



COVID-19 Safety Plan

Circuit Breaker

April 29th, 2021 to be reviewed on May 25th

What is COVID-19

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.

We have identified 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.

This document provides practical advice and guidelines to ensure safe operations, as our venues seek to reopen their operations after the COVID-19 pandemic.

With respect to COVID-19, The Cambie Malones Group responsibility includes protecting workers by following orders issued by the office of the provincial health officer, guidance provided by the BC Centre for Disease Control and the latest news released from the government. In addition, employers must implement policies and procedures to protect workers from the risk of exposure to COVID-19.

Upon returning to work after a period of absence, all staff will be receiving this document as well as an orientation training specific to their venue. This document will highlight the following:

- Health and safety procedures in the workplace and, in addition to acting as a refresher, it should also include any new arrangements or controls developed in response to the COVID-19 pandemic
- Explanation of essential health and safety information, such as worker rights and responsibilities, work rules, hazards and safe work procedures
- Information around specific COVID-19 protocols and procedures

Workers should know and understand their workplace health and safety responsibilities — and those of others. Workers have three key rights:

- the right to know about hazards in the workplace;
- the right to participate in health and safety activities in the workplace;
- and the right to refuse unsafe work.

Protocols to reduce the risks

COVID-19 Safety Plan must be shared with all new employees during their onboarding session via Push Operation. No employee will be allowed to work unless they acknowledge it in writing, a copy will be kept in the employee's file.

Any update must be communicated to all current staff by email or on site.

Zero Tolerance Discipline Policy:

The Cambie Malones Group has the responsibility for meeting the requirements of occupational health and safety legislation. Employees are required to follow the health and safety rules in the workplace and the employer needs to ensure employees do so.

For employees who are observed to not be following these rules, they will be facing discipline, which includes verbal and written warnings, and can lead to termination with cause.

It is to be noted that Workers in B.C. have the right to refuse unsafe work if they believe it presents an undue hazard.

Employers must immediately investigate reports of unsafe work and ensure that any necessary corrective action is taken without delay.

Dealing with Guests:

- All employees will have to enforce the following rules to all patrons. In the case of customers not complying with the regulations, they will be asked to leave the premises.
- If customers have underlying medical conditions, it is recommended that they do not visit our venues.
- From a customer perspective, businesses must implement physical distancing to reduce opportunities for interactions among large groups that would have prolonged close contact.
- Practically this means limiting the number of patrons who can sit together, for stage 3 health officials have ordered that no more than 6 people can be seated in one group.
- Physical distancing is required at all times (minimum of 2 meters) for everyone. This means all tables has the be at least 2meters (6 feet) away from each other or be separated by plexiglass
- The maximum capacity per table is 6 guests that came together. Do not combine parties.
- Ask customers to hand sanitize as soon as they walk-in
- Let all customers know where the washrooms are and what is the maximum capacity. As well as the exit door is only allowed through the patio gates. Cordova Door is no longer in use during this PHO, entrance is now from Cambie door.
- Ask one member of the party to provide a name and contact information in case of future contamination.

During service:

- When delivering drinks and food, place them at the end of the table and ask guests to pass them to their friends.
- Always hold drinkware by the BOTTOM half.
- For coffee or refills, ask customers to leave their mug at the end of the table for you to refill without touching it.
- Same measures for water. Drop the water jug and glasses on the tables and let the customer serve themselves.
- Do not set tables with cutlery or condiments before they are needed. Bring hot sauce, ketchup etc in single use items. After any item has hit the table, it is considered contaminated and must be thrown away after the party leaves.
- If guests ask for leftovers to-go, provide them with necessary containers, do not pack the food up yourself.
- When clearing tables follow the way of service. Clean dishes and dirty dishes use two separate routes.
- When a table leaves all items on the tables needs to be washed or thrown away (even unused condiments) and the table and chairs needs to be decontaminated.

Reduce the risk of person-to-person transmission

To reduce the risk of the virus spreading through droplets in the air, we are implementing protocols to protect against identified risks. Different protocols offer different levels of protection.

First level protection (elimination): This will focus on policies and procedures to limit the number of people in the workplace at any one time. We implemented protocols to keep workers at least 2 meters (6 feet) from co-workers, customers, and others.

Second level protection (engineering controls): Barriers such as plexiglass to separate people have been installed at certain areas of the bar.

