



The Shepherd's Inn COVID-19 Safety Plan

This COVID-19 Safety Plan is our business' step-by-step response to increased awareness 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. We have listed the following 6 measures in order of priority.

- 1 – Creating more space between guest 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 – Established 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, including masks. This includes training on how to use masks correctly.
- 6 – Limiting private gatherings to no more than 50 people in accordance with the PHO.

Our plan is current as of this date: Dec 7, 2020

Our contact for COVID-19 related concerns is: Ryan Hotston 250-793-4568

You can reach our COVID-19 contact by email at:

manager@theshepherdsinn.ca

Our customer-facing version

of this plan is available online at:

www.theshepherdsinn.ca

Per the Public Health Order, our capacity has been reduced to 30



Risks in Our Workplace

We have worked with our staff and identified the following risk areas in our workplace. We have accessed 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:

- Serving Station
- Restaurant Till
- Break Rooms
- Meat slicing area
- Kitchen entrance

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:

- Servers
- Prep Cooks

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

- POS Terminals
- Kitchen Utensils
- Oven door handles
- Cooler door handles



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

- Bathroom door handles
- Light switches
- Entrance doors
- Cooler doors
- Freezer door handle
- Tables
- Menus
- Condiments

We have created new policies for reducing risk

In collaboration with our staff and in accordance 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 restaurant procedures 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 and pass them after the server has stood back.
 - Use the base to place cups on tables.
- We have installed a Plexiglas barrier at the payment station.
- For coffee service, staff will not touch cups when refilling.
- For water/pop refills staff will bring a new glass each time.
- Staff have removed jams from the table and will only provide them when requested. All other table top items will be sanitized after each guest.
- Menus will be sanitized after each guest use.
- For leftovers, staff will provide the guest with the container and let them pack the to-go box.
- Gloves are to be worn when handling dirty dishes, menus and any items from a customer table.
- All Servers will be wearing masks.



Our enhanced kitchen/prep procedures are:

- All kitchen staff wear aprons to avoid any cross contamination from their clothes onto food and prep surfaces.
- We will limit the number of people entering the kitchen area. This includes deliveries, service technicians and sales people. For any deliveries that would normally enter the kitchen, we have created a staging area for deliveries at the entrance of the kitchen.
- 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 after each use and before food is prepared with approved sanitizer.
 - This will include cooler/freezer door handles and faucet handles in the kitchen.
- Our cooks will not regularly share utensils or service tools. If shared, they will be cleaned/sanitized between users.
- In the dishwashing area, all employees will wear gloves.
- The dishwashing area is clearly divided into “Clean End, “Dirty End” so dishwashers are not loading dirty and then removing clean to cross-contamination.
- All kitchen sinks will have hand-washing instructions.
- Our cook teams will observe social distancing whenever possible, i.e. when in the walk-in fridges/freezers, staff room and during prep jobs, etc.



We have installed barriers and partitions to protect our guests and staff.

We are using Barriers 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 day.

- Store Counter
- Serving Counter
- Entrance half wall coming into the restaurant

Our Staff Policies have changed to respond to COVID-19.

The Public Health Officer (PHO) has issued an order for all workplaces requiring all staff to complete a daily health check prior to starting work.

Our staff policies are as follows:

- Everyone must have completed a daily health check when you first attend the workplace for the day.
- To better facilitate the Daily Health Check a list of the daily health check requirements will be posted in the break room/laundry room and Office. Staff responsibility is to look at those questions and if the answer to all the questions is NO then you will initial next to your name and date on the Daily Health Check tracking document.
- Daily health checks are effective until at least January 8, 2021 or when the Provincial Health Officer makes any changes to the order. If you have any questions, please contact management.



- All staff have signed off on our Commitment to Safety document.
 - 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 for 10 days 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 outside of the country must have self-isolated for 14 days while monitoring for symptoms before they can work in our business.
- All staff must wash their hands upon arrival at work at the beginning of each shift and upon return from any breaks.
- All staff have agreed to the enhanced cleaning and sanitizing of our workspace.
- Visitors to our kitchen for deliveries do not enter the kitchen, goods are dropped off at the kitchen entrance.
- All staff except the cook and those with a medical reason will be wearing a mask.



