Service Beverage protocol

- Upon request, water and glasses will be provided to customers and customers will pour their own water.
- Wine by the glass will be served by staff at the table service area.
- Wine by the bottle:
 - Use napkin to avoid handling bottle around neck area.
 - Use napkin to open screw top bottles.
 - Each server will have their own corkscrew to use throughout the shift
 - Pour taster for customer at table service area.
 - Ask customers if they would prefer to pour their own glasses or have server pour for the table.
 - Glasses will be set together in service area - if customers are pouring, leave bottle and glasses in table service area; if server is pouring, fill glasses in service area and leave for customers to pass around the table.
 - Customers will pour their own refills.

2.5.8. Table Service Clearing protocol

- Table should be cleared by staff member serving that table.
- If customers are still at table, ask them to set any dishes they would like cleared in the service area at the table.
- Have a designated tray for used dishes, or make sure to clean and disinfect tray after clearing table.
- Check to make sure another staff member is not cleaning and stacking dishes in the designated area. When this area is clear, take dishes back, scrap any food into the trash bin and stack dishes in the designated area.
- Clean and disinfect the table and chairs.
- Wash hands before moving to next task.
- Do not seat any customers until cleaning is complete.

2.5.9. Tasting bar service protocol (this service is temporarily suspended / 2021)

Service should be done in a manner that limits the time of interaction between server and customer group, reduces the number of people the server is potentially in closer contact with, and maintains a 2m distance as much as possible. Masks may be considered if a 2m distance is not able to be maintained.

- A maximum of 2 customer groups, with at least a 2m separation, will be permitted at the tasting bar at any given time.
- Wash hands.
- Glasses should be placed on service side of the counter for pouring.
- Pour wine and allow customer to take glass, do not pass directly to customer.
- To refill a glass, ask customer to move glass back towards service side of counter.
- Do not touch glass with hand or bottle when refilling.
- Follow Payment protocol below as needed.
- Between customer groups, place used dishware into washer.
- Remove and discard single use menus.
- Empty spittoons and clean and disinfect outer surfaces.
- Clean and disinfect counter area.
- Wash hands.
- Do not welcome next customer group until cleaning is completed.

2.5.10. Payment will be done at the location of service (i.e. table, tasting bar or, for takeaway, at the pick-up station in front of the winery). Limit the use of cash, and where possible encourage tap and other modes that reduce handling of cards and pay machines. When using pay machine:

- Wash hands before picking up machine.
- Place pay machine at designated serving area on the table/bar and allow customer to pass to appropriate person to complete transaction.
- Disinfect pay machine after each use, cleaning buttons, sides and bottom of machine.
- Wash hands after payment transaction.

2.5.11. The kitchen and front-of-house areas, including staff, should remain as physically separated as possible.

- Orders to be taken out to tables will be placed on the serving table in front of the kitchen area.
- Area next to the sink on the right hand side of the kitchen will be designated for dirty dishes. Serving staff will monitor entry/exit into this area and ensure that only one person is entering into the area at a time.
- Serving staff will obtain any items needed from the kitchen at the beginning of shift and place in the service area in front of the kitchen.

2.6. *Kitchen*

- 2.6.1. Entry into the kitchen will be restricted to necessary staff. Key drop deliveries will be used, eliminating interaction between delivery personnel and staff.
- 2.6.2. Kitchen staff will work at 2m distance as much as possible. If necessary to work close to another staff member for any period of time, masks will be worn.
- 2.6.3. As much as possible, kitchen staff will have their own set of tools to use throughout their shift. For tools, equipment, appliances, food containers, etc. that are shared, staff should follow a shared item use protocol. Before handling any item that is used by multiple staff members, staff should:
 - Wash hands
 - After using the item, disinfect handles, buttons, and other touch points
 - Wash hands
- 2.6.4. Handwashing Protocol - Kitchen staff should follow handwashing protocol as per item 2.7.1, using soap and water (avoid use of hand sanitizer) and additionally washing hands whenever re-entering the kitchen from an outside area.
- 2.6.5. Dishwashing Protocol - Dishes brought back from tables will be placed in bins containing sanitizing solution at the sink next to the dishwasher prior to following normal dishwashing protocol. Dishwasher will wear mask and gloves.
- 2.6.6. Dishwasher water will be changed frequently.