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

Fourth level protection (PPE): If the first three levels of protection aren't enough to control the risks, 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

Cambie Bar Hours of operations:

- Monday: 11am – 9pm
- Tuesday: 11am – 10pm
- Wednesday: 11am – 10pm
- Thursday: 11am – 10pm
- Friday: 11am – 10pm
- Saturday: 11am – 10pm
- Sunday: 11am – 9pm

- We have established and posted an occupancy limit for our premises. However, limiting the number of people in a workplace is an important way to ensure physical distancing is maintained.
- We have established and posted occupancy limits for common areas such as staff rooms, washrooms, kitchens and bar areas.

Cambie Bar capacities:

- Inside Bar: 120 seats
 - Patio: 62 seats
 - Side Patio: 18 Seats
 - Washrooms: 3 people
 - Kitchen: Line: max 2 staff - Pass through: max 3 Staff - Prep Kitchen: max 3 Staff
 - Office or staff room: Max 2 Staff Members
 - Kofta: Max 3 Staff Members
- In order to reduce the number of people at the worksite, we have considered rescheduling work tasks, and limiting the number of customers and visitors in the workplace.
 - We have implemented measures to keep workers and others at least 2 meters apart, wherever possible. Options include revising work schedules and reorganizing work tasks.

Measures in place:

- Changes to work schedules
- Changes to how tasks are done
- Occupancy limits for workers
- Reducing the number of customers
- New delivery procedures
- New service flow model
- One-way entry and one-way exit
- Contactless dine-out and off sales stations

Floor Plan



Second level protection (engineering): Barriers and partitions

Measures in place:

- Plexiglass installed on certain bar areas
- Plexiglass between booths or tables were applicable

Third level protection (administrative): Rules and guidelines

- Using one-way doors or walkways, see map on page 6
- Post at all sinks in kitchens and staff washrooms hand washing instructions.
- Recommended front door handles are wiped down in 30-minute intervals with approved sanitizer.
- Between customers, tables, chairs, menus, tablets, coat hooks and any condiments that have been used at the table must be cleaned or sanitized between parties. This maintains cleanliness and will provide comfort to other diners in the restaurant who witness the cleaning process.
- During service, POS machines should be sanitized between patrons who must touch the number pad.
- When staff switch positions, any shared equipment must be sanitized. This must especially include all repeated contact surfaces such as computer terminals, keyboards, POS machines.
- Remove everything from the table after guests leave and clean the table and benches completely.
- Staff must perform regular hand washing with soap and water for at least 20 seconds following the official handwashing guidelines. Handwashing / sanitizing must be done:
 - o Before and after breaks
 - o After touching or cleaning tables or any surfaces that may be contaminated
 - o After sneezing, coughing or nose blowing
 - o After touching your face or hair
 - o After using the restroom
 - o After touching personal phones
 - o After using shared equipment such as computers, POS systems and debit terminals between different users
 - o At the start of every shift as soon as you walk-in the venue,
 - o Before eating or drinking,
 - o After coming back from a smoke break,
 - o After touching shared items,
 - o After touching high contact surfaces or equipment (doorknob, fridge door...),
 - o After handling or preparing raw food,
 - o Before handling cooked food,
 - o After handling waste or garbage,
 - o After cleaning duties,
 - o After handling cash or credit/debit cards,
 - o After touching common items,
 - o After touching your mask,
 - o After each delivery,
 - o Before and after treating a cut or wound
 - o After clearing dirty dishes or remove an item from a table

Staff Entry into The Cambie Venue:

- All staff are required to use the hostel entrance and sanitize or wash hands immediately.
- Head to the staff room to punch in and fill in the daily health check log. At the start of every shift, all employees must review the complete list of entry requirements (included on the entry check poster) and that none of the prohibited criteria apply to them. Then they can acknowledge it, in writing, by filling the log with the date, their name, signature and temperature. The maximum temperature should read 37.50 C; anything higher means this employee is deemed unsafe to work and will be asked to go home.
- Put on a cleaned Cambie staff T-shirt & your cleaned mask or a single use mask provided by us.

Cigarette / meal breaks:

Staff are allowed to have 1 x 30min meal / cigarette break per shift.

Employees must stand 2m away from any individual while outside. Immediately wash / sanitize their hands when come back inside the venue.

Meal break must be taken inside the bar, and not in the office / staff room, while keeping social distancing between workers and patrons.

Employees are required to sanitize the table, chairs that been used during their break and wash their hands before going back to work.

