

Coronavirus Disease (COVID-19)

COVID-19 Safety Plan Template for Food Service Establishments Including Restaurants, Cafés and Bars

Version 1
June 12, 2020

COVID-19 Safety Plan

Name of Business: Sun Sui Wah Seafood Restaurant
Address: #102-4940 No.3 Road, Richmond B.C.
Date plan was created: 05/29/2020
Date last updated: 06/25/2020

Getting Started:

This template has been designed to help owners/operators of food service establishments including restaurants, cafés and bars develop a COVID-19 Safety Plan to reduce the risk of transmission in their business.

The protocols in this template are aligned with existing industry guidelines that are based upon current knowledge; however they do not represent a comprehensive list of all possible precautions that can be taken. The discretion to shorten, adjust, or add to this document should be applied for unique situations; this template is meant to be supportive, not prescriptive.

This template contains checklists as well as question/answer sections with blank space to explain your guidelines, policies and procedures. Each business must assess and understand their own risks when developing their safety plan, then chose and implement the protocols deemed necessary to address those risks. **It is not necessary to answer every question except for on pages 4-7.**

It may be necessary to review and update this plan periodically as new data becomes available and developments arise with this new virus, as well as when public health directives change.

General Checklist:

- We have created this workplace COVID-19 Safety Plan by following the processes outlined in the [WorkSafe BC COVID-19 Safety Plan Guide](#).
- We are in compliance with WorkSafe BC and with the Provincial Health Officer Orders.

Resource Materials:

[WorkSafe BC Protocol for Returning to Operations](#)

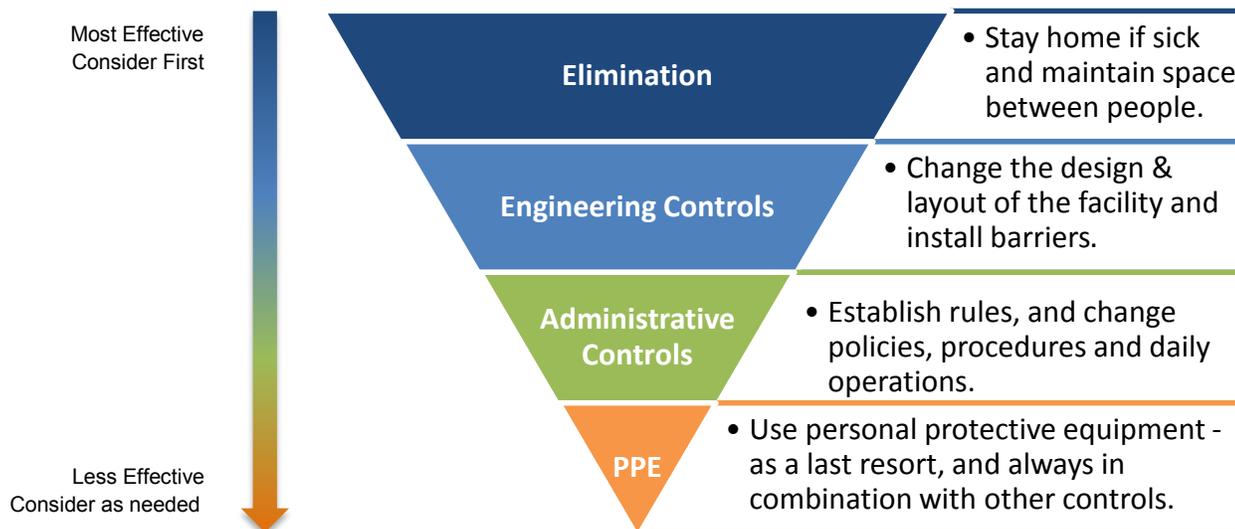
[WorkSafeBC Occupational First Aid Attendant \(OFAA\) protocols during the COVID-19 pandemic](#)

[Current Provincial Health Officer Orders under the Public Health Act](#)

[BC Center for Disease Control COVID-19 Resources](#)

Levels of Protection

When selecting the appropriate combination of protocols for your workplace, it may be helpful to understand the relative impacts each can have on controlling the risk of transmission in your workplace. Some controls will be more difficult to implement but provide a greater level of protection, while other controls will be easier to implement but provide less overall protection.



