

Employers resuming operations following work interruptions related to COVID-19 must develop a COVID-19 Safety Plan. To develop your plan, follow the six-step process described at [COVID-19 and returning to safe operation](#).

This planning tool will guide you through the six-step process. Each step has checklists with items you need to address before resuming operations. You may use this document, or another document that meets your needs, to document your COVID-19 Safety Plan.

WorkSafeBC will not be reviewing or approving the plans of individual employers, but in accordance with the order of the [Provincial Health Officer](#), this plan must be posted at the worksite.

Step 1: Assess the risks at your workplace

The virus that causes COVID-19 spreads in several ways. It can spread in droplets when a person coughs or sneezes. It can also spread if you touch a contaminated surface and then touch your face.

The risk of person-to-person transmission increases the closer you come to other people, the more time you spend near them, and the more people you come near.

The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods of time.

Involve workers when assessing your workplace

Identify areas where there may be risks, either through close physical proximity or through contaminated surfaces. The closer together workers are and the longer they are close to each other, the greater the risk.

- We have involved frontline workers, supervisors, and the joint health and safety committee (or worker health and safety representative, if applicable).
- We have identified areas where people gather, such as break rooms, production lines, and meeting rooms.
- We have identified job tasks and processes where workers are close to one another or members of the public. This can occur in your workplace, in worker vehicles, or at other work locations (if your workers travel offsite as part of their jobs).
- We have identified the tools, machinery, and equipment that workers share while working.
- We have identified surfaces that people touch often, such as doorknobs, elevator buttons, and light switches.

Step 2: Implement protocols to reduce the risks

Select and implement protocols to minimize the risks of transmission. Look to the following for information, input, and guidance:

- Review [industry-specific protocols](#) on worksafebc.com to determine whether any are relevant to your industry. Guidance for additional sectors will be posted as they become available. If protocols are developed specific to your sector, implement these to the extent that they are applicable to the risks at your workplace. You may need to identify and implement additional protocols if the posted protocols don't address all the risks to your workers.
- Frontline workers, supervisors, and the joint health and safety committee (or worker representative).
- [Orders, guidance, and notices](#) issued by the provincial health officer and relevant to your industry.
- Your health and safety association or other professional and industry associations.

Reduce the risk of person-to-person transmission

To reduce the risk of the virus spreading through droplets in the air, implement protocols to protect against your identified risks. Different protocols offer different levels of protection. Wherever possible, use the protocol that offers the highest level of protection. Consider second, third, or fourth levels if the first level isn't practicable. You might need to use more than one level of protection to deal with a risk — for example, physical distancing and masks.

First level protection (elimination): Use policies and procedures to limit the number of people in your workplace at any one time. Implement protocols to keep workers at least 2 metres (6 feet) from co-workers, customers, and others.

Second level protection (engineering controls): If you can't always maintain physical distancing, install barriers such as plexiglass to separate people.

Third level protection (administrative controls): Establish rules and guidelines, such as cleaning protocols, telling workers to not share tools, or implementing one-way doors or walkways.

Fourth level protection (PPE): If the first three levels of protection aren't enough to control the risks, have workers and customers use personal protective equipment (PPE) such as masks. PPE should not be used as the only control measure. It should only be used in combination with other measures.

First level protection (elimination): Limit the number of people at the workplace and ensure physical distance whenever possible

- ☐ We have established and posted an occupancy limit for our premises. Public Health has advised that the prohibition on gatherings of greater than 50 people refers to “one-time or episodic events” (weddings, public gatherings), and is therefore not intended to apply to workplaces. However, limiting the number of people in a workplace is an important way to ensure physical distancing is maintained. [Public Health has developed [guidance for the retail food and grocery store sector](#) that requires at least 5 square metres of unencumbered floor space per person (workers and customers). This allows for variation depending on the size of the facility, and may be a sensible approach for determining maximum capacity for employers from other sectors that do not have specific guidance on capacity from Public Health.]
- ☐ In order to reduce the number of people at the worksite, we have considered work-from-home arrangements, virtual meetings, rescheduling work tasks, and limiting the number of customers and visitors in the workplace.
- ☐ We have **established and posted occupancy limits** for common areas such as break rooms, meeting rooms, change rooms, washrooms, and elevators.
- ☐ We have implemented measures to keep workers and others at least 2 metres apart, wherever possible. Options include revising work schedules and reorganizing work tasks.