Guest Orientation:

Upon arrival, host informs guests:

- Ask to read or inform guests about the rules: social distancing protocol, stay seated whenever possible, table service only, mandatory masks while not seated
- Ask guest to sanitize their hands
- Point out bathroom and exit location
- Remind guests to keep face mask on, unless they're sitting at the table. If going to the bathroom, exiting or going for a smoke, they have to wear a face mask.
- Our menu can be accessed on your phone using our WIFI, QR code. Paper copies to be handed upon request only.

Upon initial greeting, server informs guests:

- Keep one corner of the table empty for easy access to staff
- Please stay seated throughout your stay and wait for table service.

Serving tables:

- All tables have been arranged to provide an area that has been blocked for service
- When serving a table explain to guests that plates and drinks will be placed at the designated spot and they can pass them down to limit interaction.

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- Dirty plates and glasses are to be left at the designated spot for collection or the table will be cleared after the guests have left.
- Keep as much distance as possible when serving guests. Stand at the empty corner of the table for maximum separation.
- When delivering drinks and food, place them at the end of the table and thank guests for passing them to their friends.
- Always hold drink ware by the BOTTOM half.
- For coffee refills, bring coffee in a teapot and allow guests to refill themselves. Never refill any used drinkware.
- Do not set tables with cutlery or condiments before they are needed. Bring hot sauce, ketchup etc in single use containers. After any item has hit the table, it is considered contaminated and must be thrown away after the party leaves.
- If guests ask for leftovers to-go, provide them with necessary containers, do not pack the food up yourself.

Table dividers:

- When using table dividers, both groups are asked whether they're comfortable with this set up
- Server is then approaching each group from different sides of a table, not across.
- Plexiglass dividers are then sanitized after each use.
- Barriers at the bar must be cleaned at switch over and at the end of every night.

Food Running:

- All dirty dishes should be taken to the kitchen or dish bins at the grill bar to be taken to the kitchen. No FOH staff are permitted to use the wooden doors in the line kitchen.

Servers & bar use

Servers may use the grill bar area to grab pitchers, glasses, ice and water. All non-alcoholic drinks (excluding coffee and tea) should be made by the bartender and left at the service area.

Bar service has to be done from the Grill Bar area to allow more space between workers.

Cleaning a table:

- Once a guest has left the whole table must be cleared and anything given to the guest, disposed of or sanitized.
- Then the table and chairs must be sprayed with the Quat solution, left for 1 minutes and wiped off with a disposable cloth.
- Update floor map at host stand
- Quat sanitizer needs to be changed every 4 days. Test chemicals regularly to ensure efficacy.

Quat & Hydrogen peroxide sanitizers:

- Quat sanitizer should be changed every 4 days and strip tested once a day at 200PPM
- In the morning, fill all quat sanitizer bottles $\frac{1}{4}$ full. Write the date on the bottle with an expo marker
- Check the date before use of quats.

Cutlery

- Dirty cutlery will be put into a bucket in the buss area filled with sanitizer.
- It will then be cleaned and put into cutlery trays and sent to the takeaway area to be rolled by the person working there or a staff member at the end of their shift.
- Masks must be worn at all time
- Hands and surfaces must be washed and sanitized before touching clean, cutlery or napkins, then put into a sealed bin ready for use.
- Cutlery and side plates will be delivered by the food runner with meals.

Below is a step-by-step process for effective handwashing, to remove all traces of the virus:

Take the Time to Wash Your Hands

It's the most effective way to prevent the spread of germs

Wet hands with running water.

Apply soap and scrub palms, backs of hands, wrists, between fingers and under nails.

Scrub for at least 20 seconds.

Rinse thoroughly under running water.

Dry hands with a single use towel.

Use the towel to turn off the faucet.

No soap and water? Use hand sanitizer.

Apply enough product on hands to cover all surfaces, and rub hands until they're dry.

CCOHS.ca
Canadian Centre for Occupational Health and Safety

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

Measures in place

- Use of gloves:
 - o Optional for service line workers (if used must be changed in 30-minute intervals, or same as hand washing cycle)
 - o Gloves recommended for cold food preparation and cold plating.
 - o Gloves mandatory when handling deliveries and receiving raw food product and must be changed frequently or after each task
 - o If staff has a cut/injury
- FOH staff to wear gloves (optional "discouraged")
- It is mandatory for all kitchen and service staff to wear masks at all time.
- It is very important that you are not touching the front of the mask once applied. It is considered as a contained item, so you will need to wash your hands or any items that had been in contact with.