2.7. *Cleaning and Hygiene*

- 2.7.1. Handwashing Protocol - Handwashing posters should be placed at all sinks to encourage good handwashing practices. All staff should wash their hands at the beginning of their shift and throughout the day before/after:
 - Taking a break
 - Using the washroom
 - Handling cash or other public items
 - Handling personal items (phones, bags, etc)
 - Before AND after using shared tools and equipment
 - Before AND after handling masks or other PPE
- 2.7.2. Cleaning Protocols - All staff should review the WorkSafe BC cleaning and disinfecting info sheet provided in the COVID-19 Training Package, and will be provided with training in cleaning protocols. A cleaning schedule will be followed, including frequent cleaning of identified high touch areas, and all staff are responsible for documenting cleaning activities on the tracking sheets provided.
 - 2.7.2.1. General Cleaning Protocol - Each room will have a two-tier cleaning protocol; one for a high touch clean which should be conducted several times throughout the shift, and one for a full clean that should be conducted

at the end of each shift. General steps to follow when cleaning any area include:

- Remove any debris, garbage etc from the area to be cleaned (if gloves are worn, remove gloves when finished this step and place in trash)
- Wash hands and, if using, put on clean gloves
- Clean surfaces, shared equipment/machinery, and high touch areas (door handles, light switches, etc); refer to cleaning protocol for each area for items included in high touch clean and full clean
- Remove gloves, if wearing, and wash hands
- Document time and type of clean (high touch or full) on cleaning tracking sheet

2.7.2.2. Front-of-House - High touch areas will be cleaned frequently throughout the day according to the cleaning schedule (recommended: once per seating/turn-over). At the end of each shift, designated staff will complete a full clean of the front-of-house area, including the washrooms.

2.7.2.3. Kitchen - Each kitchen staff member should be responsible for cleaning his/her own workstation. High touch areas should be cleaned frequently throughout the day/shift. Shared items, including appliances, should be cleaned as used (see 2.6.3 above). At the end of each shift, designated kitchen staff will complete a full clean of the kitchen area.

2.8. *Staff Supports*

A staff resource handout including key telephone numbers and links for medical, mental health, and bullying resources, and approved COVID-19 information has been created and made available to each staff member (see Training Package).

3. **WORKPLACE POLICIES TO REDUCE RISK FOR COVID-19**

3.1. *Symptoms and/or illness at the workplace*

3.1.1. Anyone who has experienced symptoms of COVID-19 at any time during the previous 10 days will NOT be allowed to enter the workplace; this includes staff and customers. Signage is posted outside the entry to communicate this to potential customers, and staff have been made aware of this requirement during training.

Symptoms of COVID-19 include: fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.

3.1.2. Any staff members who begin to experience symptoms of COVID-19 during a work shift, even if symptoms are mild, should:

- Immediately stop working and report to first aid
- Wash hands thoroughly, put on a mask and remain in an isolated location
- First Aid attendant will assess the situation, and

- If symptoms are serious (i.e. difficulty breathing, chest pains), call 911
- If symptoms are mild to moderate, report situation to supervisor and send staff member home to isolate and monitor symptoms; staff member can use the BCCDC self-assessment tool or call 811 for information on what to do (see staff resource sheet for links and additional information)
- First Aid attendant or designated cleaner for shift will then identify, clean and disinfect any surfaces, tools, equipment, etc. the ill staff member had contact with

3.2. *Public Health Directives*

Anyone who has been directed by Public Health to self-isolate will NOT be allowed to enter the workplace during the duration of their isolation period (14 days); this includes:

- Anyone told directly by Public Health to self-isolate;
- Anyone who has traveled outside of Canada within the past 14 days, and
- Anyone who has had direct contact with a known case in the past 14 days

Signage is posted outside the entry to communicate this to potential customers, and staff have been made aware of this requirement during training. Staff members who are required to self-isolate should remain at home for the 14 day period and monitor symptoms. Call 811 for information on what to do if you suspect you have COVID-19.

