

Howe Sound Brewing Company: COVID-19 Safety Plan

Howe Sound Brewing is committed to providing a safe and healthy workplace for all our workers and guests. To ensure we have a safe and healthy workplace, we have developed the following COVID-19 Safety Plan in response to the COVID-19 pandemic. Managers and workers are all responsible for implementing this plan.

Our goal is to mitigate the potential for transmission of COVID-19 in our workplaces and communities, and that requires full cooperation among our workers, management and guests. Only through this cooperative effort can we establish and maintain the safety and health of our workers and workplaces. Management and workers are responsible for implementing and complying with all aspects of this COVID-19 Safety Plan.

Howe Sound Brewing managers and supervisors have our full support in enforcing the provisions of this policy. Our workers are our most important assets. We are serious about safety and health and keeping our staff working at Howe Sound Brewing Company. Worker involvement is essential in developing and implementing a successful COVID-19 Safety Plan, which we will continue to monitor and update to improve effectiveness.

Our COVID-19 Safety Plan has been developed following guidelines & protocols set out by the following sources:

Order of the Provincial Health Officer: [Food Service Establishments and Liquor Services](#)

WorkSafe BC: [COVID-19 Safety Plan](#)

BC Restaurant and Food Services Association: [Blueprint for Reopening In-Restaurant Dining](#)

Vancouver Coastal Health: [Coronavirus Disease \(COVID-19\) Guideline for Food Service Establishments](#)

We thank you for your support throughout this time and we look forward to welcoming you back safely.

Sincerely,

Your team at the Howe Sound Inn & Brewing



1. WORKPLACE RISK ASSESSMENT

PHYSICAL DISTANCING RISKS

<p>HIGH CONGREGATION AREA'S IN THE RESTAURANT & KITCHEN</p>	<ul style="list-style-type: none"> - Outside – foot paths, access ramp and stair case - Entrance – doorway, lobby, host stand, front desk and merchandise area - Washrooms – Public and staff - Tables/Bar – Main bar, bar seating on patio, high top tables, bar service, off-sales fridge - FOH Staff – service stations (any station with POS), bar service area, host stand, bar, staff hallway, the service line, cutlery rolling table, break table - Kitchen – Prep Table, the line, dish pit - In-house meetings – Offices or meeting rooms
<p>CLOSE PROXIMITY AREAS</p>	<ul style="list-style-type: none"> - Main entrance, lobby and host station - Washrooms - Bar service area – service staff collecting drinks, customers line up, off-sales - Fridge - Seating areas – high top tables, benches and bar service - Cutlery rolling table and service staff hallway - POS Stations - Off-sales fridge - Service line

CONTAMINATED SURFACE RISKS

<p>SHARED CONTACT SURFACES</p>	<ul style="list-style-type: none"> - Cash money - Menus - Billfolds - Coasters - Drink trays - Credit card for tabs - Receipt paper - Gift cards - Dollies - Transfer sheets 	<ul style="list-style-type: none"> - Food chits - Food safe sanitizer spray/multipurpose cleaner - Cleaning cloths - Caddies and contents (hot sauces, salt and pepper, etc) - Pens/sharpies/staplers - Door list - Coloring sheets & Crayons - Forklift
<p>GENERAL HIGH TOUCH SURFACES</p>	<ul style="list-style-type: none"> - Light switches - Door handles - Hand rails on stairway entrance 	<ul style="list-style-type: none"> - Washroom facilities - Coat racks



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<p>BAR / RESTAURANT SERVICE HIGH TOUCH SURFACES</p>	<ul style="list-style-type: none"> - Beer tap handles - Water jugs & Coffee - POS Screens - iPod & iPad for media - Tables - Side tables - Chairs, including chair backs 	
<p>KITCHEN</p>	<ul style="list-style-type: none"> - Sinks and soap dispensers - Kitchen utensils - Cleaning cloths - Oven handle - Fridge doors - Containers - Cold room (walk in) handle - bar 	<ul style="list-style-type: none"> - fridge & kitchen - Tap handles - Dishwasher/hose/sink - Machinery such as dough mixer and blenders - Brewery equipment
<p>PUBLIC</p>	<ul style="list-style-type: none"> - Merchandise - Glassware - Growlers - Pamphlets - Front desk 	



2. IMPLEMENTED PROTOCOLS TO REDUCE RISKS

- Indoor dining is closed as of March 29, 2021
- Updated service protocols including daily cleaning log with enhanced protocols.
- Mandatory Health Check Declaration form for all staff, including daily entry health checks.
- Mandatory employee protocol and commitment to safety.
- Refusal of entry protocol for anyone experiencing symptoms related to COVID-19.
- Reduced occupancy load statement, operating at 50% capacity.
- Physical distancing guidelines for entering/exiting and queuing.
- Signage for updated service protocol & requirements including; mandatory masks, physical distancing, hand washing, contact tracing etc.
- Guest details book containing relevant contact information stored for 30 days.
- Hand washing signage for guests and staff members.
- Reducing the risk of person-to-person transmission.
- Masks are mandatory at all times except when seated at a table for the purposes of eating or drinking.