Our customer protocols have changed as follows:

- We have a hand sanitizing station for guests to use when they enter the front door to immediately clean hands prior to entry into the restaurant.
- Groups will be limited to groups of no more than 6.
- Mask wearing is required except when eating and drinking.
- In the event there is no tables; waiting for a table will be outside on the picnic tables or in your vehicle please give staff your name and we will come and get you.
- Store customers will be directed to walk around outside to access the bathrooms instead of walking through the restaurant.
- Customers will be required to wait at appropriate 2 m distance in all areas where waiting is required.
 - Customers collecting or requesting take out will wait outside or in the C-store 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 committed to Training.

We have provided restart training for all our staff to ensure that any changing regulations are enforced.

Our goal for our training is to ensure that our staff is safe in our workplace. Each staff person has agreed to sign our Commitment to Safety policy.

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
- Mask wearing

Prior to reopening to dine in, we deep cleaned all beverage cups, utensils, cooler, equipment, pantries, counters, tables and chairs that have not been in use.

If staff have any COVID related questions the manager is always available to help with any concerns.



Mask are required.

We are supplementing the measures above with use of non-medical mask, medical masks, cloth masks and face shields in the following core positions and for the following core tasks.

- Doing Dishes
- Clearing Tables
- Serving Tables
- Bakery Prep Area
- C-Store Staff
- Meat Slicing
- All public areas
- All common break areas
- The Office

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: Bleach and water

To disinfect tables and menus, we are using: Ecolab Peroxide Disinfectant and Glass Cleaner-DIN02451409

To disinfect/clean washrooms, we are using: Lysol Wipes



For POS and computer equipment, we are using: **Ecolab Peroxide Disinfectant and Glass Cleaner-DIN02451409**

We have removed all single use table items from our tables and are only providing them when asked.

Salt, pepper, sugar and ketchup are left on the table and are sanitized/cleaned after every guest.

Hand-washing: We have 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 bathrooms are cleaned regularly and the schedule is posted in each bathroom.

- All entry/exit door handles, toilet seats, flush mechanisms and sink faucets will be sanitized each time.

High Touch Locations: High frequency touch locations are cleaned frequently. All entry/exit, kitchen door handles, cooler and freezer door handles are cleaned frequently and prep counters will be cleaned each time.

Our Enhanced Cleaning schedule is:

- Serving counter and front door handles are wiped down frequently with approved sanitizers.
- Between customers, tables, chairs, menus and any condiments that have been brought to the table must be cleaned and sanitized between parties.
- For counter service, POS machines will be sanitized between patrons who must touch the number pad.
- When staff shift change, any shared equipment will be sanitized. This will include all repeated contact surfaces such as ordering terminals, keyboards, POS machines.
- All kitchen surfaces, equipment used and handles of all types will be sanitized at the end of shift following the product cleaning specs.
- Our front of house staff will remove everything from the table after guests leave and clean and sanitize the table completely.



Handwashing

Regular handwashing is an important part of maintaining clean surfaces and staying healthy.

Perform regular hand washing with soap and water for 20 seconds. See official guidelines at each handwashing stations. Use hand sanitizer where soap and water are not available.

- **Frequency(The following are mandatory)**

- Start of work.
- After using the bathroom.
- After cleaning the bathroom.
- After sneezing, coughing or nose blowing.
- After touching your face or hair.
- After using personal phones.
- Before and after using gloves.
- After handling dirty dishes and before handling clean dishes.
- Before and after breaks.
- Before and after eating.
- After handling cash or material that have come in contact with the public.
- Before and after handling shared kitchen tools and equipment.



- Staff will utilize the hand sanitizer stations after washing hands and frequently throughout the day.

We have posted at the entrance to our business.

- 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 safety

Please Be Patient with us.

We are aware that some guests may have a difficult time with the new protocols and we apologize about that. Please feel free to contact Ryan Hotston 250-793-4568 with any concerns you may have.

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.

This document will be updated as issues/recommendations and directives from Worksafe BC and the PHO arise.