Measures in place

- Our schedule has been reduced to minimize the amount of staff on shift
- Different guidelines have been provided to each department to allow for physical distancing
- Shared workspaces have maximum capacity postings
- Our overall capacity has been reduced by approximately 50%
- Physical Distancing markers have been added to workspaces and guest areas

Second level protection (engineering): Barriers and partitions

- We have installed barriers where workers can't keep physically distant from co-workers, customers, or others.
- We have included barrier cleaning in our cleaning protocols.
- We have installed the barriers so they don't introduce other risks to workers (e.g., barriers installed inside a vehicle don't affect the safe operation of the vehicle).

Measures in place

- We have placed barriers between tables where possible
- We have added rope and stanchion between tables where possible
- In shared workspaces, physical barriers such as desks, tables, cabinets and rope have been used to create distance
- We have added physical distancing markers to the floor to remind staff and guests of proper distancing guidelines
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Third level protection (administrative): Rules and guidelines

- We have identified rules and guidelines for how workers should conduct themselves.
- We have clearly communicated these rules and guidelines to workers through a combination of training and signage.

Measures in place

When arriving to work, do your best to avoid touching door handles and other surfaces as frequently as possible

Throughout your shift, do your best to avoid touching door handles, surfaces, or other

Ensure you follow the directions and flow of the restaurant

Maintain a 2 metre distance from others workers and guests

Have guests pour their own water by providing them with bottle full with water and glass

If guests ask to take unfinished food home, provide packaging and let the customer put the food into the container

Only take clean dishes/ glasses to table do not take away dirty/ glasses dishes

Thank guests for coming to our restaurant

As much as possible when serving tables position yourself at an empty seat to maximise the distance between you and the other guests

Wash your hand every 15-30 mins

When dropping off food or drinks to your table encourage guests to take the food/drinks for other people on the table if you are unable to pass them safely

Sanitise iPad every 30-60 minutes

When taking payments from a table ensure you take a clean sanitized terminal.

Sanitise bar tools every 30- 60 mins by running them through the glasswasher

Do not touch anything that is going in drink with your hands.(E.g use tongs to place limes on side of glass)

Do not take away dirty dishes or glasses away from guests sitting at your bar

Garnish all drinks yourself

Only take clean glasses from glass washer

Ensure you are not touching the inside or rim of glassware

Fourth level protection: Using masks (optional measure in addition to other control measures)

- We have reviewed the information on **selecting and using masks** and **instructions on how to use a mask**.
- We understand the limitations of masks and other PPE. We understand that PPE should only be used in combination with other control measures.
- We have trained workers to use PPE properly, following manufacturers' instructions for use and disposal.

Measures in place

Who will use PPE such as masks?

- Our scheduled Cleaning Attendant
- Any staff member who is specifically on site for cleaning duties
- Any staff member who is inclined to use additional PPE, is encouraged to do so

What work tasks will require the use of masks?

- Cleaning specific tasks

If this information is in another document, identify that document here.

Reduce the risk of surface transmission through effective cleaning and hygiene practices

- We have reviewed the information on **cleaning and disinfecting** surfaces.
- Our workplace has enough handwashing facilities on site for all our workers. Handwashing locations are visible and easily accessed.
- We have policies that specify when workers must wash their hands and we have communicated good hygiene practices to workers. Frequent handwashing and good hygiene practices are essential to reduce the spread of the virus. [**Handwashing** and **Cover coughs and sneezes** posters are available at worksafebc.com.]
- We have implemented cleaning protocols for all common areas and surfaces — e.g., washrooms, tools, equipment, vehicle interiors, shared tables, desks, light switches, and door handles. This includes the frequency that these items must be cleaned (number of times per day) as well as the timing (before and after shift, after lunch, after use).
- Workers who are cleaning have adequate training and materials.
- We have removed unnecessary tools and equipment to simplify the cleaning process – e.g., coffee makers and shared utensils and plates

Cleaning protocols

Provide information about your cleaning plan. Specify who is responsible for cleaning, the cleaning schedule, and what the cleaning protocols will include (e.g., which surfaces, tools, equipment, and machines). If this information is in another document, identify that document here.

