



BCRFA Restaurant COVID-19 Safety Plan
The Castle at Swan Lake Hotel & Bistro

This COVID-19 Safety Plan is our business' step-by-step response to increased awareness around, and our enhanced protocols for, the health and safety for our staff and our customers.

Our business is committing to following the steps outlined in each of the 6 areas mandated by WorkSafe BC and the official Public Health Order. Our plan includes outlining our physical changes, our increased protocols and our required usage of PPE. We also outline the training we will be providing for our staff to ensure that the processes are followed.

Our goal with this plan is to create a workplace that is aware and responsive to the new protocols and physical changes to our workplace as a result of COVID-19. Through our enhanced awareness, we aim to help the Provincial Ministry of health to reduce the risk of person-to-person transmission through the following 6 measures in order of priority:

- 1 – Creating more space between patrons and staff in our business.
- 2 – Reducing the number of people in our business at any one time according to the latest Public Health Order.
- 3 – Adding physical barriers between people working in our establishment that cannot otherwise maintain physical distancing.
- 4 – Establishing new rules and guidelines for our staff to follow to help keep people physically distanced and to enhance our cleaning regimens.
- 5 – Defining what positions and in what situations our staff will safely be using PPE, particularly non-medical masks, to limit exposure to respiratory droplets. This includes training on how to use masks correctly.
- 6 – Limiting private gathering to no more than 50 people in accordance with the PHO.

Our plan is current as of this date: [June 19, 2020](#)
Our contact for COVID-19 related concerns is: [Chip Vatamaniuck](#)
You can reach our COVID-19 contact by email at: thebistro1@outlook.com
Our customer-facing version of this plan is available online at: www.swanlakecastle.com
Per the Public Health Order, our capacity has been reduced from
[Restaurant 32 Max. Patio 24 Max. Banquet Room 50 Max.](#)



Risks in Our Workplace

We have worked extensively with our staff and identified the following risk areas in our workplace. We have assessed both physical proximity issues as well as surface contamination issues.

We have identified the following areas where people gather as points where 2 meters of physical distancing is difficult to maintain:

- Front Entrance Restaurant
- Front Entrance Outside (glass entrance doors)
- Front Entrance Staircase
- Elevator
- Back Entrance (door)
- Behind the bar
- Kitchen Line
- Examples of places to list include: *high traffic hallways, kitchens, entrances, behind the bar, behind a hostess station, bathrooms, tight corners on a dining room floor, break rooms.*

We have identified the following job roles, tasks and processes where workers are frequently close to one another or members of the public for periods of time that are longer than 15 minutes:

- Kitchen Line
- Behind the bar
- Examples of jobs impacted include: *chefs/cooks/food preparation, dishwashers/dishwashing, bartenders/bartending, and hostess/hostessing.*

We have identified that the following kitchen equipment, small wares, computer and POS terminals are high touch surfaces that must be subject to rigorous cleaning protocols:

- iPads
- Debit Machines
- Tap Handles
- Bar Service Guns
- Small wares (tongs, spatulas, knives, etc.)
- Ovens
- Microwave
- Coffee urns



- Examples of equipment includes: *cash machines, POS terminals, iPads/Order pads, bar order station, bar service guns, tap handles, hand held payment terminal, computer reservation system managed by hostess, touch screens.*

We have identified that the following locations as high touch surfaces that must be subject to rigorous cleaning protocols:

- Kitchen Line fridge/freezer handles
- All door knobs (entrances & restrooms)
- Elevator buttons
- Front Entrance Hand rail
- Bar top
- Bar cooler handles
- Examples of locations includes: *fridges handles, walk in coolers handles, pantry doors, light switches, all door knobs, service counters, passthrough counters, payment counters.*

We have created new protocols for reducing risk

In collaboration with our entire staff team and in consulting with the WorkSafe BC guidelines for Restaurants and the Public Health Order, we have outlined the following processes for reducing risk in our workplace.

Our enhanced Front of House Protocols are:

Ideas of processes that can be included here are:

- Servers will:
 - Have a dedicated place at every table from which to serve.
 - Will stand back at least 3 feet from the table when speaking to guests and approach the table only for service of food and beverage.
 - Leave drinks or food at the front of the table and let the guests grab them after the server has stood back.
 - Hold plates underneath with the thumb on the rim.
 - Use the cup handle to place cups on tables.
 - Use the stem to carry wine glasses.
 - Grip utensils by the handle and don't let handles touch the food.
 - Keep hands off the bowl of a spoon or prongs of a fork.



- We will create signage to clearly separate entering and exiting.
- We will place 2 m markers for physical distanced standing for counter service.
- We will place 2 m markers on the floor outside washrooms.
- Whenever possible, we will open windows, guest doors or roll-up doors to allow fresh air into our space while limiting the use of standing fans.
- We have restricted buffets or self-service temporarily.
- For water service, staff will provide water in a bottle or jug at the table and allow guests to pour their own water. For coffee service, staff will replace with a new cup of coffee.
- Staff will remove salt and pepper shakers, candles, and other table top items and only provide items when requested.
- Menus will be left at the table instead of having servers remove them mid-meal.
- Staff will wear an apron that allows the server to have an extra layer between their clothes and the guest. This protects the server's clothes and still looks professional.
- For leftovers, staff will provide the guest with the container and let them pack the to-go box.