FIRST LEVEL PROTECTION (ELIMINATION)

CONTROL MEASURES FOR PHYSICAL DISTANCING FOR GUESTS

- Reduced capacity, total capacity 50 seat on the patio. 28 on the lower patio, 22 on the upper patio.
- No groups larger than 6 people at each table allowed – no exceptions.
- Absolutely no moving or mingling between tables once guests have been seated.
- Reduced seating to allow for 6ft/2m between patrons at separate tables, measured from the backs of the chairs
- Maximum of 6 people in the lobby. We are requesting only one member of the party enter the lobby to check in, and guests must wait outside until their table is ready.
- Use of WaitlistMe App for a virtual waitlist to encourage guests to wait outside and avoid congregating.

CONTROL MEASURES FOR PHYSICAL DISTANCING FOR STAFF:

- Appropriate number of staff working at one time in same area with a reduced number of staff total.
- Assigned roles for staff to reduce cross contamination when clearing tables and contact with guests.
- One less seat on each table to provide a space for the servers to place food and drink items, to avoid close proximity with guests.
- Changes to how tasks are completed (e.g. duties to be completed at separate stations).
- Minimizing shared tools and the use of designating personal stations.
- A detailed floor plan will be provided as a guideline for staff for physical distancing and individual roles.
- Maintain physical distance of 6 ft/2 meters from guests and other co-workers.
- No skin to skin contact. Example: shaking hands with other persons.



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- Signage for reduced capacity in staff rooms.

SECOND LEVEL PROTECTION FOR GUESTS AND STAFF (BARRIERS & PARTITION)

- Plexi-glass barriers at front desk, bar service area, off-sales/growler station and tables by high traffic areas to separate guests and workers and ensure physical distancing.
- Masks are mandatory for staff when interacting with guests and moving through the restaurant or service areas.
- Detailed signage of restrictions in place for visitors/staff with Covid-19 symptoms displayed.
- Clear signage to demonstrate physical distancing practices.
- Signages of hand washing protocols placed near all kitchen, bar, and bathroom sinks for staff and guests.
- Floor plan created with reduced capacity and 2m spacing and where guests can/cannot sit in restaurant.
- Sanitization stations set up at main entrance, front desk, bar, host station, and service stations.
- Clear markings while on restaurant floor for guests to maintain physical distance.
- Floor markers set up in the lobby and entrances to show physical distancing is in place.
- Masks are mandatory for guests at all times except when seated at a table for the purposes of eating or drinking.

THIRD LEVEL PROTECTION (ADMINISTRATION CONTROLS)

- Provide up to date and consistent messages describing practices on all media channels to customers and staff.
- A detailed entry policy created for guests outlining all procedures.

The following guidelines apply to staff and how they must conduct themselves in the workplace to minimize the risk of airborne transmission. These rules have been communicated through a combination of training and signage:

- Mandatory Health Check Declaration and daily entry health checks – including visitors. Staff must stay at home when experiencing any symptoms related to COVID-19
- Service staff must wash hands; after handling anything that has been in contact with a guest, shared surfaces, handling cash, beginning of shift, after breaks, washroom visits and end of shift.
- Staff must follow updated cleaning schedule, signing off completed tasks.
- Staff must wear masks at all times except when on a break for the purposes of eating or drinking.
- Assigning staff with personal tools and equipment to minimize the need for sharing.
- Manager must supervise staff to ensure they know what to do and are following protocol.
- Must maintain 6 ft/ 2m apart from guests and other workers.
- Face masks are mandatory for service staff at all times when not on a break for the purposes of eating or drinking.



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FOURTH LEVEL PROTECTION (PPE)

- Face masks are mandatory for service staff at all times when not on a break for the purposes of eating or drinking.
- All PPE must be used alongside the three other levels of protection.
- We have trained workers on how to use PPE properly and how face masks must be worn when physical distancing is not possible.
- Any gloves used must be disposed of after single use.
- We understand the limitation of masks/gloves and how they must be used in conjunction with all other levels of protection and other practices.

REDUCE THE RISK OF SURFACE TRANSMISSION

CLEANING SCHEDULE

Our daily cleaning schedule has been updated to include and focus on all common areas and surfaces. Cleaning schedule must be completed daily, signed by all employees, checked by the manager on duty in each department, and stored for 30 days.

