

Workplace COVID-19 Safety Plan

Restaurants, Cafes and Pubs

Name of Business: The Crabapple Cafe Inc.

Address: 41701, Government Road, Brackendale, BC

Date plan was created: 18 May 2020

Date last updated: 30 September 2020

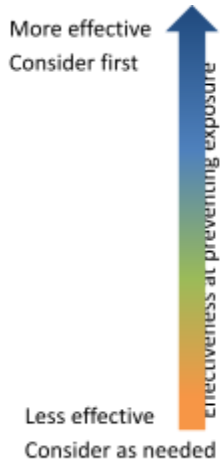
The Crabapple Cafe has focused on providing local healthy food. We continue with that focus during this Pandemic and strive to provide you with a safe and enjoyable atmosphere to come share your time.

Using discrete barriers, social distancing and small modifications to our service we are protecting you and the wonderful staff that work here. Please support us in supporting you.

We have created this workplace COVID-19 Safety Plan by following the processes outlined in the WorkSafeBC COVID-19 Safety plan guide checklist.

We are in compliance with the WorkSafe BC and the Provincial Health Officer (PHO) orders for physical distancing between customers and staff.

Levels of Protection



Level 1: Elimination Controls

These refer to new measures that will be put in place to prevent crowding or close contact between people in the workplace. Ensuring physical distancing by reducing the number of people onsite is considered an “elimination control” in that this approach eliminates or removes the hazard (i.e. infected people) from being at the workplace.

Level 2: Engineering Controls

These refer to new designs or modifications to plants, tools, equipment, ventilation systems, and processes that reduce the risk of exposure

Level 3: Administrative Controls

These refer to policies and standard operating procedures at your workplace that alter the way the work is done to reduce risks. Examples include timing of work, training, housekeeping, equipment maintenance and personal hygiene practices.

Level 4: Personal Protective Equipment (“PPE”)

This refers to protective gear worn by people in your workplace to reduce their contact with other people who may potentially be infected with COVID-19 (e.g. masks, gloves, face shields, eye protection).

Level 1: Elimination Controls

General Considerations

The maximum number of customers allowable on the premises at any given time is 60.

Maximum numbers of patrons in each of the following areas:

Kitchen: 3

Bar/Dining Room: 25

Washroom: 1

Front Patio: 6

Rear Patio: 25

The staff member/role responsible for managing the occupancy limit is Front of House Manager, Christopher Brook

In his absence the role falls to the server working at the time

We are maintaining physical distancing in our establishment by:

- Staying home when exhibiting symptoms of illness
- Working remotely wherever possible
- Holding meetings outside
- Eliminating hand-to-hand contact with guests and other employees
- Creating separate paths to move around the restaurant.
- Creating separate areas for dine-in customers and pick-up customers
- Having guests wait outside for a table
- Having guests seat themselves
- Reducing the number of staff working

Table Service

We are maintaining physical distancing during table service by ensuring there are at least two metres between customers seated at one table and customers seated at other tables, unless they are from the same party or there is a physical barrier between customers.

You can join our remote waiting list on Waitlist Me also through our website. We will text you when your table is ready.

Please do not enter the restaurant through the front door if there is someone else in the foyer area. Wait outside keeping your social distance from others

Upon entry guests will be directed to order at the counter before proceeding to their sanitized table and chairs.

Guests are required to pay at the payment window at the counter. Please remain in your seats for the duration of your meal unless you are ordering from the bar or using the restrooms. There is a separate area for takeout ordering, pickup and payment. Sanitizer is available at both locations

No visiting other tables even if your large group has been split in two tables or you see friends in your bubble at another table.

Please don't hesitate to flag down your server for anything missing for your meal, coffee refills or to pay.

Groups with children will be directed to the patio for health and safety due to the protective screens inside. Guests are asked not to allow children to run around the restaurant.

Servers will deliver food to the table at the open access point to each table. Guests are asked to pass the food around the table.

Orders for drinks can be taken from the table. Again the open access point will be used.

If guests wish to take uneaten food home they will be provided with a container to fill themselves.

Water refills will be provided in glass bottles for guests to serve themselves. The bottles to be sterilized after each use.

There are no table top reusable items. Condiments, salt and pepper will be provided upon request in single use packets. Unused items will be disposed of

Coffee Refills are now charged 50c and given a clean mug. We will no longer fill reusable to-go mugs.

Tables will be cleared using a bus pan and taken to the dishwashing area by nearest door.

The first washroom is available for guests. Please queue outside the rear gate to keep the area clear. Guests in the dining room are asked to access the washrooms by exiting the

front door and walking around the outside of the building to the rear gate and then return by the same route.

Please exit through the rear door.

Kitchen

We are maintaining physical distancing in the kitchen by:

- Wherever possible, ensuring employees remain 2 metres apart
- Limiting the number of staff allowed in the kitchen area at one time
- Restricting access into food preparation areas for delivery agents, members of the public, and other staff who are not kitchen employees

Take Out Service

Order and pay online is preferred through our website, www.thecrabapplecafe.ca You may also order by phone or in person.