Our enhanced Back of House Protocols are:

Ideas of processes that can be included here are:

- Employees should wear distinct kitchen uniforms and/or work clothes. No street clothing to be worn in the kitchen.
- We will limit the number of people who aren't cooks and chefs entering the kitchen area. This includes deliveries, service technicians and sales people. For any deliveries that would normally enter the kitchen, we will create a staging area for deliveries outside of the kitchen. Where possible, we will unbox items before bringing them into the kitchen. Our receiving/delivery log will include date, time, company.
- We will set 30-minute timers to remind all food handlers to wash their hands for best practices.
- Use of gloves:
 - Gloves recommended for cold food preparation and cold plating.
 - Gloves mandatory when handling deliveries and receiving raw food product and must be changed frequently or after each task.



- Kitchen and prep areas are wiped down in 30-minute intervals with approved sanitizer. This will include all fridge and door handles and faucet handles in the kitchen.
- Our chefs and cooks will not regularly share knives, utensils or service tools. If shared, they will be cleaned/sanitized between users.
- In the dishwashing area, all employees will wear gloves and masks and/or face shields.
- The dishwashing area will be clearly divided into “Clean End, “Dirty End” so dishwashers are not loading clean dirty and then removing clean to cross-contamination.
- All kitchen sinks will have hand-washing instructions.
- Our cook and chef teams will observe social distancing whenever possible, i.e. when in the walk-in fridges/freezers, dry storage area, during staff meetings, staff meals, receiving orders, large prep jobs, etc.
- In the kitchen, we will install directional signs for high traffic areas to keep a steady flow of people going in one area and coming out the other.
- Our team members working in an open kitchen will wear non-medical grade masks.

We are installing barriers and partitions to protect our guests and staff.

We are using Barriers and Partitions in the following locations and ways in our business to separate people when physical distance of 2 m cannot be maintained. All our barriers are fixed in place and do not pose a risk to our staff or customers.

Our barriers are included in our cleaning protocol and cleaned every 30 minutes,

Ideas of areas where barriers can be installed and listed here include:

- Counter service or payment counters (barrier will be no shorter than 60 cm, installed 30 cm above and 30 cm below the average mouth when standing)
- Back-to-back fixed booths (barrier will be no shorter than 60 cm, installed 30 cm above and 30 cm below the average mouth when seated)
- Bars actively being used for service (barrier will be no shorter than 60 cm, installed 30 cm above and 30 cm below the average mouth when standing)



Our People Protocols are changing to respond to COVID-19.

Our staffing protocols have changed as follows:

- We require staff to declare that they will not come to work if they have had symptoms of COVID-19 in the 10 days prior to their shift. Should staff experience symptoms of COVID-19, they are required to contact Public Health at 8-1-1 and self-isolate if required.
- We have also required staff to refrain from coming to work if they have had close exposure to a person currently diagnosed with COVID-19.
- Anyone who is returning to our workplace after travelling must have self-isolated for 14 days while monitoring for symptoms before they can work in our business.
- We have set in place staggered arrivals, breaks and shift ends, allowing 10 minutes between shift starts.
- All staff must wash their hands upon arrival at work at the beginning of each shift and upon return from any breaks.
- We have created “pods” of 2 to 4 staff who work together exclusively to reduce connections and minimize the risk of transmission in our workplace.
- Visitors to our back of house for deliveries and service are recorded as follows to assist with tracking in our delivery log.
- As we are a restaurant, our staff must come in to work however, we are engaging in regular health and safety conversations and ensuring that our staff are bringing forward any concerns about the new work flow or restaurant layout in order to improve our COVID-19 response.
- We have posted a Health Resource document to orient our staff to COVID-19 and any related health, bullying and mental health resources.
- We are actively monitoring our social media and our guest feedback online and in person to ensure that we are not experiencing any backlash or negative engagement with customers and managing difficult situations accordingly to assist our staff through this difficult transition.



Our customer protocols have changed as follows:

- We have a hand sanitizing station for guests and staff when they enter the front door to immediately clean hands.
- Parties will be limited to groups of no more than 6.
- Special events in private space will be limited to groups of no more than 50 (by pre-reservation only).
- During peak hours, we have a hostess open the front door for staff and guests when they arrive at the restaurant.
- Reservations are recommended. Guests will be able to make a reservation by email, phone or come into the restaurant to put their name on a list.
- Waiting for a table will be in a designated area.
- For all dine in guests, we will collect through our email, phone or walk-in guests, the first and last name of one guest per party and their phone number. Records will be kept per the Public Health Order for 1 month. Contact information will be used for the PHO or purposes of the reservation or table booking only.
- Customers will be required to wait at appropriate 2 m distance in all areas where queuing is required.
- Customers collecting or requesting take out will wait in a separate location than dine in.
- Signage is posted at the entrance of the restaurant to ensure that no one with symptoms of COVID-19 or who has contact with someone diagnosed with COVID-19 will enter the restaurant.