Hand washing facilities are available with posted signage as a reminder to wash hands frequently. Staff have been advised to wash hands after any contact with guests dishes, shared surfaces etc. Signage has been placed in guest washrooms with proper hand washing practices. We have sanitizer stations at entrance, and bar for guests and staff to use. All workers who are cleaning have adequate training and access to materials such as food safe sanitizer, multipurpose cleaner, disinfectant, & PPE.

REDUCING SHARED ITEMS

- Menus are accessible by QR code. QR codes are posted by the entrance and around the restaurant. Reusable menus are available on request.
- No caddies on tables, additional items can be provided to guests on request.
- A full water jug will be provided for water refills to avoid touching guest's glassware.
- Service staff will provide to-go containers for guests to pack themselves.

<ul style="list-style-type: none">- Caddies- Salt & Pepper- Hot Sauces- Coasters	<ul style="list-style-type: none">- Shared utensils- Coloring crayons	
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3. DEVELOP POLICIES

- Updated and enhanced cleaning policy covering shared items, general surfaces and staff duties, which has been clearly communicated with staff.
- Mandatory Health Check Declaration form for all staff including daily entry health check.
- Updated Entry Policy for guests regarding capacity.
- Use of Waitlistme App for a waitlist to encourage guests to wait outside and avoid congregating.
- Guest details book containing relevant contact information stored for 30 days.
- Hand washing signage for guests and staff members.
- Pre-Order & Take-out Policy, collect and pay at the front desk.
- Masks are mandatory at all times for customers except when seated at a table for the purposes of eating or drinking, and for staff at all times except when on a break for the purposes of eating or drinking.

4. DEVELOP COMMUNICATION PLANS AND TRAINING

STAFF TRAINING ON UPDATED PROCEDURES

- A staff training plan will be in place with the new revised cleaning procedures and scheduling.
- This will be communicated through a pre-opening meeting, signage, and will be accessible to all staff in order to keep workers and visitors safe.
- All Staff returning to work and new staff will receive, review and sign a health check declaration to understand that they have a duty of care related to report any COVID-19 symptoms.
- Hand washing and mask signage as well as occupancy limit signage will be posted clearly for staff and guests.
- Cleaning procedure/sanitization schedule must be completed daily and checked by management and staff on shift. Frequent cleaning on shift to high touch risk areas.
- Staff meeting with physical distancing taking place before reopening.
- Communicating regularly with staff through scheduling app, notices and emails regarding updates to protocols.

COMMUNICATING WITH GUESTS THROUGH SIGNAGE

- A new door policy is in place that requires all guests to record their contact details on entry. These details will be kept on file for 30 days for health purposes only. This information will not be used by Howe Sound Brewing Company, and only at the request of the Public Health Officer.
- Entry Policy at the front entrance to indicate who is restricted from entering our premises, such as a guest or worker that displays any symptoms of Covid-19.
- Menus are accessible by QR code. QR codes are posted by the entrance, and around the restaurant. Reusable menus are available on request. Guests may also take a photo of the copy on display by the entrance.



5. MONITOR WORKPLACE

- We have a plan in place to monitor risks and will change our policies and procedure if needed for each individual department. This plan will track effectiveness of physical distancing and monitor close proximity areas.
- All policies are subject to change. We will continue to update policies and procedures to improve effectiveness.
- We must identify new areas of concerns, if any, and involve workers in our safety process.
- Workers are aware of the Health and Safety representative on site to answer any questions or concerns.
- We encourage staff from all departments to address concerns and improve policies based on their effectiveness.
- When resolving issues we will include the JOHSC committee in safety practices.
- All workers are aware that there are postings and contact information displayed in and around the building in regards to Covid-19.
- We have displayed a list of emergency numbers & help numbers such as counseling, mental illness or bullying, contact numbers and links to websites etc that explain Covid-19.

6. ASSESS & ADDRESS RISKS FOR RESUMING OPERATIONS

- Training plan for staff to educate and communicate the changes in service and business due to COVID-19. All staff will be fully trained on new practices before re-hiring takes place.
- Monitor the sharing of items, and continually adapt to the situation to maintain the safety of patrons and workers.
- Training and monitoring of employees daily.
- Re train/ refresh of work duties for staff in all areas.

7. RESOLVING CONCERNS ABOUT UNSAFE WORK

- Workers have the right to refuse work if they believe it presents an undue hazard.
- Training on any new measures and concerns will take place.
- Continuous assessment of safety measures in place.
- Communication with staff on safety measures and procedures.
- Regular communication with staff on effectiveness of measures, and suggested improvements.

