

LIQUOR STORES Safety Plan

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COVID-19 Safety Plan Phase 2

HEALTH AND SAFETY PLAN TO OPERATE DURING THE COVID-19 PANDEMIC

THE CAMBIE MALONES GROUP

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RESOURCES USED IN DEVELOPMENT OF PLAN:

- Cambie Malones Corporation Health and Safety Plan
- BC Centre for Disease Control
- Work Safe BC
- Island Health Authority
Provincial Health Authority
- Food Safe BC

PREAMBLE:**FROM AN EMPLOYEE'S PERSPECTIVE:**

Am I safe at work? Do I have the tools and equipment to keep myself safe? Do I have the resources to keep my workplace safe? Are there policies and procedures in place for me to follow? Who do I go to if I have questions and concerns? What do I do if I feel unsafe? What are the rules? Are there hazards in my workplace? Am I aware of those hazards and have I been informed how to manage them if possible? Do I feel comfortable/supported in requesting my coworkers and customers follow our safety plan?

Do I believe that workplace is clean and that my safety is being protected?**FROM A CUSTOMER'S PERSPECTIVE:**

Do I have to lineup or not? Is this clear or confusing? Where can I sanitize? Is there a limit to how many people can be in the store? What direction do I go once I enter the store, is it easy and comfortable to navigate through the store? Do I feel overwhelmed by people close to me? Is there room to move around without too many obstacles? Where do I stand if areas are busy? Is there a lineup for certain sections? How do I navigate two-direction areas? Where do I lineup to pay? Where do I sanitize when I leave?

Do I believe that the location I am in is clean and that my safety is being protected?

The Cambie Malones Group has the responsibility of 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.

Employees who are observed to not follow the rules and policies outlined in this plan will be: given a copy of the plan for their review, verbally informed of the policies and rules that need to be followed and supported, coached, and mentored to follow them. On going failure to follow the policies and rules may result in disciplinary action.

ALL questions and concerns should be addressed to the Liquor Store Manager or the Health and Safety Officer. Email is preferred unless it is something that is urgent and needs an immediate response. If an immediate response is needed and Store Manager is not available, then staff should speak with the MOD.

First level protection (elimination):

Both liquor stores will limit the number of people in the workplace at any one time. We will implement protocols to keep workers at least 2 meters (6 feet) from co-workers, customers, and others.

Measures in place:

Lucky's and Cask & Keg maximum occupancy limit for workers and customers is 18 people. This number is a maximum and does not mean that we can always have that many 'bodies' in the store.

- The number is relative to how many 'browsers' we have vs how many 'in and out' shoppers, as well as, line ups in the till area as this impacts our ability to maintain social distancing.
- There should be no more than a maximum of 5 browsers in each section (Beer, wine, spirits).
- The MOD on shift is responsible for ensuring that we are maintaining appropriate worker/customer occupancy.

New receiving procedures –A system is in place to limit number of staff working in close proximity, as well as, to move stock off the floor as quickly as possible.

- MOD directs and assigns staff to ensure -
 1. where stacks will be put ready for stocking shelves
 2. who will work in which section
 3. who will be primary on till
 4. who will be watching occupancy levels and standing at door to limit the number of customers as needed.
- Changes to work schedules will be made to stagger additional staff for stocking fridge/shelves as needed.
- Staff and MOD to use Team Lucky's whiteboard on the cash office door to advise of tasks needing to be completed.

Both liquor stores have a one-way entry and one-way exit which is clearly identified with signs.

Curbside pickup is available for customers.

Second level protection (engineering controls):

Both liquor stores will install and utilize barriers and structures in areas of the store that make social distancing a challenge, as well as, areas where line ups form.

Plexiglass installed on point of sale desks. Also, a physical barrier has been built in order to provide a screen between people waiting in line at the tills, and customers who are browsing.

Both liquor stores have reorganized the front of the store where cash out tills are located to facilitate crowd control, line ups and safe distancing. This includes the use of structures to provide a barrier between the flow of traffic and customers.

Third level protection (administrative controls):

Both liquor stores have rules and guidelines to protect workers and customers.

Staff Entry into the stores:

Upon arriving for a shift, staff will arrive in their clean uniform, and proceed immediately to a staff area to store their personal items. After this, they will immediately sanitize / wash their hands, and then proceed to clocking into push. A sanitizing station will be placed next to Push login system.

HANDWASHING:

Handwashing procedures for all staff are provided to communicate good handwashing practices. Handwashing signs are posted near all sinks.