Please follow the steps on how to use a mask:



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Please follow the steps on how to remove gloves:

	
<p>Step 1.</p> <ul style="list-style-type: none">• Grasp the palm of one glove near your wrist.• Carefully pull the glove off, turning it inside out.	<p>Step 2.</p> <ul style="list-style-type: none">• Hold the glove in the palm of the still-gloved hand.• Slip two fingers under the wrist of the remaining glove.
	
<p>Step 3.</p> <ul style="list-style-type: none">• Pull the glove until it comes off inside out.• The first glove should end up inside the glove you just took off.• Dispose of the gloves safely.	<p>Step 4.</p> <ul style="list-style-type: none">• Always wash your hands after removing gloves and before touching any objects or surfaces. Gloves can have holes in them that are too small to be seen.

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

- 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.
- We have implemented cleaning protocols for all common areas and surfaces — e.g., washrooms, tools, equipment, 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).

Cleaning protocols

- Handwashing procedures for all front-of-house and back-of-house staff is provided to communicate good handwashing practices. Handwashing signs are posted near all sinks.
- Sanitizing stations available to customers and staff.
- Sanitizer for customers and staff is placed at entrance and throughout the establishment.
- Increase cleaning between seating. Tables and seats should be wiped when tables turn. Remove all items when turning a table, for example, unused cutlery.
- Condiments and other items brought to the table or available for sharing must be cleaned between uses.
- Clean bathrooms thoroughly and on a more frequent basis. A log sheet will be posted behind the bar. Cleaning must be done once every couple hours.
- Enhance cleaning of all frequent touchpoints including tables, chairs, barstools, condiments, coat hooks, restrooms, doors including front door, restroom door, staff doors to office, kitchen, and breakroom.
- Wash or sanitize hands after coming into contact with public items.
- Office or Staff room must be sanitized 5 times per day at 12:30pm, 2:30pm, 4:30pm, 6:30pm and 8:30pm
- Assign and train a person who is responsible for completing cleaning tasks and ensuring these tasks are completed every shift (MOD on shift)
- Ensure the daily cleaning log track what has been cleaned, when, and by whom.
- Kitchen:
 - o Kitchen and prep areas must be wiped down in 30-minute intervals with approved sanitizer. This must especially include all repeated contact surfaces such as fridge and door handles, drawers and faucet handles.
 - o Changing kitchen utensils regularly throughout service or during prep time and for chefs and cooks do not share knives, utensils or service tools. If shared, they must be cleaned/sanitized between users.
 - o When a shift change occurs, an additional kitchen cleaning is required. All utensils and all surfaces such as fridges, line, door handles...
 - o In the dishwashing area, all employees must wear gloves and masks or face shields. The dishwashing area must be clearly divided into “Clean End, “Dirty End” so dishwashers are not loading clean dirty and then removing clean to cross-contamination. Only kitchen staff handles dirty dishes.

The Cambie Malone's Group has a clear set of standards to ensure the safety and well-being of all staff, customers and suppliers.

Our return to workplace policies cover employees reporting to work every day, employees who show any kind of COVID-19 symptoms and employees feeling ill while at work.

Employees will be asked to self-isolate for a minimum of 14 days if:

- They have/had symptoms of COVID-19 in the last 14 days
 - o Symptoms may include: fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.
 - They were directed by Public Health to self-isolate.
 - They arrived from outside of Canada and/or traveled outside of BC in the last 14 days.
 - They had contact with a confirmed COVID-19 case
 - Anyone who lives with someone showing COVID-19 symptoms. The worker must self-isolate for 14 days.
-

For employees who may start feeling ill while at work or read a high temperature (above 37.5 C.) then:

- Sick employee should report to the manager, even with mild symptoms.
- Sick employee will be asked to wash their hands, wear a mask immediately, and self-isolate from the rest of the team.
- The employee will then be asked 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 employee is severely ill (e.g., difficulty breathing, chest pain), call 911.
- Clean and disinfect any surfaces that the ill employee has come into contact with

Communication plans and training

Managers must ensure that everyone entering the workplace 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 and signed the policies for staying home when sick.
- We have posted signage at the workplace, including occupancy limits and effective hygiene practices.
- 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.

