



BCRFA Restaurant COVID-19 Safety Plan
BROWNSTONE RESTAURANT

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

Our business is committed 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 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 – 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 and disposable gloves, 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 this date: December 17th 2020

Our contact for COVID-19 related concerns is: Connie Decaire

You can reach our COVID-19 contact by email at: brownstonerestaurant@shaw.ca

Our customer-facing version

of this plan is available online at: www.brownstonerestaurant.com

Per the Public Health Order, our capacity has been reduced from

51 to 25.



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:

- front door / foyer
- washroom area
- kitchen
- behind bar
- wait staff service station

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:

- Cooks/ dishwashers
- Servers
- Bartenders

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 terminal
- Bar tap handles
- Hand held payment terminals
- Telephones

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

- Door handles
- Fridge, freezer and cooler handles
- Kitchen pass counters
- Server station
- Bar top and back bar top
- Passthrough counter

We have created new protocols for reducing risk

In collaboration with our entire staff team and 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:

- Have a dedicated place at every table from which to serve.
- Stand back at least 3 feet from the table when speaking to guests and approach the table only for service of food and beverage.
- Leave drinks or food at the front of the table and let the guests pass them after the server has stood back.
- Hold plates underneath with the thumb on the rim.
- Use the cup handle to place cups on tables.
- Use the stem to carry wine glasses.
- Grip utensils by the handle.
- Markers placed on floor outside washrooms to remind guests of social distancing.
- Whenever possible, we open windows and doors to allow fresh air into our space while limiting the use of standing fans.
- For water service, staff provides water in a bottle at the table and allow guests to pour their own water. For coffee service a French press will be provided to avoid touching cups while refilling.
- Salt and pepper shakers, sauce dispensers, candles, and other table top items are provided on request and not left on tables from one group of guests to the next.
- A least one menu will be left at the table instead of having servers bring a second menu with dessert offerings or wine list.
- Staff will wear an apron that allows the server to have an extra layer between their clothes and the guest.
- Staff will provide take out containers and guests will pack their own leftovers.
- Re-useable cloth napkins are replaced with disposable paper napkins.

Our enhanced Back of House Protocols are:

- Delivery persons are required to wear a mask upon entering the building.
- We limit the number of people who are not staff entering the kitchen area. This includes deliveries, service technicians and sales people. For any deliveries that would normally enter the kitchen, we have created a staging area for deliveries outside of the kitchen. Where possible, we unpack items using disposable gloves before bringing them into the kitchen.
- Staff will wash hands thoroughly and frequently.
- If gloves are used for any task they must be single use and disposed of after task is completed.
- Thorough hand washing after individual tasks is preferable to reliance on gloves.



- Kitchen and prep areas are wiped down frequently with approved food safe sanitizer. This includes all fridge and door handles and faucet handles in the kitchen.
- Our chefs and cooks do not regularly share knives, utensils or service tools. If shared, they will be cleaned/sanitized between users.
- The dishwashing area is clearly divided into “Clean End, “Dirty End” so dishwashers are not loading clean dirty and then removing clean to cross-contamination.
- All hand-washing sinks will have hand-washing instructions.
- Our cook and chef teams observe social distancing whenever possible, i.e. when in the walk-in fridges/freezers, dry storage area, during staff meetings, staff meals, receiving orders, large prep jobs, etc.

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.
- All staff including managers and owners are required to wear a mask upon entering the building. This rule applies regardless of whether or not the restaurant is open for business and includes pre-service prep and after-service cleaning times.
- All staff including managers and owners are temperature checked at the start of each shift and temperatures are recorded. Anyone with a high temperature is sent home before beginning their shift.
- All staff must not come to work if they have had close exposure to a person currently diagnosed with COVID-19 and they must inform a manager immediately.
- 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.
- All staff must wash their hands upon arrival at work at the beginning of each shift and upon return from any breaks.
- We have created “pods” of staff who work together exclusively to reduce connections and minimize the risk of transmission in our workplace.
- All staff are asked to comply outside of work with social distancing recommendations as set out by BC government.
- We are engaging in regular health and safety conversations and ensuring that are staff are bringing forward any concerns about the new work flow or restaurant layout in order to improve our COVID-19 response.