We are aware that some guests may not like the new protocols we have instigated and have a staff person assigned to address issues. The point person is **Chip Vatamaniuck**.

We have posted at the entrance to our business signs that show:

- our current occupancy limit;
- our core hygiene practices for both staff and guests;
- the core public facing elements of our COVID-19 Safety Plan;
- our restriction from entering the premises for any visitors or staff with symptoms of COVID-19.



We are committed to Ongoing Training.

In our business, we have provided restart training for all our staff **and will be conducting weekly training updates through email** to our staff to ensure that any changing regulations are enforced and to respond to any concerns being brought forward by staff or guests.

Our goal for our training is to ensure that our staff is safe in our workplace. Each staff person has agreed to our health check, as this is our front line defense against COVID-19 in our workplace. Our training covers:

- Physical distancing measures
- New sanitation and cleaning processes
- Sanitation and cleaning product instructions and sitting time
- Daily cleaning and deep cleaning checklists (create and list separate document)___

Prior to reopening dine in, we cleaned all beverage service lines, fridges, pantries, counters, service and cooking areas, inside and outside tables and chairs that have not been in use.

Staff have a designated person to speak to, identified on the cover page of this document, who they can ask COVID-19 related questions to.

We are requiring masks in specific roles. *(Use only if this is true for your business)*

We are supplementing the measure above with limited use of non-medical masks in the following core positions and for the following core tasks:

- Doing dishes;
- Clearing or bussing tables;
- Preparing food in an open kitchen or at action stations.

We have provided all staff using masks the instructions and training to use them correctly.



We have enhanced our cleaning and hygiene practices in response to COVID-19.

We have selected Health Canada approved methods to clean and disinfect surfaces for all common areas and surfaces of our business.

To clean in kitchens, we are using: **Diversey – Final Step or Minhas Sanitizer**

To disinfect tables and menus, we are using: **Diversey – Final Step or Minhas Sanitizer**

To disinfect/clean washrooms, we are using: **Lysol Bathroom Cleaner**

For POS and computer equipment, we are using: **Diversey – Final Step or Minhas Sanitize**

We have removed all table items from our tables and are only providing them on demand so that they can be sanitized/cleaned between uses.

Hand-washing: We have installed hand-washing signage at sinks in washrooms, in the kitchen and staff room. To support proper hand-washing, we have done a demonstration of proper hand-washing technique for 20 seconds.

Bathrooms: Our bathroom are cleaned every **30 minutes** and the schedule is posted **beside the bar. All entry/exit and stall door handles, toilet seats, flush mechanisms, urinals and sinks will be cleaned each time.**

High Touch Locations: High frequency touch locations are cleaned every **30 minutes** and the schedule is posted **beside the bar. All entry/exit, kitchen or service door handles, POS machines, service counters, bussing stations, service stations, debit terminals will be cleaned each time.**

Our Enhanced Cleaning schedule is:

Ideas of processes that can be included here are:

- Reception desk and/or hostess station and/or service counters and front door handles are wiped down in 30-minute intervals with approved sanitizers.
- Between customers, tables, chairs, menus, tablets, coat hooks and any condiments that have been brought to the table must be cleaned or sanitized between parties.
- For counter service, POS machines will be sanitized between patrons who must touch the number pad.



- When staff switch positions, any shared equipment will be sanitized. This will include all repeated contact surfaces such as computer terminals, keyboards, POS machines.
- Our front of house staff will remove everything from the table after guests leave and clean the table completely.
- Staff should perform regular hand washing with soap and water for at least 20 seconds following the official hand-washing guidelines. Hand-washing will be done:
 - Before and after breaks
 - After touching or cleaning tables 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
 - After using shared equipment such as computers, POS systems and debit terminals between different users
- All kitchen surfaces, equipment used and handles of all types will be sanitized at the end of shift following the product cleaning specs.

We are committed to adapting and changing as required.

Our supervisors are trained to monitor the workplace, engage with staff and ensure that COVID-19 policies and procedures are being followed and that any staff questions are being addressed in a timely manner. Issues that are brought forward that require input from our Joint Health and Safety Committee or advice from WorkSafe BC will be addressed accordingly.

WorkSafe BC can be contacted at 1.888.621.7233 for Health and Safety Questions. To report a concern, WorkSafe BC's confidential call line is 604.276.3000.

When issues are brought forward by our staff or our guests, and in the event of changes in the Public Health Order or WorkSafe BC recommendations, we are updating this document and changing the date on the cover page.

We have assigned a COVID-19 point person from our team and that person is also identified with contact information on the cover page.