Clean & Sanitize Routine.

Staff Table

Locker Room Handles

Liquor Room Door Handle & Keypad

Office Door Door Handle & Keypad

Staff Room Door Handle & Keypad

Washroom Door Handles, Sinks Handles, Toilet Handle, Sink Basin, Toilet Paper Holder

Kitchen Door Handles Front & Back

Den Door Handles Front & Back

Mezz Door Handle and Keypad front and back

Living Room

Hand Rail leading up to the Mezz

Glasswash Station Behind Bar

Bar Top

Sink Handles & Taps Behind Bar

Door Handles On Bar Fridges

Hand Rails leading from Bar to 50's

ATM Machine

Debit Terminals

Front Doors Both Sets, Top to Bottom

Server Station Drawer and Cupboard Handles

Coffee Canister Handles

Exit Doors to Granville St (Smoking Exit Doors)

Hand Rails Surrounding 40's Area

Door Leading into washroom Hallway

Server Trays

Spray Bottles

Hallway to Downstairs Washrooms

Handrail from top of stairs to bottom

Door Handles of Exit Doors

Downstairs Rest Rooms

Stall Handles Both Sides

Toilet Paper Dispensars

Soap Dispensars

Sink Counter

Hand Dryers

Step 3: Develop policies

Develop the necessary policies to manage your workplace, including policies around who can be at the workplace, how to address illness that arises at the workplace, and how workers can be kept safe in adjusted working conditions.

Our workplace policies ensure that workers and others showing symptoms of COVID-19 are prohibited from the workplace.

- Anyone who has had symptoms of COVID-19 in the last 10 days. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.
- Anyone directed by Public Health to self-isolate.
- Anyone who has arrived from outside of Canada or who has had contact with a confirmed COVID-19 case must **self-isolate for 14 days and monitor** for symptoms.
- Visitors are prohibited or limited in the workplace.
- First aid attendants have been provided **OFAA protocols** for use during the COVID-19 pandemic.
- We have a **working alone policy** in place (if needed).
- We have a **work from home policy** in place (if needed).
- Ensure workers have the training and strategies required to address the risk of violence that may arise as customers and members of the public adapt to restrictions or modifications to the workplace. Ensure an appropriate **violence prevention program** is in place.

Our policy addresses workers who may start to feel ill at work. It includes the following:

- Sick workers should report to first aid, even with mild symptoms.
- Sick workers should be asked to wash or sanitize their hands, provided with a mask, and isolated. Ask the worker to go straight home. [Consult the **BC COVID-19 Self-Assessment Tool**, or call 811 for further guidance related to testing and self-isolation.]
- If the worker is severely ill (e.g., difficulty breathing, chest pain), call 911.
- Clean and disinfect any surfaces that the ill worker has come into contact with.

Step 4: Develop communication plans and training

You must ensure that everyone entering the workplace, including workers from other employers, knows how to keep themselves safe while at your workplace.

- We have a training plan to ensure everyone is trained in workplace policies and procedures.
- All workers have received the policies for staying home when sick.
- We have posted signage at the workplace, including occupancy limits and effective hygiene practices. [A customizable **occupancy limit poster** and **handwashing signage** are available on worksafebc.com.]
- We have posted signage at the main entrance indicating who is restricted from entering the premises, including **visitors** and **workers** with symptoms.
- Supervisors have been trained on monitoring workers and the workplace to ensure policies and procedures are being followed.

Step 5: Monitor your workplace and update your plans as necessary

Things may change as your business operates. If you identify a new area of concern, or if it seems like something isn't working, take steps to update your policies and procedures. Involve workers in this process.

- We have a plan in place to monitor risks. We make changes to our policies and procedures as necessary.
- Workers know who to go to with health and safety concerns.
- When resolving safety issues, we will involve joint health and safety committees or worker health and safety representatives (or, in smaller workplaces, other workers).

Step 6: Assess and address risks from resuming operations

If your workplace has not been operating for a period of time during the COVID-19 pandemic, you may need to manage risks arising from restarting your business.