Collection is at the Restaurant where there are screens for protection. Please remain behind the screen to collect and pay. Touchless payment system is in operation.

Hand sanitizer is available

No reusable cups to be filled. Drinks will be served in disposable compostable cups.

Do not enter if there is someone else in the foyer. Only one person at a time in the foyer.

Restrooms are not available for take out service.

Level 2: Engineering Controls

General Considerations

We have installed physical barriers in the following indoor spaces where physical distancing may not be possible between the public and employees and fellow guests.

- At takeout order/payment station
- At the table order/pay station
- Between tables
- Along pathways

We have made the following changes to the design and layout of the The Crabapple Cafe:

- Re-arranged waiting areas by removing extra chairs and benches
- Removed magazine, booklet or brochure racks and toys from customer areas
- Provided hand sanitizer at the service stations for customer and staff use.
- Provided workers with bins or lockers for personal belongings
- Eliminated storage of personal belongings in common areas
- Dedicated one washroom/change room to staff only and the other washroom for guests only.

Table Service

We have made the following changes to the design and/or layout of dining areas:

- Provided space to serve food.
- Removed salt/pepper shakers, sauce dispensers, candles and other table items
- Switched to laminated menus which are sterilized after each use.
- Removed tables and cleared items to create more space. Placed tables outside and opened up the patio to allow more air to flow.

Kitchen

We have made the following changes to the design and/or layout of the kitchen:

- Receive deliveries outside when possible.
- Reduced staffing to allow more space
- Placed barrier between kitchen and public area

3: Administrative Controls

General Considerations

- We are requesting contact information (first and last name plus email or phone number) from one member of every party of patrons for 30 days in the event that there is a need for contact tracing on the part of the medical health officer.

The procedure if **a worker** is identified as having symptoms is:

- Contact people who have been in contact with that person and advise accordingly
- Worker to isolate until safe to return to work
- If necessary the restaurant will close for an isolation period.

The procedure if **a customer** is identified as having symptoms is:

- Contact people who have been in contact with that person and advise accordingly

We have implemented the following additional administrative controls in our restaurant:

- Our staff sick policy supports workers to stay home if symptomatic
- We have provided worker training and orientation on COVID-19 safety protocols
- We have provided workers with medical resource information that includes telephone numbers and website addresses for key medical, mental health, and bullying resources, with approved COVID-19 information
- Workers have a health and safety contact person (Christopher Brook and Timothy Lane) available for every shift to ensure protocols are understood and being followed
- We are posting our key COVID-19 protocols in the restaurant.
- Remember this is not just about being provided with a safe working environment but maintaining a safe environment for coworkers by sanitizing surfaces that are touched and frequent hand washing.
- We will maintain minimum staff on duty. Separation in the kitchen is provided by keeping one person only at each workstation. Front of house staff should maintain social distance at all times.
- Staff should not have 2 jobs and notify management if they have a conflict.
- The IPAD's and payment machines should be wiped with sanitizer after each use.
- Staff washroom must be sanitized after each use
- Menus are laminated and should be sterilized after each use.
- Menus will be placed in the window and at the takeout order and table order stations.
- Tables and chairs to be sanitized after each use.

Table Service

We have the following administrative controls for table service:

- Serving drinks in bottles and having guests pour their own drinks.
- Providing water in a bottle for guests to refill their own glasses. First glass is handed to guests on entry for them to take to their allocated table.
- Having servers leave food and drinks at the front of the table and letting guests distribute them after the server has stepped away
- Decreasing server contact with dirty dishes by having servers clean one table only at a time and washingm before clearing another table. A dedicated busser will be used when busy, eg weekends.
- Providing packaging and letting guests wrap up their own leftovers
- Removing all items when turning a table, for example, unused cutlery, children's coloring paper and crayons etc.

Kitchen

We currently only have 3 staff working in the kitchen. Separation of tasks, space and use of utensils.

Cleaning and Hygiene

We have implemented the following administrative controls to ensure enhanced cleaning and disinfection and good hygiene practices throughout the facility:

- It is important to come to work in clean freshly laundered clothes.
- Hand washing procedures are enhanced. Staff need to wash at the start and finish of duty and after touching any surface that could have been touched by someone else
- Hand washing signage is provided near all sinks
- Tables, chairs, menus and any other item touched by guests to be sanitized after each use (don't forget to wash your hands afterwards)
- Washrooms to be cleaned thoroughly and on a more frequent basis at least once per hour when busy.
- The crabapple Cafe has always maintained very strict hygiene control. Staff will continue to ensure all implements and surfaces are sterilized at the end of each shift.

Level 4: Personal Protective Equipment

If the first three levels of protection are not enough to control the risks, then personal protective equipment may be used as an additional control measure.

Disposable gloves are available for use but staff are encouraged to wash hands. Staff may wear masks if they feel more comfortable.