BACK OF HOUSE:

- Kitchen staff to complete a fresh training on new Covid-19 procedures prior to returning to work.
- Post all documents listing requirements for high and low temp ware washing, chemical amount testing, fridge and freezer temperatures to reinforce current standards.
- All equipment temperatures to be checked and tracked twice daily. These are currently required but should be reinforced to heighten safe practices.
- Review the brand specific sanitizer or cleaner instructions to make sure you are following the usage instructions. Some brands vary from 20 seconds to 60 seconds or longer.

FRONT OF HOUSE:

- Have personal conversations with all of your front of house team members when you are ready to bring them back to work. Ask them about their concerns and work to address their concerns and speak directly to the increased health and safety practices being put into place in your operation.
- All serving teams to complete a fresh training or orientation on new Covid-19 procedures prior to returning to work.
- Share the new guidelines and signage for entering, exiting, queuing, and seating that will help both staff and guests with traffic flow.
- Focus on separating staff roles into those who touch prepared food versus those who touch dirty dishes, cutlery, and glassware.
- Review the brand specific sanitizer or cleaner instructions. Make sure your teams are following the usage instructions. Some brands vary from 20 seconds to 60 seconds or longer.
- Keep the guest book at the hostess station and record the name of one guest and their phone number for each party. This will help with tracking guests and will help with outdoor waiting. Keeping contacts for 1 month is listed in the Public Health Order.
- Transparency: Talk to all of your staff about your expectations and the new work environment. Make sure they understand the process and know who they can go to for questions or concerns. Sometimes having someone to answer a question makes the difference.
- Natural airflow increases confidence of guests. Open windows or open blinds to make space open

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and airy.

- Communicate your plan of action to both customers and employees. Reassure them that you are operating with heightened hygiene and cleanliness standards.
- Be clear about reducing touch experiences. No high fives, pats, etc.
- Communicate through group chat pre-shift or patio pre-shift rather than in a back corridor or kitchen.
- Respect physical distancing from guests and other staff when possible:
 - Respectfully cease to offer hand-to-hand contact with guests (handshakes, fist bumps, high-fives, etc.)
 - Ensure that patrons be able to maintain a distance of two meters from one another, unless they are in the same party, and from staff;
 - Maintain respectful distance from coworkers and avoid additional points of physical contact between team members.
 - The use of separate workflow for take-out that does not impact dine-in guests with a separate door or path to payment/pickup is key.

Right to refuse unsafe work

Workers in B.C. have the right to refuse work if they believe it presents an undue hazard. An undue hazard is an “unwarranted, inappropriate, excessive, or disproportionate” risk, above and beyond the potential exposure a general member of the public would face through regular, day-to-day activity.

In these circumstances, the worker should follow some specific steps within their workplace to resolve the issue.

The worker should report any undue hazard to their employer for investigation and the employers would then need to consider the refusal on a case-by-case basis, depending on the situation.

If the matter is not resolved, the worker and the manager must contact WorkSafeBC and a prevention officer will then investigate and take steps to find a workable solution for all involved.

When entering the workplace, workers should:

- Comply with the employer’s instructions around minimizing exposure to COVID-19.
- Wash their hands frequently, and/or use hand sanitizer.
- Take steps to minimize exposure to COVID-19 while away from work.

COVID-19 Safety Plan stage 3

Monitor your workplace and update your plans as necessary

Things may change as we continue to operate under Covid-19. 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).

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.

COVID-19 Safety Plan stage 3

COVID-19 Resources

Any questions or concerns about your COVID 19 symptoms or testing facilities:

- 1 888 COVID19 (1 888 268 4319): For non-medical information about COVID-19. Available 7:30 a.m.-8 p.m., 7 days a week.
- Use the BC COVID-19 Self-Assessment Tool to help determine if you need further assessment for COVID-19 (available as an app or online)
- Call 8-1-1 To talk to a nurse if you need advice about how you are feeling and what to do next or to find the nearest centre
- Call 9-1-1 for urgent medical care

Workers and employers with questions or concerns about workplace exposure to COVID-19 can call

- WorkSafe BC's Prevention Information Line at 604.276.3100

The Cambie Malones Group Health and Safety Committee:

- Shams Albayati - Head Office - 604 737 7777 ext. 110
- Eddie Pontiles – General Manager 604 537 6894
- Elizabeth Guthrie – Server

The Manager On Duty is responsible for any questions, concerns, work safety during your shift.