Level 1: Elimination Controls

These refer to measures to prevent sick individuals from entering the facility, and to prevent crowding or close contact between people in the workplace. Ensuring physical distancing by reducing the number of people onsite is considered an “elimination control,” this approach eliminates or removes the hazard (i.e. infected people) from being at the workplace.

Level 2: Engineering Controls

These refer to new designs or modifications to facility layout, tools, equipment, ventilation systems, and processes that reduce common touch surfaces and make interacting with others safer.

Level 3: Administrative Controls

These refer to policies and standard operating procedures at your workplace that alter the way the work is done to reduce risks. Examples include timing of work, training, housekeeping, equipment maintenance and personal hygiene practices.

Level 4: Personal Protective Equipment (“PPE”)

This refers to protective gear worn by people in your workplace to reduce their contact with other people who may potentially be infected with COVID-19 (e.g. masks, gloves, face shields, eye protection). PPE should always be used in combination with other control measures listed above.



Provincial Health Officer Orders

Please answer all questions in this section

[Click here to view a full text copy of all Orders](#)

Elimination Controls

Maximum Capacity

- Yes, we have determined the maximum number of patrons and staff that our premises can accommodate if they are all standing or sitting 2 metres apart.

The maximum number is: 148

We will be hosting Events at our Premises: YES NO

Note: Refer to the [PHO's Order](#) dated June 10th, 2020 for the definition of 'event'.

If Yes, complete questions in orange box below.

If No, skip to the next page.

1. For events held on the premises, we confirm the following:

- Patrons will be able to maintain a distance of at least 2 metres from other patrons.
- There will be no more than 50 patrons present in total on the premises, even if that is less than the maximum number of patrons noted above.

2. We have an area within our premises that is completely separated from the rest of the premises where events will be held: YES NO

Details:

3. For separate event areas, please confirm:

- An event can take place in the area that is completely separated from the rest of the premises, and in this case there may be additional patrons present in other parts of the premises, but the total number of patrons present will not exceed the maximum that is permitted by this plan, as noted above.
- Patrons who leave the area where the event is held will not be replaced by other patrons.



Provincial Health Officer Orders

Please answer all questions in this section

[Click here to view a full text copy of all Orders](#)

Engineering Controls

Our facility has tables, counters or bars for patrons to sit/stand: YES NO

If *Yes*, complete questions in blue box below.

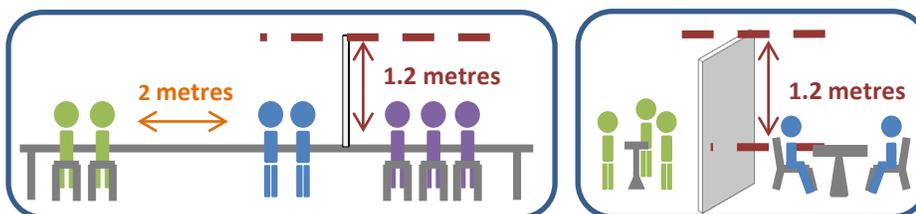
If *No*, skip to the next page.

1. Maximum Seating per Table:

There will be no more than six patrons seated at one table.

2. Patrons sitting or standing at tables, counters, or bars, must be able to maintain a distance of at least 2 metres from other patrons unless:

- They are in the same party, OR
- They are separated by a washable, rigid, impermeable partition that extends 1.2 metres above the counter, table or bar.