- We have a training plan for new staff.
- We have a training plan for staff taking on new roles or responsibilities.
- We have a training plan around changes to our business, such as new equipment, processes, or products.
- We have reviewed the start-up requirements for vehicles, equipment, and machinery that have been out of use.
- We have identified a safe process for clearing systems and lines of product that have been out of use.

Health & Safety Committee

- Carlo
- Bhavika
- Carstein
- Reese
- BOH

Workplace Shared Workspaces

- Staff Washroom
- Staff Break Room
- Staff Locker Room
- Manager Office
- Server Stations
- Kitchen
- Host Stand
- Behind Bar

Close to the Clients Areas

- Host Stand
- At the Table
- Drink Pick-Up Station (Guests Passing By)

Workplace Shared Items

- Spray Bottles
- Server Trays
- Coffee Canisters
- Shakers / Muddlers, Bar Supplies
- Beer Pour Taps
- Glassware/Platerware
- Host Ipad
- Room Control Ipad
- Water Jugs
- Guest Washrooms

Our Capacity is 100 People, including staff

Post Capacity Per Area;

- Staff Room
- Locker Room
- Office
- Bar Cooler
- Server Station

- Host Room
- Guest Washroom

New Health and Safety Plans Training

Policy for sickness

Post Occupancy and Sanitary Practices Sheets

Posting at door restricting access

Go to Carlo with Health and Safety Concerns

Server Sanitary Operating Standards

When arriving to work, do your best to avoid touching door handles and other surfaces as frequently as possible

Throughout your shift, do your best to avoid touching door handles, surfaces, or other

Ensure you follow the directions and flow of the restaurant

Maintain a 2 metre distance from others workers and guests

Have guests pour their own water by providing them with bottle full with water and glass

If guests ask to take unfinished food home, provide packaging and let the customer put the food into the container

Only take clean dishes/ glasses to table do not take away dirty/ glasses dishes

Thank guests for coming to our restaurant

As much as possible when serving tables position yourself at an empty seat to maximise the distance between you and the other guests

Wash your hand every 15-30 mins

When dropping off food or drinks to your table encourage guests to take the food/drinks for other people on the table if you are unable to pass them safely

Sanitise Ipad every 30-60 minutes

When taking payments from a table ensure you take a clean sanitized terminal.

Take payment as usual, after taking payment place the terminal on the un-sanitize area. After wash your hands do not take do anything else

Bartender Sanitary Operating Standards

When arriving to work, do your best to avoid touching door handles and other surfaces as frequently as possible

Throughout your shift, do your best to avoid touching door handles, surfaces, or other

Practice physical distancing with guests and co-workers throughout your entire shift

Have guests pour their own water by providing them with bottle full with water and glass

For to-go leftovers, provide guest with take out containers and allow for them to pack the items.

Run bar tools through dishwasher every 30 minutes

Do not touch anything that is going in drink with your hands.(E.g use tongs to place lines on side of glass)

Do not take away dirty dishes or glasses away from guests sitting at your bar

Garnish all drinks yourself

Only take clean glasses from glass washer

Ensure you are not touching the inside or rim of glassware

Act cordially with all guests

When you are not busy sanitise high touch areas behind the bar (fridges handles, beer taps, sink tap handles)

Sanitise Ipad every 30 Minutes

When taking payments from a table ensure you take a clean sanitized terminal. You must wash your hands after use

Host Sanitary Operating Standards

When arriving to work, do your best to avoid touching door handles and other surfaces as frequently as possible

Throughout your shift, do your best to avoid touching door handles, surfaces, or other

Ensure you follow the directions and flow of the restaurant

Maintain a 2 metre distance from others workers and guests

Each table requires one guests contact info entered into Yelp Reservations

Ensure to practice physical distance between yourself and the guest

When walking guests to their table ensure you walk 6ft away from them at all times. Stand back from the table when the guests are taking their seats

Sanitise your iPad every 15 minutes

Do Not Clear plateware, glassware, or any other used items from tables.

The door is to be kept open as frequently as possible. When possible, open the door for guest using body parts other than your hands. Such as back, shoulders, etc.

Busser Sanitary Operating Standards

When arriving to work, do your best to avoid touching door handles and other surfaces as frequently as possible

Throughout your shift, do your best to avoid touching door handles, surfaces, or other

Practice physical distancing throughout your shift. Keep in mind both co-workers and guests

Hand washing is one of the most important tasks throughout your day, you are required to wash your hands for a minimum of 20 seconds, every 30 minutes.

