



COVID 19 SAFETY PLAN

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Steps to getting your Dose

Our indoor customer capacity is 9

At this stage we are take out only. Orders may be placed online or in store

Outdoor seating is provided for your convenience; we will not be providing any indoor seating at this time

Allow 2 metres of separation between yourself and other parties

Please keep the entry/ exit way clear and follow the floor markers inside

Contactless payment options are available

Our staff will continue to operate with the highest safety standards and follow all government regulations and guidelines for health and safety related to COVID-19.

All high touch areas including tables, debit machines, door handles etc are sanitised regularly in accordance with our Safety Protocol

Customers and staff who are exhibiting symptoms, have travelled outside of Canada within the last 14 days or are in close contact with someone who tested positive for COVID-19 are kindly asked not to enter our establishment

We encourage you to sanitise your hands upon entry to our premises

Thank you for being here and supporting small business. We are stoked to be back here doing what we love ❤️

1. Assess the risks

With the assistance of our staff we have carried out a risk assessment of our establishment and have identified the following areas which may pose an increased risk of transmission:

- Areas where our staff gather and/ or small spaces such as the staff room, dry store and dishwashing area.
- Shared kitchen utensils and appliances. For example, blender, panini press, mixer, sink etc.
- The space between the front door and the POS station where customers wait to place their order.
- The space where people wait for the washroom.
- The area in which customers wait for their food order.
- Customer entry/ exit door.

2. Implement protocols to reduce the risks

A. Elimination: Limit the number of people and ensure physical distance

Occupancy

- Per the Provincial Health officer's order, we will be operating at 50% capacity. Based on our previously approved occupancy limit by the City of Revelstoke this means we will not be allowing any more than **9 customers** inside our cafe at any given time. Clear signage outlining this new capacity will be posted by the front door and our manager on duty will be enforcing this policy.

Operating changes

Phase One: Takeout only

- The layout of the café will be modified so that customers will need to follow a strict entry and exit route with a 2 metre barrier down the centre of the café which will separate the flow of traffic.
- To facilitate this flow of traffic all indoor seating will be removed and instead our capacity will strictly be allocated for customers placing orders. Floor signage will be applied to ensure that those waiting in line maintain a safe 2 metre distance from one another. A keep clear area will be allocated by the entry/ exit door to ensure that customer's waiting in line are a safe distance (and give way) to those exiting the store.
- Once they have ordered customers will be asked to exit and wait outside in the open air. When their order is ready a member of staff will use the rear staff exit to take out their order, their name will be called, and it will be placed on a table for the customer to collect.
- Outdoor seating will only allow for groups of up to 6 people and be sufficiently spaced to allow at least 2 metres between groups of people and/ or individuals.
- Initially we will not be allowing customers to use our washroom. We have made this decision for the safety of our staff and also to avoid groups of people gathering and blocking the entry/ exit route.

Phase Two: Takeout window

A sliding window (estimated 27 June) will be installed in the service area. This window will not only provide additional ventilation it will also mean that there is reduced contact time between our customers and our staff. Furthermore, customers will be encouraged to place and pay for their order online and pick it up directly from the window. Thereby reducing the number of people entering the café. All orders whether placed online or in store will be provide to the customer through the window.

Phase Three: Eat In

- Customers will be asked to follow the same ordering procedure set out in Phase One.
- Water will be offered upon placing their order inside.
- Cutlery will be provided at the time of ordering.
- Shared condiments such as salt and pepper etc will be sanitised after each party.
- Food and/ or drink will be delivered and left at the end of the table for customers to distribute. Our tables have two clear zones where servers can drop off/ pick up items from a table.
- When finished at their table customers will be instructed to leave all dirty dishes etc on the table. A member of our staff will clear the table into the bus bin outside and sanitise the table and chairs.
- Customers waiting for a table will not be allowed to sit down until invited to do so.
- The role of dishwasher will be broken down throughout the day into 1.5 – 2 hour time slots. The manager/ host will bring back the bus bins with dirty dishes for the dishwasher.
- PPE including masks, gloves and an apron will be provided to staff if they wish to wear them.