Our customer protocols have changed as follows:

- We have a hand sanitizing station for guests and staff when they enter the front door to immediately clean hands.
- Guests are required to wear a face mask upon entering the building and must wear their mask until seated at their table. They must wear their mask to and from their table, including walking to and from and while in restrooms.
- Guests without a face mask will be provided with one. Guests who refuse to wear a mask will be refused entry.
- Parties will be limited to groups of no more than 6.
- We do not accept book-outs or private parties regardless of size and are only open for regular service with tables of 6 guests maximum.
- Reservations are recommended. Guests may make a reservation online or by phone, come into the restaurant to put their name on a list.
- Guests are welcome to 'walk-in' without a reservation but must provide their name and phone number for contact tracing or they will not be served.
- For all dine-in guests, we collect the name of one guest per party and their phone number. Records are kept per the Public Health Order for 1 month. Contact information is used for the PHO or purposes of the reservation or table booking only.
- Customers are required to wait at appropriate 2 m distance in all areas where queuing is required.
- Plexiglass barriers are placed on the bar between staff and guests seated at the bar.
- 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.
- Disposable sanitizing wipes are provided in restrooms for guests who would like an added measure of protection.

We are aware that some guests may not like the new protocols and for the safety of our staff and comfort of our guests, anyone exhibiting aggressive behaviours will be dealt with by the business owner directly, will be refused service and expelled from the building immediately.

We have posted at the entrance to our business sign 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.



We are committed to Ongoing Training.

In our business, we have provided restart training for all our staff and will be conducting training updates to our staff 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 guests and staff are safe in our workplace. Each staff person has agreed to our health check, as this is our front line defense against COVID-19 in our workplace. Our training covers:

- Physical distancing measures
- New sanitation and cleaning processes
- Sanitation and cleaning product instructions and sitting time
- Daily cleaning and deep cleaning checklists

Prior to service, we clean all beverage service lines, fridges, pantries, counters, service and cooking areas, inside and outside tables and chairs that have not been in use.

Staff have a designated person to speak to, identified on the cover page of this document, to whom they can ask COVID-19 related questions.

Disposable masks and gloves are provided for all staff that wish to use them above and beyond recommended measures and provided 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.

To clean in kitchens, we are using:

a solution of bleach and water

To disinfect tables and menus, we are using:

a solution of bleach and water

To disinfect/clean washrooms, we are using:

a solution of bleach and water, toilet bowl cleaner containing bleach, household spray cleaner containing bleach, disposable wipes containing bleach

For POS and computer equipment, we are using: a solution of bleach and water and/or disposable wipes containing bleach

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

Hand-washing: We have installed hand-washing signage at sinks in washrooms, in the kitchen and bar and provided soap dispensers.

Bathrooms: Our bathroom are cleaned at the beginning of every shift and all entry/exit and stall door handles, toilet seats, flush mechanisms, and sinks are cleaned and sanitized frequently throughout the shift. In addition, sanitizing wipes are provided for guests who may wish to sanitize any surfaces before their personal use.



High Touch Locations: High frequency touch locations such as door handles, POS machine, service counters, bussing stations are cleaned frequently before shift and throughout the course of the shift.

Our Enhanced Cleaning schedule is:

- Service counters and front door handles are sanitized with approved sanitizers.
- Between customers, tables, chairs, menus, tablets, coat hooks and any condiments that have been brought to the table must be cleaned or sanitized between parties.
- For counter service, POS machines will be sanitized between patrons who must touch the number pad.
- Our front of house staff removes everything from the table after guests leave and clean and sanitize the table completely with approved bleach solution.
- Staff wash hands regularly with soap and water following the official hand-washing guidelines. Hand-washing and/or sanitizing 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
 - After removing dishes from a table
- 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.

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