We will be using the following methods to meet these requirements:

(check all that apply)

- Providing a distance of at least 2 metres between patrons at different tables.
- Providing a distance of at least 2 metres between patrons seated or standing at bars/counters.
- Installing washable, rigid, impermeable partitions that extend 1.2 metres above tabletops counter tops or bar surfaces.
- Other (describe):



Provincial Health Officer Orders

Please answer all questions in this section

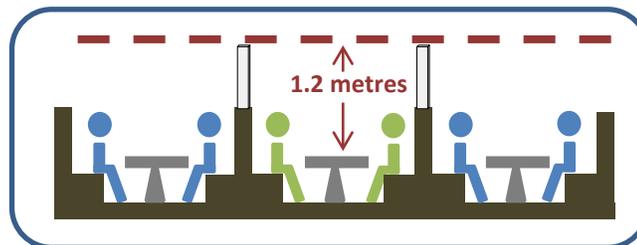
[Click here to view a full text copy of all Orders](#)

Engineering Controls

Our facility has Booth Seating: YES NO

If yes, please confirm both of the following:

- All booths will be separated by a washable, rigid, impermeable partition which extends at least 1.2 metres above the tabletops.
- There will be no more than six patrons seated at one booth.



Food Service and Payment Stations:

Staff at a food service or payment counter must maintain a distance of at least 2 metres from patrons, unless they are separated from patrons by a washable, rigid, impermeable partition that extends at least 1.2 metres from the food service or payment counter.

We will be using the following methods to meet this requirement:

(check all that apply)

- Allowing for at least 2 metre distancing between patrons and staff.
- Installing washable, rigid, impermeable partitions that extend 1.2 metres.

Use this space to describe where partitions will be used between patrons and staff:

Physical Distancing Markers:

- In places where patrons may congregate or stand in line, we will post physical devices, markers, or some other method to guide and assist patrons in maintaining a distance of 2 meters from one another.

Use this space to provide details:

Signage regarding physical distancing posted in the lobby and in the washroom.



Provincial Health Officer Orders

Please answer all questions in this section

[Click here to view a full text copy of all Orders](#)

Engineering Controls

Our facility has Self-Service YES NO

If Yes, complete questions in green box

If No, skip ahead to Administrative Controls

Briefly describe the self-service area(s):

For all self-service areas, please confirm:

- We will provide hand washing facilities or alcohol-based sanitizers within easy reach of the self-service area(s).
- We will provide signage to remind patrons to wash or sanitize their hands before touching self-service food or other items.
- We will provide signage in the self-service area(s) to remind patrons to remain 2 metres from each other.
- High touch surfaces at the self-service station(s), as well as utensils used for self-service will be frequently cleaned and sanitized.

Administrative Controls

The following **policies and/or standard operating procedures** must be in place:

- We will monitor the number of patrons and staff present on our premises and ensure that the number present does not exceed the maximum number indicated at the beginning of this safety plan.
- We will monitor places where patrons congregate or stand in line and remind them to maintain a distance of 2 metres from each other, unless they are in the same party.

In the ordinary course of business we collect information from patrons for the purpose of making reservations or seating patrons: YES NO

- If yes, we will collect the first and last name and phone number or email address of one member of every party of patrons and retaining this information for thirty days, in the event that there is a need for contact tracing on the part of the Medical Health Officer.



Employee Sickness

Level 1: Elimination Controls

To **eliminate transmission of the virus** from person to person through exposure to respiratory droplets, we have taken the following measure designed to exclude sick individuals from the workplace:

- Employees who are sick with any symptoms consistent with cold, influenza or COVID-19, even if symptoms are mild, are told to remain at home and encouraged to contact their family physician, primary care provider, or Health Link BC at 811.