Staff changes

- Increased prep shifts outside of our operating hours will be scheduled to minimise the number of staff required during service. This will help alleviate overcrowding of small spaces such as the dishwashing area and the dry store.
- Prior to commencing their shift staff will be required to leave all of their personal belongings in the staff area including mobile phones which will help to avoid unnecessary loitering in the service space before and after their shift. Shift start times will be staggered to ensure that the staff room does not become overcrowded.

B. Engineering: Barriers and partitions

- The distance between customers and staff behind the bar has been increased to at least 2 metres.
- A barrier has been installed in the middle of the restaurant to ensure that the paths of customers entering and exiting are separated.
- We have included barrier cleaning in our Cleaning Protocol document.

C. Administrative: Rules and guidelines

In conjunction with our staff we have developed a set of rules and guidelines for how workers should conduct themselves whilst at the workplace. These guidelines have been addressed with staff in our training prior to opening and are available to review at any time. Clear signage/ posters will also serve as a reminder for tasks such as washing hands, sanitising surfaces and how to use masks etc.

Staff Conduct Policy

- Adhere to the Cleaning Protocol put in place.
- Refrain from coming into close contact with customers (no high fives, hugs, fist bumps etc)
- Wash your hands often with soap and water for 20 seconds:
 - When you arrive at work
 - Before and after going on a break
 - After using the washroom
 - After handling cash or other materials that have come into contact with the public
 - Before and after handling shared tools and equipment
 - Before and after using masks or other personal protective equipment
- Sanitise your hands after leaving the washroom.
- Once open for service staff must use the rear door to enter and exit the store.
- Personal belongings such as mobile phones must be kept in the staff room.
- Do not enter the workplace if you have any of the following symptoms
 - Fever, chills, new or worsening cough, shortness of breath, new muscle aches or headaches, sore throat.
 - Have travelled outside of Canada within the last 14 days
 - Are a close contact of a person who tested positive for COVID-19
- Monitor the following customer behaviours and report to a manager when not being followed:
 - Do not obstruct the entry/ exit door
 - Maintain a safe 2 metre distance from others
 - Maximum 9 customers in the store at any one time
 - Exit the store after placing order

D. Using masks

- We have reviewed the information on selecting and using masks. This information has been covered in our training and is available for our staff to review at any time.

- As we understand the limitations of masks, we have decided not to use them as our first line of defence. Based on the other measures which we have in place it will be optional for our staff to wear masks. Disposable Planet Clean will be available onsite for staff who wish to wear them.

E. Cleaning and hygiene

Cleaning and disinfecting services

- we have reviewed the information on cleaning and disinfecting surfaces and have attached this to our SCP so our staff can reference it at any time.
- Our Cleaning Protocol is an additional document which clearly identifies the surfaces and/ or items which must be cleaned, who is responsible for cleaning as well as the frequency. The manager on duty will be responsible for overseeing and ensuring that this is followed.
- To streamline the cleaning process and avoid unnecessary risk of contamination we have removed unnecessary items from both the front and back of house areas including furniture, cushions, ornaments, condiment station, water station etc
- we will constantly strive to achieve the highest level of hygiene at our establishment and as such both our SCP and Cleaning Protocol will be reviewed and updated frequently.

Handwashing

- Our workplace has sufficient handwashing facilities on site for all our workers. Handwashing stations are located in the washroom as well as in the back of house service area. Both locations are easily accessible and visible.
- As part of our SCP we have specified when workers must wash their hands and have communicated what it means to have good hygiene practices to our workers. Posters which detail how to correctly wash hands have been posted in both handwashing locations.

Sanitiser

To ensure that both our staff and customers have access to sanitiser and to avoid overcrowding we will have it available in a number of locations including; the exit to the washroom, back of house service area, entry/ exit, order station and also where customers pick up their order outside. Antibacterial wipes will also be available to our staff and customers.

3. Develop policies

Prohibited from entering establishment

To ensure the safety of our staff and customers the following individuals/ groups of people will be prohibited from entering our establishment:

- anyone who has had symptoms of COVID-19 in the last 10 days. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.
- Anyone directed by Public Health to self-isolate.

- Anyone who has arrived from outside of Canada or who has had contact with a confirmed COVID-19 case must self-isolate for 14 days and monitor for symptoms.

Customer anger and/or violence

We will have a zero-tolerance policy for customers who may show signs of violence or anger toward our staff because of the restrictions and/or modifications which we have put into place for their safety. In the unlikely event that a customer does become upset our staff would enact the following process:

1. Calm yet firmly ask them to leave our establishment and only return when they feel comfortable with the guidelines we have in place.
2. If for any reason they refuse to cooperate a manager and/or senior member of staff would assist in asking the person to leave.
3. Should they still fail to leave the premises we would call 911.

Staff feeling ill

If for any reason a staff member starts to feel ill whilst at work, we would enact the following steps:

1. Wash and sanitise their hands, provide them with a mask and ask them to isolate at home.
2. Clean and disinfect any surfaces that the ill worker may have come into contact with.
3. Follow up with them and ensure that they have used the BC COVID-19 Self-Assessment Tool or call 811 for further guidance related to testing and self-isolation.
4. If the worker is severely ill call 911.

4. Develop communication plans and training

It is vital that we ensure that everyone entering the workplace, including workers from other employers, knows how to keep themselves safe whilst at our establishment. To achieve this, we have:

- Held a staff training session to review our COVID-19 Safety Plan, the SCP, Cleaning Protocol. We have ensured that our staff not only feel comfortable but also confident with the new policies and procedures.
- All workers have received the policies for staying at home when sick.
- Posted signage at the workplace, including occupancy limits, proper handwashing practice, how to select and use a mask and how to effectively clean and disinfect surfaces.
- Posted signage at the main entrance including who is restricted from entering the premises, including customers and workers with symptoms.
- Managers have been trained on monitoring workers and the workplace to ensure that policies and procedures are followed.

5. Monitor your workplace and update your plans as necessary

First point of contact

In the event that a staff member or customer has any health and safety concerns they will be asked to contact Lauren Webster (owner/ manager) by email hello@dosecoffee.ca or if urgent then by phone 250 837 6215.

Monitoring risk and implementing changes

- we will be monitoring any unforeseen risks on a minute by minute basis. If for any reason we identify changes which could be made to improve the health and safety of our staff and customers, we will make them as soon as practicable.
- Daily updates of changes to our policies and procedures will be added to our communications board and posted online to our employee chat group. For more detailed communications we will provide updates and/ or changes to policies via email. Our staff will be encouraged to provide us with any feedback which we could use to help better our new policies and procedures.
- To allow us time to adapt to this new environment we will also be operating under reduced hours until further notice. We feel that this is necessary so that we have the time available to make the changes to our policies and procedures and ensure that these are clearly communicated with our staff.

6. Assess and address risks from resuming operations

Staff training

It is vitally important that we provide our staff with the tools to succeed during and that we all feel confident and understand our new way of operating. As mentioned previously to facilitate this we have developed the Staff Conduct Policy (SCP) as well as Cleaning Protocol; both of which have been addressed with staff during our training session prior to opening.

Start-up and ongoing requirements

Prior to opening all equipment, tools and crockery will be cleaned and sanitised. In addition to this all food and beverage inventory (as well as incoming orders/ inventory) will be closely checked to ensure that it is ready to use; no risks will be taken here. As always we will continue to operate with the highest safety standards and follow all government regulations and guidelines for health and safety related to COVID-19

Customer responsibility

There will be an onus of responsibility placed on customers who wish to come to our establishment. We will ask that they act in a socially responsible manner and respect the rules which we have put in place and our staff who are there to maintain them.