Staff should perform regular hand washing with soap and water for at least 20 seconds following the official handwashing guidelines. Alternately, staff can use hand sanitizer if hands are not visibly soiled. It is suggested that handwashing be done:

- Before and after breaks
- After touching or cleaning any surfaces that may be contaminated
- After sneezing, coughing or nose blowing
- After touching your face or hair
- After using the restroom
- After touching personal phones and workplace phones
- After using shared equipment such as computers, POS systems and debit terminals between different users
- At the start of every shift as soon as you walk-in the venue,
- Before eating or drinking
- After touching high contact surfaces or equipment (doorknob, fridge door...)
- After handling waste or garbage
- After cleaning duties
- After handling cash or credit/debit cards
- After each delivery
- Before and after treating a cut or wound
- Staff must wash their hands both before and after their cigarette break.

Both liquor stores have hand sanitizer available to customers and staff. There are multiple automated sanitization units located at: the entrance, exit, Push login, at the wall mid-way between beer fridges

There are additional personal size hand sanitizers at staff workstations (office, cash office, kitchen area, sales counters).

For counter service:

- POS machines should be sanitized between patrons who must touch the number pad. When possible, pin pads should be wiped down after every use regardless of tap.
- Phone should be sanitized after each use.
- Till area (keyboard, sales counter, tip jar, cash drawer, drawers) should be wiped down every hour as time allows and if a staff member has a concern based on a customer.
- Plexiglass barrier should be sanitized at regular intervals throughout your shift and at the end of your shift.
- When staff switch positions, any shared equipment should be sanitized. This should especially include all repeated contact surfaces such as computer terminals, keyboards, POS machines. If you “jump” on a co-worker’s till, wipe down all surfaces before you leave the area.

Shopping carts, baskets will be wiped down after every use before returning it to entrance to be used by the next customer. At the end of the night, carts and baskets should be sprayed outside with Lysol. (the Lysol spray is quite caustic)

Fridge doors, ice cooler, ATM and split bin should be wiped down preferably every hour, if not possible then at five times throughout the day. For example, 11am, 1pm, 4pm, 6pm 8pm and as part of nightly cleaning duties. Use cleaning log to record times and by who.

Bannisters and doorknobs should be wiped down four times a day, for example, 11am, 4pm, 7pm and as part of nightly cleaning duties. Use cleaning log to record times and by who.

The Cash office, administrative office and kitchen should be cleaned daily. High contact/touch areas should be wiped down after each use (keyboard, calculator, desk, phones, printer, sink taps, fridge door, tabletops that are used for breaks). Use office cleaning log to record when daily clean is complete.

Staff bathrooms should be cleaned twice a day. For example, at 3:30 and again as nightly cleaning duties. Taps, counter, and doorknob should be wiped by staff member after each use with paper towel and spray cleaner provided. Use bathroom cleaning log on bathroom door to record when and by who.

Health Canada has provided a list of approved cleaning products for COVID 19.

Please use diluted Clorox bleach and Lysol disinfectant spray to sanitize hard surfaces.

Bleach dilution: 20 ml of bleach to 1 liter (1000ml) of cold water for all high contact surfaces. To make 3 liters of cleaning solution mix ¼ cup bleach with 3 liters of water.

Other products that are approved include -Scrubbing Bubbles Disinfectant Bathroom cleaner, Windex Multisurface antibacterial disinfectant, Comet Disinfecting Bath Cleaner, Purell Multisurface Sanitizer and Disinfectant, as well as, all Clorox and Lysol disinfecting cleaning products.

While we may continue to use products not approved in our general cleaning (Orange multisurface cleaner, Windex, Vim and extra strength vinegar), these are not recognized as sanitizers and disinfectants for COVID 19.

The MOD on shift is responsible for ensuring cleaning tasks are completed. All staff will be trained and informed of Lucky's cleaning and sanitization procedures. All staff has a responsibility to themselves and their coworkers to ensure they are each doing their part.

If events start up again, additional policies/procedures will be developed for bathroom and kitchen cleaning/sanitization. Currently bathrooms are for staff only. The additional policies/procedures will form an addendum to this plan.

Crowd Control

During key trading hours, staff will hold a lineup outside whenever we are at customer capacity within the store. If customers are unable to independently social distance, cones can be used to indicate and alert customers that social distancing procedures are in effect. Customer and staff capacity combined are a maximum of 18. (see First Level Protection for clarification on when we are considered at capacity)

We have a floor plan for effective movement around store.