Level 3: Administrative Controls

To prevent sick employees from spreading the virus to the public, we have the following **policies and/or standard operating procedures** in place (*check all that apply*):

- We have a sick leave policy and the policy has been communicated to all staff.
- We have operational contingency plans in cases where employees must remain home when sick (e.g. how to operate with fewer employees).
- Our employees declare they are symptom-free when signing in for the day.
- If while at work, an employee starts experiencing symptoms of respiratory illness consistent with COVID-19, even if symptoms are mild, the employee knows they must don a mask, leave work immediately, go straight home, and contact their family physician/primary care provider or Health Link BC at 8-1-1 for guidance.
- We ensure that objects and surfaces touched by sick employees who have gone home are cleaned and disinfected before being used by others.
- We have advised our employees to use the BC COVID-19 self-assessment tool if they are sick.
- We have informed our employees that anyone with symptoms can now be assessed and receive a COVID-19 test.

Use this space to describe any other control measures you have in place pertaining to employee sickness:



Personal Hygiene

Level 1: Elimination Controls

To **eliminate transmission of the virus from person to person** through exposure to respiratory droplets:

- Yes, our employees have been encouraged to replace physical greetings with non-contact greetings.

Level 2: Engineering Controls

We have made the following **changes to the physical environment**: *(check all that apply)*:

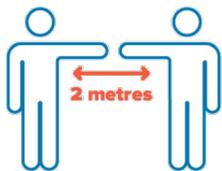
- Alcohol-based hand sanitizer is available at the entrance to the facility.
- Liquid soap and single-use paper towels are supplied in all washrooms and at designated hand washing sinks.

Level 3: Administrative Controls

To limit spread of the virus by promoting good personal hygiene, including hand washing, hand sanitizing, and cough/sneeze etiquette, we have the following **policies and/or standard operating procedures** in place *(check all that apply)*:

- Hand washing with soap and water is encouraged at the start and end of shift, before eating, after returning from breaks, and when hands are visibly soiled.
- Other good hygiene principles are promoted, including cough/sneeze etiquette and washing hands before touching your face.
- Sharing of cigarettes or vaping equipment is discouraged.
- Training for employees has been provided so they know about the virus and understand how to minimize its spread.
- Electronic COVID-19 resources have been provided to all employees.

Use this space to describe any other control measures you have in place pertaining to personal hygiene:



Make Space between People

Level 1: Elimination Controls

To **eliminate transmission of the virus from person to person** through exposure to respiratory droplets, we have taken the following voluntary measures designed to increase space between people and avoid unnecessary contact (*check all that apply*):

- Increased empty floor space by removing unnecessary furniture, equipment, and merchandise displays, especially in foyers, high traffic areas, & other small spaces.
- Created separate entry/exit door paths.
- Limiting kitchen access to only essential personnel required to run the business.
- Offering delivery or take-out services as an alternative to dine-in options.
- Providing “drop at the door service” for delivery, to avoid close contact with individuals who may be in isolation or who are symptomatic.
- Created separate areas for dine-in customers and pick-up customers.
- Developed a policy for receiving deliveries and supplies that reduces contact between people.

If so, use this space to provide details:

Use this space to describe any other control measures you have in place to increase space between people and avoid unnecessary contact:



Personal Protective Equipment

Level 4: Personal Protective Equipment

NOTE: Service employees and food handlers are not required to wear masks unless they are normally used to perform job duties. In situations where the other controls cannot be maintained, service employees and food handlers may choose to wear non-medical masks and face shields.

As part of our COVID-19 safety plan, additional personal protective equipment is being used above and beyond what would normally be required:

- Yes
 No

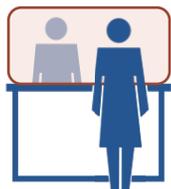
The following tasks require the use of personal protective equipment (*describe, if any*):

All staff must wear masks, provided to them

If using PPE, the following information/guidance has been provided (*check all that apply*):

- Non-medical masks may help prevent the risk of transmission from the wearer.
- Masks can become contaminated on the outside when touched by hands so employees should avoid touching or adjusting them often.
- Masks that become wet, soiled or damaged are less effective and must be replaced immediately.
- Masks must be put on and taken off correctly, including not touching the front of the mask, and washing hands.
- Cloth masks must be washed every day using the warmest water setting, and stored in a clean dry place to prevent contamination.
- Masks should never be shared with others.
- If a non-cloth mask is used (e.g. medical mask), employees know these items are single-use; they cannot be cleaned or reused.