Hand washing is also required when touching compromised surfaces, or when your hands or visibly soiled. You are also welcome to wear gloves throughout your shift.

Used items on the table are to be cleared by the Bussers. Ensure you wash your hands or change your gloves after clearing a dirty table

Avoid touching clean glassware and plateware. Do not stock clean glassware from on top of Glass Machine or other areas, do not stock clean plateware from BOH

HOTEL BELMONT HEALTH AND SAFETY STANDARDS – COVID19 MAY 2020

PHYSICAL DISTANCING

Seating Capacity is reduced by 50%

Floorplan has been modified and capacity has been reduced from 179 patrons to 85 patrons in Living Room, and from 183 patrons to 70 patrons in Basement.

No events over 50 ppl on premises

No events are currently held on the premises

2m separation maintained between patrons of different parties

All tables have been placed 2m apart – guests in line outside are advised to remain 2m apart from each other, and sidewalk markings have been placed as reminders and guides.

2m separation maintained between patrons and staff

Staff maintain separation from patrons at all times

Maximum of 6 patrons per table

Tables have been modified/arranged to ensure that no table is occupied by more than six patrons

Empty floor space is maximized – furniture, displays, and other unnecessary items removed

All extraneous furniture and décor has been removed in order to maximize floor space.

Physical distancing markers are used as appropriate

Physical distancing markers are used on sidewalk outside, as well as on floor throughout restaurant.

Delivery and Pick up options are available

All menu items are available on DoorDash

EMPLOYEE SICKNESS

Operator correctly demonstrates knowledge of how to address employees who become ill at work

Any employee reporting sickness is sent home immediately with instructions to be tested for COVID19 as soon as possible

Employee Illness policy in place and correct procedures described

All employees have completed illness policy on LMS

Employees declare they are symptom free at shift start

Employees are required to initial a declaration of health at beginning of every shift

Operator demonstrates knowledge of resources available for sick employees

811 and clinic address/contact information is provided to all employees as needed

PERSONAL HYGIENE AND PPE

Appropriate glove use correctly described and observed

All kitchen staff are required to sue gloves, as well as wash hands every fifteen minutes at a maximum. All front of house staff are required to wash hands every fifteen minutes at a maximum.

Appropriate mask use correctly described and observed

All employees are wearing masks while on the restaurant floor or in the kitchen.

Alcohol based sanitizers are available as needed and correctly used

Alcohol based sanitizer is provided to every person entering the building, and is available throughout the restaurant and kitchen for employees.

Washroom entry is monitored or regulated

Washrooms have stated capacity numbers posted, and management/security staff does walk throughs to ensure that capacity is being followed

MODIFY THE ENVIRONMENT

Protective shields and barriers appropriately used

No barriers are currently in place, as all patrons/tables are 2m away from each other and staff.

Outdoor seating is prioritized

No outdoor seating is available

No patrons observed congregating in waiting areas or hallways

Patrons are discouraged from congregating, and instructed to return to their tables inside. If patrons are congregating outside, management and security request that they maintain 2m separation from other parties

Operator is using an electronic notification system to manage queues

Text messaging is used through the Yelp Reservation Application to inform guests when their table is ready.

Point of sale environment has been modified

New floor plan has been updated in POS systems

Reservations are used whenever possible

Reservations are available on our website, as well as through email and phone and are used as much as possible.

SANITATION

Staff sharing of kitchen and serving equipment is limited wherever possible

Staff label and keep their own tools on each shift

Enhanced sanitation plan developed and implemented

Sanitation champion scheduled at all times that we are open to the public, and enhanced sanitation measures are posted at each staff station.

High touch surfaces are regularly cleaned and sanitized

Sanitation Champion cleans all high touch surfaces every 30 minutes.

MANAGING INFORMATION

COVID Safety Plan developed and in use

COVID Safety Plan is developed and kept in cover window for review – regularly reviewed and ensured that all measures are being adhered to

Reservation contact information is kept for thirty days – first name, last name, and phone number or email of at least one member of every party

All parties are required to give name and number at front door prior to being granted entry. Contact information is put into the “Notes” app on the Front Door iPad.