We have signs to direct the flow of traffic throughout store. We use both one way and two-way systems with yield signs.

Whenever possible we request that only one family member enter the store

We use the sandwich board outside to alert customers to our safety plan and steps they can take to help us help them stay safe...

- Signage for sick or at-risk patrons-kindly ask that you don't visit the store
- We prefer 1 family member during busy times (when we have customers lining up outside)
- Please pay attention to signs in the store which are posted on the walls/floors to help you with social distancing and protecting yourself and those around you. We have a combination of 1-way and 2-way aisles. Please give way to one another.
- We demand that you wear a mask in the store at all time. In some areas, social distancing may be a challenge. Please give way to each other.

Space is allocated for displays and the boundaries are marked or described so that staff and guest merchandisers do not build out into space allocated for customer movement and line ups.

Fourth level protection (PPE):

If the first three levels of protection are not enough to control the risks, workers and customers use personal protective equipment (PPE) such as masks.

Measures in place:

- Gloves available for use. If used must be changed in 30-minute intervals, or same as hand washing cycle. Hands must be washed thoroughly at the time of replacing gloves.
- Gloves recommended when working at the point of sale.
- Gloves should be worn when handling deliveries and receiving products and must be changed frequently or after each task.
- If staff has a cut/injury it is mandatory to wear gloves or a finger cot.
- Masks are available for use.
- Staff can use face shields or masks on delivery days. This is a time when social distancing is more challenging in the store.
- If you choose to wear a mask, it is especially important that you are not touching the front of the mask once applied. It is considered a contaminated item, so you will need to wash your hands or any items that have been in contact with.

Lucky's Wine Club Procedures

Any staff person working for a Wine Club event must also adhere to all levels of protection outlined in the Lucky's Covid Safety Plan.

First level protection (elimination):

- Four separate tables for six customers of the same bubble/cohort will be sold as a table.
- Each table will have six feet between the backs of the chairs of the adjacent table.
- Customers will be asked to arrive in the cohort/bubble and await a text message to enter the premises.
- Customer cohorts/bubbles will be given staggered arrival times to avoid congestion on Lucky store floor and stairway.
- Customers will be asked to leave at staggered times, dependant on the number of customers on the Lucky retail floor.
- If store is busy, a line up for retail customers will be formed while wine club participants enter the building.
- A name and phone number (or email) will be gathered for each table to ensure that customers can be notified if there is a confirmed case of Covid.

Second level protection (engineering controls):

- Masking tape will be placed on the floor around the kitchen area to show where customers cannot enter.
- A separate table will be placed at one end of the seated tables for service. Customers will be asked to put wine glasses, water jug on that table for service.
- Plexiglass and floor markings are in place on Lucky's retail floor to ensure social distancing when customers enter and leave the building and make purchases at the end of the evening.

Third level protection (administrative controls):

- Customers will be asked to sanitize their hands upon arrival.
- Customers will be shown to their table.
- Customers must remain seated except to use the washroom.

- Customers will be asked not to enter the kitchen area.
- Staff must sanitize anytime they touch anything a guest has touched or come in contact with; for example, picked up a napkin, delivered a forgotten jacket, or cleared a used wine glass/plate.
- Prior to the start of the event and after the event all high touch areas will be thoroughly sanitized. This will include stair banisters, balcony banisters, light switches, tables, chairs, bathroom door/handle, bathrooms, kitchen counters, island, sink, handles on cupboards, fridge, stove, display door handles.
- Tables will be the bare hard surface which will be sanitized prior to customers arriving.
- Each place setting will have their own small food plate and may have 2 to 4 glasses with pre poured wines.
- Table service will be 1 to 5 wines which will be placed at the service table for guests to distribute amongst their cohort/bubble.
- Only disposable napkins will be used.
- Water jugs and water glasses will be at the service table for customers to serve themselves.
- At the end of the event, cohorts/bubbles will be invited up to purchase wine from the exterior of the kitchen island. (one cohort/bubble at a time)
- All cutlery, plates, glasses, utensils, and service items will be rinsed and then bleach rinsed prior to going in the dishwasher.

Fourth level protection (PPE):

- Customers will be recommended to wear a mask when arriving and departing Lucky's premises.
- Staff and guest presenters will wear a face shield and/or mask when working with food and pouring wines, as well as, when approaching guest tables.
- Staff and guest presenters will use hand sanitizer or wash hands between service to each table. Staff and guest presenters may wear gloves during service to customers. If working with multiple tables, gloves will be changed between service to each table.