Use this space to describe any other control measures that are in place which include the use of personal protective equipment:



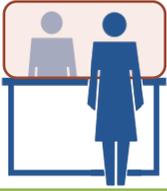
Modify the Environment

Level 2: Engineering Controls

To reduce common touch points and make interacting with others safer, we have made the following voluntary **changes to the physical environment**: *(check all that apply)*:

- We have installed physical barriers made of non-porous materials between workspaces in kitchens, where physical distancing cannot be accomplished.
- Added floor decals and signage to facilitate the flow of people.
- Touch-free soap and paper towel dispensers are available.
- Communal storage areas for employees' personal belongings have been replaced with separate sealable bins or lockers.
- Increased the amount of outdoor air being brought in, and/or natural ventilation.
- Cleared dining room tables of utensils, menu boards, shared condiment containers and candles; only providing these items as needed and cleaning in between uses.
- Switched to single-use condiments.
- Menus are designed for easy cleaning and sanitizing between uses, or they have been replaced with single-use menus or touchless menu options.
- We have provided sanitary wipes at each table.
- We have removed one chair from each table to create designated space for servers to drop off food (similar to the open side of a booth)
- We have installed a communication system for guests to signal when service is required. For example, give each table a disc with a green side and a red side. If the green side is up, they are requesting service, if red is up, they are fine.

Use this space to describe any other changes you have made to the environment to minimize common touch surfaces and make interacting with others safer.



Modify the Environment

Level 3: Administrative Controls

To reduce common touch points and make interacting with others safer, we have the following **policies and/or standard operating procedures** in place (*check all that apply*):

- Encouraging customers to book reservations as much as possible.
- Having guests wait outside for their table instead of crowding in lobbies.
- Using a text message system for when tables are ready instead of shared pagers.
- Temporarily suspending valet parking and coat check services.
- Touch-free payment options are in place.
- When cash is the only payment option, staff are instructed to avoid touching their eyes, mouth or nose before washing their hands.
- Serving drinks in bottles and having guests pour their own drinks.
- Providing water in a bottle or jug, or pouring water at the bar.
- Having servers leave food and drinks at the front of the table and letting guests distribute them after the server has stepped away.
- Decreasing server contact with dirty dishes by having servers bring out food and having a busser remove dirty dishes.
- Having guests remove their own dirty dishes.
- Providing packaging and letting guests wrap up their own leftovers.
- Allowing children to keep coloring crayons, rather than re-using.
- Cooks and chefs are using their own high-use tools such as knives.

Use this space to describe any other changes you have made to policies or procedures in order to reduce common touch points and make interacting with others safer:



Sanitation

Level 2: Engineering Controls

To prevent COVID-19 from spreading through contaminated surfaces, we have made the following **changes to the physical environment** (check all that apply):

- We have separate cleaning supplies for front of house and back of house areas.
- There are multiple plastic lined waste containers to dispose of used tissues, wipes, gloves, and other cleaning materials.

Level 3: Administrative Controls

To prevent COVID-19 from spreading through contaminated surfaces, we have the following **policies and/or standard operating procedures** in place (check all that apply):

- In addition to following the regular [sanitation plan](#), we have a checklist of high-touch surfaces to clean and disinfect more frequently throughout the day. Examples include: door handles, light switches, debit machines, counters, coat racks, break room appliances, railings, trolleys, faucets, menus, and condiments.
- Daily disinfection schedules are posted.
- Team members sign off when disinfection tasks are completed.
- Any person required to clean has received the appropriate training.
- Bathrooms are cleaned and disinfected thoroughly, and on a more frequent basis.
- Thoroughly cleaning delivery vehicles and areas including a disinfectant wipe of all touch points (e.g. door handles, steering wheels, seats, windows, stairs, handrails, elevator buttons, door handles, garbage handles, seats, phones).

