

COVID-19 Health & Safety Plan

Step 1: Assess the risks

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

This version of the plan will be presented to the Supervisor Team at our regular meeting on January 12th and the JOHS Committee at our regular meeting on February 4th.

The revised version will be presented to all staff later in February.

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

Gathering areas include the staff room, the meeting room, and the front porch (outside).

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, bulk bin handles and tongs, counters, shopping baskets, faucet handles, self-serve coffee equipment, self-serve soup equipment, 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 December 30, 2020](#).

Refer to WorkSafeBC: [Restaurant Protocols](#).

For the Store:

Refer to the [Guidance for Grocery Stores dated December 18, 2020 from BC CDC](#).

Refer to WorkSafeBC: [Retail Protocols](#).

1st 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 10 people on the sales floor at once; in practical terms, though, we picked 5 customers as our current maximum, allowing for a few staff behind the counter and on the floor and allowing for parties with children. We have posted a limit of 5 customers in the store at the front door. Additional customers will have to wait outside, and we use a red light/green light system at the door to let customers know whether they may enter or not. This calculation does not include staff who are in the back room, and we are not allowing customers beyond the sales floor.

Occupancy limit for the Cafe: Based on allowing 5 square meters per person, the cafe could handle up to 12 people in the public area (not including behind the counter). In practical terms, though, we picked 7 customers as our maximum, again allowing for staff on the floor and parties with children. Additional customers will have to wait outside, and we are using another red light/green light system at the door to let customers know whether they may enter or not. This calculation does not include staff behind the counter or in the kitchen. We are not allowing customers beyond the public area in the cafe.

The Public Health Order allows one person per 5 square meters in the seating areas as well; we also have to make sure that the backs of chairs are at least 2 meters apart and that there are no parties larger than 6. Thus we can allow 12 people on the front patio and 8 people on the back porch. We are providing seating for these numbers of people outside. We continue with no inside seating for now.

Occupancy limits for staff in other areas of the building: we can allow 1 person in the manager's office, 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 only 1 person at a time.

The occupancy limit for the main floor of the building, including customers and staff, is 35 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 have posted total occupancy limits for the cafe and the store on their respective front doors and note that it's up to the staff's discretion to limit the number of people. We're sometimes finding it necessary to limit the number of people below our stated occupancy limits.

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 not using this option at this time.

Our meetings involve a limited number of people so we continue to meet in person for up to 10 people. We are splitting up some meetings to achieve smaller groups. We are holding some meetings outside and we are holding virtual meetings for groups greater than 10 people.

We are arranging schedules to limit the number of people in the building. We are leaving extra time before the store opens and after the store closes in order for staff to sanitize without customers present.

We are not allowing any visitors to go beyond the public areas while we are open. We are finding it necessary for contractors to go into the staff areas during the day but only for short periods of time. We have scheduled any working periods for closed hours if they need to spend significant time inside the building.

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 have shortened or eliminated the overlap between store clerks when changing shifts.

We have a spaced line-up for customers ready to check-out in the store. These are marked by floor signs.

We have a ticketing system for the cafe customers. This allows them to maintain distance without having to stand in line.

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.

We have one entry and one exit in the cafe. We have a red light/green light system at the entrance to let customers know when they can come in.

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 (between the chairs).

We have established a pickup and delivery service for the store. Customers can order via email or on our website and can pay via etransfer, credit card, or charge account.

We have implemented daily health checks.

We require that all staff perform a health check before they arrive at work. We have a paper form posted by each handwashing sink for each department. The form is pre-populated with names according to the day's schedule. Staff must initial that they performed the check at the beginning of every shift.

The manager and supervisors follow up to ensure the forms are filled out.

We do not allow events.

We do not allow events or gatherings of any more than 6 people on the premises. The only exception is a staff meeting. We do hold staff meetings in person for groups less than 10 people. For meetings requiring more than 10 people, we will use a virtual platform. During meetings, we continue to follow all safety protocols – physical distancing, wearing masks, performing health checks, etc.

2nd Level / Engineering

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

We have 3 barriers for the store counter and 2 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.

3rd Level / Administrative

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

We do not allow sick workers or customers to enter the building. We have signs posted at entrances and staff are performing health checks.

We do allow reusable containers in the store and the cafe again. This includes personal coffee mugs, bags, and reusable containers. We ask staff to touch them as little as possible and require them to use sanitizer after touching them.

We do allow reusable shopping 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.

All bulk bins are 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 also have signs posted to direct customers.

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 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.

For pizza nights, we will keep the order forms (including names and phone numbers) to facilitate contact tracing.

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 as well as the entrances/exits to the bakery and staff room. 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 regular staff meetings. We have signs posted almost everywhere. These signs include not coming inside if sick, the occupancy limit for the area, and mandatory masks. We also have floor signs that indicate which areas are only for staff and which areas are congestion points. We have signs in our produce display cooler that direct customers to only touch what they intend to take for purchase.

4th 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 give each new staff member two reusable cloth masks and we make these masks available for purchase as well. 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 also give out free disposable masks to customers who need them.

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.

Masks are currently mandatory. We have a mask policy in place.

We have trained workers in the proper use of masks.

Each worker gets a training sheet with the masks. It is ongoing. Every department has a handwashing sink available.

We require all workers and customers to wear masks indoors.

According to the Provincial Health Order, we ensure all workers and customers wear masks while inside the building. We have a mask policy in place for staff. We ask our staff to remind customers about the requirement and the proper use of masks, but we do not seek to enforce. We make masks available for free to customers who need them. We understand that we can refuse entry to customers who will not wear a mask.

Effective Cleaning and Hygiene Practices

We have reviewed the information on cleaning and disinfecting surfaces.

Yes, we are primarily using bleach for sanitization. We have posted our own safety sheet for the use of bleach. This includes mixing instructions. We know that we need to mix a new bleach solution every day because bleach loses its strength over time.

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 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 have a schedule for cleaning and sanitizing for each department. In general, the morning store staff are responsible for outside tables, washrooms, common staff areas, and 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 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 have the following policies in place:

COVID-19 Symptoms policy

Handwashing policy

Sick policy

Working alone policy

Violence prevention policy

We are working to develop the following policies:

Visitor 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 are only allowing staff and contractors into the non-public areas. No visitors right now.

If one of our staff comes down with COVID-19, they will have to be cleared before they return to work. They will need either proof of a negative test or a doctor's note stating they may return to work.

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 scheduled staff meetings. These take place, on average, every other month.

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

Yes.

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

Yes.

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.

Yes.

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.

Our General Manager will review and update this plan monthly. We do not expect changes every month but a monthly review will ensure that we are up to date with the latest government protocols and regulations. These are not changing according to any schedule at this time.

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

Our staff know that they should go to 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 every other month. Our top priority is the COVID-19 pandemic.

