



COVID-19 Safety Plan

Last Updated: April 8, 2021

What is COVID-19?

The virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, and from touching a contaminated surface before touching the face. Higher risk situations require adequate protocols to address the risk.

The risk of person-to-person transmission is increased the closer you come to other people, the amount of time you spend near them, and the number of people you come near. Physical distancing measures help mitigate this risk.

The risk of surface transmission is increased when many people contact the same surface, and when those contacts happen in short intervals of time. Effective cleaning and hygiene practices help decrease this risk.

Preventing the Spread of COVID-19

We are constantly re-assessing and identifying areas of risk in our cafe to determine how best to prevent the spread COVID-19. Below is a summary of the key changes to our operations that have been implemented to date followed by a more detailed breakdown of the prevention protocols implemented for each level of protection.

Summary of changes to our operations:

- Business hours have been reduced to Thursday and Friday 7:30am to 3:00pm and Saturday 9:00am to 3:00pm.
- All workers are to stay home if they are sick or have experienced any symptoms consistent with COVID-19 in the last 10 days
- All workers are required to do the following:
 - Wear a mask
 - Wash hands properly and frequently
 - Practice good cough and sneezing etiquette
 - Avoid touching face at all times
- All workers are required to clean and disinfect high-touch areas with increased frequency to reduce the risk of transmission from contaminated surfaces.
- All workers must follow the procedures described in this policy and are responsible for reporting any unsafe conditions to their Supervisors.
- All workers must complete the daily COVID-19 health checklist when they log their hours.

First level of Protection (elimination)

- Our hours of operation have been reduced to Thursday and Friday 7:30am to 3:00pm and Saturday 9:00am to 3:00pm.
- Customers are prohibited from entering any our cafe and we have switched to a take-out service model with limited outdoor seating available.
- We have established safe staff zones for each position ensuring physical distancing of 2m (6ft).
- Occupancy limits have not yet been posted and will need to be determined before re-opening our doors to the public.
- The only visitors permitted to enter our cafe are delivery and service personnel making it so it is only one at a time - all other visitors are prohibited from entering the premises.
- Along with the above, we are maintaining physical distancing between our workers and the customers by:
 - Eliminating all hand-to-hand contact with customers and other employees.
 - Temporarily suspending the use of cash at all locations.
 - Applying ground tape in 2m (6ft) intervals outside to encourage physical distancing while customers are waiting to place and pickup their orders.

Second Level of Protection (engineering)

- We have installed barriers at the entrance of the cafe and where workers can't keep physically distant from customers.
- We have installed plexiglass barriers at the entrance and workspaces where workers and customers can't remain 6ft apart.
- We have included barrier cleaning in our cleaning protocols.
- There are sanitization solutions available at all high surface contact locations.

Third Level of Protection (administrative)

- All workers must wash their hands immediately upon entering, before and after using any shared equipment, and before and after any breaks.
- All employees must do their best to remain physically distant throughout their shifts.
- All food and drink must be served in disposable containers or bags. If there is a customer with a reusable cup, workers must ask if it is clean first and then the beverage is poured into the cup with no contact made.
- Cream, sugar, and other condiments are only available upon request and are added to orders by the workers to eliminate unnecessary contact between customers.
- All workers are required to test for an acceptable level of sanitizer concentration of at least 300ppm whenever they refill a bottle of sanitizer.
- All workers are required to disinfect all contact surfaces at a minimum of twice a day.
- Cash will not be accepted as a form of payment. All transactions will be completed using debit, credit, or gift cards which will allow workers to remain physically distant while serving our customers and help prevent transmission through surface contact. If there is a customer that does not have the means and only carries cash, workers will accept it and wash hands immediately after handling the cash.
- All workers must stay home and refrain from coming into work if they are experiencing any symptoms of illness.

Fourth Level of Protection (PPE)

- All workers are required to wear a mask under the order of The Minister of Public Safety and Solicitor General of BC.
- All workers have been given information on selecting and using masks and made aware of how to properly wear a face mask.
- All workers have understood that masks need to be cleaned daily if using reusable masks.

Training:

- The contents of this safety plan will be reviewed with new employees.
- All employees are expected to be aware of the policies described in this safety plan and hold each other accountable to ensure that the policies are being followed at all times.
- Supervisors are expected to ensure and enforce that the policies described in this safety plan are being followed by all employees at all times.
- Any updates to the safety policies and procedure specified in this plan will be communicated by supervisors in person with workers.

Keeping and eye on COVID-19

- All employees are encouraged to provide feedback on the policies and procedures described in this safety plan.
- Any feedback or concerns can be reported directly to a Supervisor.
- Any policies or procedures within this document which are deemed to be inadequate will be reviewed and updated as soon as possible.
- Staff have been educated and advised about Health Link BC at 8-1-1