Signage and prompts available at entrance and throughout facility as appropriate

All required signage is posted and readily available

A system for employees to bring concerns forward is in place

All employees have been notified that any concerns regarding Health and Safety are to be directed to Carlo Ross, Manager

Operator demonstrates adequate knowledge of current guidelines and recommendations

All management is forwarded all information from WorksafeBC, Vancouver Coastal Health, and the Provincial Health Authority, and are required to show understanding of all concepts and requirements therein.

STAFF MEETINGS AND SCHEDULING

Essential staff members only on-site

We have reduced our staffing levels by more than 50% and have only as many people as are required to guarantee a minimum service level.

Cohort staffing is implemented

Same staff is scheduled together as much as possible in order to reduce chance of transmission.

Break times are staggered

Only one staff member at a time is sent on break

Record of staff schedules is available for two months after shift date

All shift reports are kept in online HRMS (BigChip) and available as necessary

Hotel Belmont Employee Health Policy

Reporting: Symptoms of Illness

I agree to report to the manager or Person in Charge (PIC) when I have:

- Diarrhea
- Vomiting
- Jaundice (yellowing of the skin and/or eyes)
- Sore throat
- Fever
- Difficulty breathing
- Infected cuts or wounds, or lesions containing pus on the hand, wrist, an exposed body part (such as boils and infected wounds, however small).

Note: Diarrhea and vomiting from non-infectious conditions do not apply to this policy; however, a physician should make the diagnosis of the non-infectious condition causing the diarrhea and vomiting and the employee should provide written documentation to the manager that the condition is non-infectious.

Reporting: Diagnosed Illnesses

I agree to report to the manager or PIC when I have been diagnosed with any of the following:

- COVID-19
- Norovirus
- Salmonella
- Typhi (typhoid fever)
- Shigella spp. infection
- E. coli infection (Escherichia coli O157:H7 or other EHEC/STEC infection)
- Hepatitis A

Note: Management must report to the Health Authority when an employee has been diagnosed with one of these illnesses.

Reporting: Exposure of Illnesses

I agree to report to the manager or PIC when I have been exposed to any of the illnesses listed above through:

- An outbreak of COVID-19, Norovirus, typhoid fever, Shigella spp. infection, E. coli infection, or Hepatitis A.
- Caring for someone who has been diagnosed with COVID-19, Norovirus, typhoid fever, Shigella spp. infection, E. coli infection, or hepatitis A.
- A household member attending or working in a setting with an outbreak of COVID-19, Norovirus, typhoid fever, Shigella spp. infection, E. coli infection, or Hepatitis A virus.

Exclusion and Restriction from Work

If you have any of the symptoms or illnesses listed above, you may be excluded or restricted from work. If you are excluded from work you are not allowed to come to work. If you are restricted from work you are allowed to come to work, but your duties may be limited.

Returning to Work

If you are excluded from work for having symptoms of diarrhea and/or vomiting, you will not be able to return to work until 72 hours have passed since your last episode of diarrhea and/or vomiting or you provide medical documentation from a physician.

If you are excluded from work for exhibiting symptoms of a sore throat with fever or for having jaundice (yellowing of the skin and/or eyes), COVID-19, Norovirus, Salmonella Typhii (typhoid fever), Shigella spp. infection, E. coli infection, and/or Hepatitis A virus, you will not be able to return to work until medical documentation from a physician is provided.

If you are excluded from work for having been exposed to COVID-19, you will not be able to return to work without medical documentation from a physician.

If you are excluded from work for having been exposed to Norovirus, Salmonella Typhii (typhoid fever), Shigella spp. Infection, E. coli infection, and/or Hepatitis A virus, you will not be able to return to work until the following postexposure times: 72 hours for Norovirus, E. coli or Shigella; 14 days for Salmonella Typhii; and 30 days for Hepatitis A virus or if cleared after a Igg vaccination.

Agreement

I understand that I must: Sign this agreement annually. Report when I have or have been exposed to any of the symptoms or illnesses listed above; and comply with work restrictions and/or exclusions that are given to me. I understand that if I do not comply with this agreement, it may result in disciplinary action, up to and including termination of employment.

Date: _____

Employee Name: _____

Employee Signature: _____