3.3. *Unnecessary Visitors*

Unnecessary visitors (i.e. anyone who is not currently working or a customer, or required to be on site for business purposes) are limited; whenever possible, business meetings with people from outside the winery will be held virtually, by telephone, or, when face-to-face is required, will be held in an outdoor location in order to limit unnecessary traffic in the winery.

3.4. *First Aid attendants*

First Aid attendants have been provided with the *Occupational First Aid Attendants* protocols to be used during the COVID-19 pandemic.

3.5. *Violence Prevention*

Due to the extra measures and precautions in place during the COVID-19 pandemic, there is a risk of violence that may arise as people adapt to these unfamiliar rules or when they feel others are not following these rules. Staff has been made aware of the potential risk of situations that may arise and provided with training to help mitigate these risks (see Training Package).

4. COMMUNICATION PLANS AND TRAINING

4.1. COVID-19 Training Plan

- 4.1.1. Prior to opening, all staff will undergo a training session including review of all the protocols, policies and procedures outlined in the most recent version of the COVID-19 Safety Plan, review of general information on COVID-19 transmission and prevention, and review of violence prevention information (see Training Package).
- 4.1.2. Any new staff onboarding after June 1st, 2020 will undergo a training session including review of all protocols, policies and procedures outlined in the most recent version of the COVID-19 safety plan.
- 4.1.3. All staff will be provided a copy of the training materials, including:
 - Resources for COVID-19 information
 - Current policy on staying home when sick (see Policy 3.1 and 3.2 above)
 - Information on COVID-19 prevention, including guidelines on personal hygiene, social interactions and physical distancing, handwashing, covering coughs/sneezes, and cleaning and disinfecting
- 4.1.4. Supervisors will be provided with training on the COVID-19 safety plan, and tools for the ongoing monitoring and evaluation of the protocols, policies and procedures outlined in the plan (see Section 5 below)

4.2. Communications and Signage

- 4.2.1. Occupancy limits are posted in all common areas including dining room, patio, staff room, and bathrooms.
- 4.2.2. Handwashing signage has been placed at common area sinks and in all washrooms.
- 4.2.3. Entry restriction signage has been posted at the front entrance outlining who should NOT enter the premises (see Policy 3.1 and 3.2 above)

5. MONITORING AND EVALUATING THE COVID-19 SAFETY PLAN

5.1. Designated Representative for COVID-19 issues and concerns

There is a designated Health and Safety representative identified; staff are aware of who this person is, and that any issues or concerns that arise regarding COVID-19 and/or the related protocols, policies and procedures can be brought to this person

5.2. Monitoring the Plan

After each shift in the first week, and weekly thereafter, the designated COVID-19 Health and Safety staff member will meet with staff to go over the protocols, policies and procedures to identify issues with current protocols and/or risks that are not already addressed in the Safety Plan, and adjust accordingly.

5.3. *Discussion and Resolution of COVID-19 issues/concerns*

When Health and Safety issues arise with respect to the COVID-19 Safety Plan, they will be discussed and resolved either with the team as a whole, or with an identified committee of worker representatives from the Winery and Bistro.

6. ASSESSING AND ADDRESSING RISKS FROM RE-STARTING THE WINERY AND BISTRO

- 6.1. In addition to the COVID-19 Safety Plan training, (see 4.1 above) all new staff will undergo the regular training for their respective roles
- 6.2. Any staff member taking on a new role or responsibility will be provided with the relevant training for this role
- 6.3. In the event of changes to the business resulting in new policies, procedures, equipment, etc., additions and/or adjustments to the COVID-19 Safety Plan will be made and additional training with all relevant staff will be conducted
- 6.4. All machinery and kitchen equipment that has been out of use has been properly cleaned, and any relevant start-up procedures have been reviewed and followed.