Identify the surface disinfectant(s) used at your premises:

Name/Brand	Used on:	Contact time:
Citron Hygiene	Doors, handles, table surfaces, washroom	throughout the day



Managing Information

Level 2: Engineering Controls

To stay informed, follow public health advice and make sure shared information is clear, accurate and easy to find, we have made the following **changes to the physical environment** (*check all that apply*):

- Signs on front doors telling anyone who is feeling ill not to enter.
- Physical distancing signs in common areas.
- Hand hygiene posters near to all bathroom and kitchen sinks.

About our Signs:

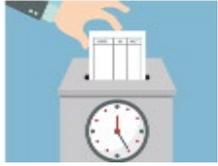
- Our signs use multiple languages, pictures and diagrams.
- The font size on our signs is large enough to read from 2 metres away.
- Signs subject to weather or water damage are protected in plastic sleeves.
- Important signage is posted in a conspicuous area.

Level 3: Administrative Controls

To stay informed, follow public health advice and make sure shared information is clear, accurate and easy to find, we are using the following **policies and/or standard operating procedures** (*check all that apply*):

- Our in-use table numbering system tracks which table patrons are seated at.
- Team members or a manager are keeping daily records of the people who worked together and retaining these records for at least 30 days.
- Public messaging on websites, in social media, emails, press releases, and during conversations with customers are maintained and kept up-to-date to ensure all details are aligned, timely and accurate.
- Team members are encouraged to provide regular feedback on any issues with COVID-19 prevention measures.

Describe how you are keeping informed about public health advice:



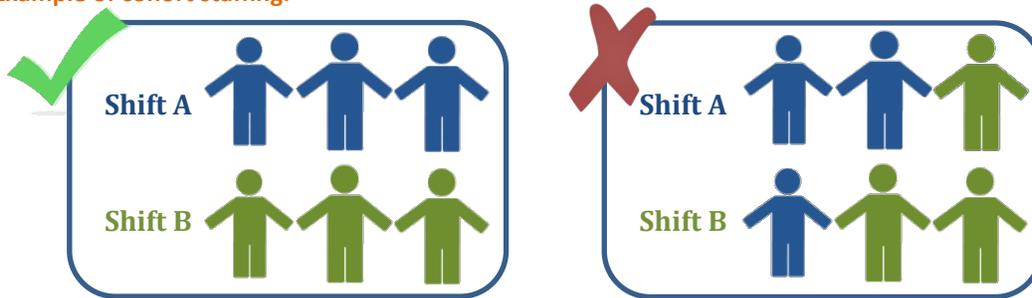
Staff Scheduling & Meetings

Level 1: Elimination Controls

To **eliminate transmission of the virus from person to person** through exposure to respiratory droplets, we have taken the following measures designed to increase space between people and avoid unnecessary contact (*check all that apply*):

- Team members who can work from home or remotely are encouraged to do so.
- We have implemented 'cohort staffing' (forming small groups of team members who will consistently work together without crossover).

Example of cohort staffing:



- Breaks for individuals or cohorts are staggered to avoid crowding in break areas.
- Start times are staggered to avoid crowding in common areas.
- Prep shifts have been staggered to avoid overlap with service shifts to minimize the number of employees on site at one time.
- Staff training is done in small groups with social distancing, or online.

Level 2: Engineering Controls

To limit contact between team members we have made the following **changes to the physical environment** (*check all that apply*):

- Designated extra rooms or areas for breaks.
- Encourage use of outdoor spaces for breaks.
- Use large rooms, outdoor spaces, or virtual options for team huddles and meetings.

Use this space to describe any other changes you have made to general staffing or protocols around meetings and trainings: