

## COVID-19 Health & Safety Plan

### **Step 1: Assess the risks**

*We have involved frontline workers, supervisors, and the Joint Health and Safety Committee.*

The first draft of this plan was presented to the JOHS Committee at our regular meeting on June 4<sup>th</sup>.

The second draft of this plan was presented to the Supervisor Team at our regular meeting on June 9<sup>th</sup>.

The last draft of this plan was presented to the rest of the staff by June 14<sup>th</sup>.

*We have identified areas where people gather, such as break rooms and meeting rooms.*

Gathering areas include the staff room and the meeting room.

*We have identified job tasks and processes where workers are close to one another or members of the public.*

Regular work areas where multiple staff interact include the store back room, the office, the kitchen, the bakery, and behind the counters in the cafe and the store.

Regular work areas where staff interact with the public include the store sales floor, in the cafe, and on grocery deliveries.

*We have identified the tools, machinery, and equipment that workers share while working.*

Shared equipment includes:

- Office: computer keyboards and mice, printers, phones
- Store counter: POS computers, phones
- Store back room: sink, trolleys, walk-in cooler, refrigerators, freezers
- Cafe counter: POS computers, phones, espresso machine, coffee machine, hot holders, display cooler, sinks
- Kitchen: oven, range, walk-in cooler, walk-in freezer, prep table, dishwasher, sinks & faucets, bread slicer, mixer, phone, small wares
- Bakery: oven, refrigerators, freezers, mixers, dishwashing station, phone, small wares

*We have identified surfaces that people touch often.*

Common touch surfaces by staff and the public include door handles (interior and exterior), credit/debit machines, pens, cash, light switches, cooler and freezer door handles, gravity bulk bin handles, counters, shopping baskets, faucet handles, and the public computer keyboard and mouse.

### **Step 2: Implement protocols to reduce the risks**

#### **For the Cafe:**

Refer to the [Provincial Health Order dated June 10, 2020](#).

Refer to WorkSafeBC: <https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/restaurant-cafes-pubs>.

### **For the Store:**

Refer to the [Guidance for Grocery Stores dated April 25, 2020 from BC CDC](#).

Refer to WorkSafeBC: <https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/retail>.

### **1<sup>st</sup> Level / Elimination**

*We have established and posted an occupancy limit for our premises.*

*We have established and posted occupancy limits for common areas such as break rooms, meeting rooms, change rooms, and washrooms.*

Occupancy limit for the Store: Based on allowing 5 square meters per person, the store could handle up to 12 people on the sales floor at once; in practical terms, though, 10 is our maximum, including staff behind the counter and on the floor. We have posted a limit of 10 people in the store at the front door. Additional customers will have to wait outside. This calculation does not include staff who are in the back room, and we are not allowing non-staff beyond the sales floor.

Occupancy limits for the Cafe: Based on allowing 4 square meters per person, the cafe could handle up to 15 people in the public area (not including behind the counter). Our ordering line allows six individuals, our waiting line allows seven individuals, and our counter allows one person at a time. Additional customers will have to wait outside. This calculation does not include staff behind the counter or in the kitchen. We are not allowing non-staff beyond the public area in the cafe.

The Public Health Order allows one person per 4 square meters in the seating areas as well. Thus we can allow 15 people on the front patio and 10 people on the back porch. We are providing seating for these numbers of people outside.

Occupancy limits for other areas of the building: We can allow 2 people in the office, 2 people in the staff room, 8 people in the meeting room, 8 people in the bakery, 6 people in the kitchen (including the front and back areas), and 4 people in the back room. Our three washrooms only allow 1 person at a time.

The occupancy limit for the main floor of the building, including customers and staff, is 40 people.

The occupancy limit for the lower floor of the building is 8 people for the bakery and 10 people for the combined meeting and staff room.

We have posted these limits on the doors of each area. We will post total occupancy limits on the front doors and note that it's up to the staff's discretion to limit the number of people.

*In order to reduce the number of people at the worksite, we have considered work-from-home arrangements, virtual meetings, rescheduling work tasks, and limiting the number of customers and visitors in the workplace.*

Because most of our work is hands-on, the nature of our business is generally not conducive to working from home. We are using this option in a limited way.

Our meetings involve a limited number of people so we continue to meet in person. We are splitting up some meetings to achieve smaller groups. We are holding some meetings outside.

We are arranging schedules to limit the number of people in the building. We are leaving an extra hour before the store opens and after the store closes in order for staff to work on the floor without customers present. We are starting one of the receiving shifts later in the day so we have fewer people onsite. We intend to shift our summer stocking shifts later in the day for these reasons.

We are closing the store and cafe for inventory counts. We will only have staff in the building that day.

We are not allowing any visitors or contractors to go beyond the public areas while we are open. We will try to schedule any contractors for closed hours if they need to spend significant time inside the building, but we have generally deferred any inside projects.

*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.*

We are fulfilling pickup and delivery orders in the store while the store is closed.

We have eliminated the overlap between store clerks when changing shifts.

We have a spaced line-up for customers ready to check-out in the store.

We have two separate lines in the cafe – one for ordering and another for picking up – with numbers on the floor properly spaced 2 meters apart.

We have one entry and one exit in the store. We have a red light/green light system at the entrance to let customers know when they can come in. We have a locked door at the exit so that people can leave but not enter. The locked door has made the boxes outside generally unavailable, so we'll use the lower shelves below the local consignment items for box storage so customers don't have to go outside.

We have one entry and one exit in the cafe.

We have a limit of two people per party in the store and the cafe.

Our tables for outside seating are all spaced a minimum of 2 meters apart.

We have established a pickup and delivery service for the store. Customers can order and pay via email or our website.

We may need queues with physical distancing markers leading to the entrances of the cafe and the store. We have the materials ready to build such queues.

## **2<sup>nd</sup> Level / Engineering**

*We have installed barriers where workers can't keep physically distant from co-workers, customers, or other.*

We have three barriers for the store counter and one for the cafe counter. These barriers hang between the store clerk or cafe barista and customer while the customer is close to the counter.

*We have included barrier cleaning in our cleaning protocols.*

Yes.

*We have installed the barriers so they don't introduce other risks to workers.*

There are no other safety concerns at this time.

### **3<sup>rd</sup> Level / Administrative**

*We have identified rules and guidelines for how workers (and customers) should conduct themselves.*

We do not allow reusable containers in the store or the cafe. All food is either packaged or in to-go containers. This includes no personal coffee mugs and reusable bags.

We do not allow sick workers or customers to enter the building. We have signs posted at entrances.

We do allow reusable bags. We will require customers to pack their own reusable bags. We will ensure that staff sanitize the packing counter after each reusable bag is used.

Bulk bins are now open. We are ensuring that customers can sanitize their hands before use and we have included the handles, tongs, and scoops in our cleaning lists.

We allow outside seating on the front patio, the back porch, and picnic tables throughout the property. We will ensure that the tables and chairs are cleaned and sanitized at least twice a day – more frequently for the front patio and back porch. We will ensure that adequate garbage cans are available as well. Our tables for outside seating will hold no more than 6 people at a time.

One of the washrooms will be available each day. We will have one washroom open the first day and the other open the second day until they both can be thoroughly cleaned together. We will ensure the common touch surfaces (toilet handles, faucet handles, soap dispensers, paper towel dispensers, and door handles) are sanitized twice a day. Staff can use the washroom downstairs.

We allow returns in the store. If it is necessary for a customer to bring the item back to the store, we will ensure the store staff do not have to handle it. The returned item can go in a box for later sanitization. We have a new return policy in place.

We ask baristas to look up cafe customers who are members. This system gives us a record of the customers who visited the cafe on a particular day in order to facilitate contact tracing in case it becomes necessary. We will not ask non-members for their contact information because we do not have a system for keeping track of it.

We require staff in the kitchen and bakery to clean and sanitize the touch surfaces of their equipment at least twice a day.

We have hand sanitizer available at the entrances and exits of the store and the cafe. We will not require customers to use hand sanitizer but we will let them know it's available.

*We have clearly communicated these rules and guidelines to workers (and customers) through a combination of training and signage.*

We are training staff on the job and through our meetings in June. We have signs posted almost everywhere. Store staff training will take place at our meeting on June 23<sup>rd</sup>, and cafe and bakery staff training will take place at our meeting on June 30<sup>th</sup>.

#### **4<sup>th</sup> Level / Personal Protective Equipment**

*We have reviewed the information on selecting and using masks and instructions on how to use a mask.*

We are sharing these resources with staff as we distribute the masks. We will also do a follow-up training at our meetings in June.

*We understand the limitations of masks to protect the wearer from respiratory droplets. We understand that masks should only be considered when other control measures cannot be implemented.*

We have purchased masks for all staff – two per person. These are two-layer cotton/linen masks that allow another mask to be worn underneath if necessary. Each person receives two so that they can have a clean one available.

We are making these masks available but not requiring them yet. We will allow each staff member to decide when they feel it is necessary.

If there is a confirmed case for a staff member or someone who has been in the building, we will immediately require masks for all staff all the time.

*We have trained workers in the proper use of masks.*

Each worker gets a training sheet with the masks. It is ongoing.

#### **Effective Cleaning and Hygiene Practices**

*We have reviewed the information on cleaning and disinfecting surfaces.*

Yes.

*Our workplace has enough handwashing facilities on site for all our workers. Handwashing locations are visible and easily accessed.*

The store has its own handwashing sink in the back room.

The kitchen has its own handwashing sink.

The cafe has its own handwashing sink.

The bakery has its own handwashing sink.

In addition, we have two washrooms on the main floor and one washroom adjacent to the staff room downstairs.

All handwashing and washroom sinks have proper handwashing procedures posted next to them.

All handwashing sinks have warm water, liquid soap, and paper hand towels.

We are adding a sink and faucet to the front patio. It will have cold water, liquid soap, paper towels, and a garbage can so it can act as a handwashing station for customers outside. This will keep people outside instead of coming inside to the washrooms. It will also allow people to stay outside to fill their water bottles and water jugs.

*We have policies that specify when workers must wash their hands and we have communicated good hygiene practices to workers.*

Staff must wash their hands:

- When they arrive at work
- Before and after going on a break
- After using the washroom
- Before and after putting gloves on
- Before and after putting masks on
- Before serving food prepared on site
- Before and after using shared equipment

Staff must use soap and water for at least 20 seconds.

If handwashing is impractical, staff must use the hand sanitizer provided.

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

We are actively working on a complete schedule for cleaning and sanitizing for each department. In general, the morning store stocking staff are responsible for outside tables, washrooms, common staff areas (such as the staff room and store back room); the regular store clerks are responsible for store surfaces; the baristas are responsible for outside tables and cafe surfaces; kitchen and bakery staff are responsible for their surfaces respectively; and the night cleaners are responsible for all surfaces upstairs and downstairs on their scheduled days.

*Workers who are cleaning have adequate training and materials.*

Yes.

*We have removed unnecessary tools and equipment to simplify the cleaning process – e.g., coffee makers and shared utensils and plates.*

We removed all self-service food equipment from the store and the cafe. This includes coffee carafes, water dispensers, cream dispensers, sugar containers, self-serve tea bags, and all other utensils.

We are not letting customers use dishes of any kind in the cafe or store. All serving ware and utensils have been moved to the back for storage.

We have some common equipment in the staff room – available to staff but not customers. We will make sanitation equipment available in this location so that staff can sanitize it before each use.

### **Step 3: Develop Policies**

*Our workplace policies ensure that workers and others showing symptoms of COVID-19 are prohibited from the workplace.*

- *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.*
- *Visitors are prohibited or limited in the workplace.*
- *First aid attendants have been provided OFAA protocols for use during the COVID-19 pandemic.*
- *We have a working alone policy in place (if needed).*
- *We have a work from home policy in place (if needed).*
- *Ensure workers have the training and strategies required to address the risk of violence that may arise as customers and members of the public adapt to restrictions or modifications to the workplace. Ensure an appropriate violence prevention program is in place.*

*Our policy addresses workers who may start to feel ill at work. It includes the following:*

- *Sick workers should report to their supervisor, even with mild symptoms.*
- *Sick workers should be asked to wash or sanitize their hands, provided with a mask, and isolated. Ask the worker to go straight home.*
- *If the worker is severely ill (e.g., difficulty breathing, chest pain), call 911.*
- *Clean and disinfect any surfaces that the ill worker has come into contact with.*

We are working to develop the following policies:

- COVID-19 Symptoms policy
- Handwashing policy
- Sick policy
- Visitor policy
- Working alone policy
- Violence prevention policy

We already have signs posted at the doors asking people to stay out if they have any symptoms.

We have handwashing instructions posted next to handwashing sinks.

We have an informal sick policy right now. We will pay someone the equivalent of EI if they need to stay home because of illness.

We are only allowing staff into the non-public areas. No visitors.

**Step 4: Develop communications plan and training**

*We have a training plan to ensure everyone is trained in workplace policies and procedures.*

We are training everyone at our meetings scheduled for the end of June (23<sup>rd</sup> for the store and 30<sup>th</sup> for the cafe and bakery).

*All workers have received the policies for staying home when sick.*

At our June meetings.

*We have posted signage at the workplace, including occupancy limits and effective hygiene practices.*

Some signs have been posted but not all.

*We have posted signage at the main entrance indicating who is restricted from entering the premises, including visitors and workers with symptoms.*

Yes.

*Supervisors have been trained on monitoring workers and the workplace to ensure policies and procedures are being followed.*

At the Supervisor meeting on June 9<sup>th</sup>.

**Step 5: Monitor your workplace and update your plans as necessary**

*We have a plan in place to monitor risks. We make changes to our policies and procedures as necessary.*

Our plan relies on our frontline staff. Our biggest risk of exposure will probably come from a customer and our staff are aware of that. Our manager and supervisors are continuously in communication with our store clerks and baristas about what's working and what's not.

*Workers know who to go to with health and safety concerns.*

Our staff know that they should go their supervisors with health and safety concerns.

*When resolving safety issues, we will involve Joint Health and Safety Committee members.*

Our JOHS Committee continues to meet monthly. Our top priority is the COVID-19 pandemic.