

PROVENCE MARINASIDE COVID-19 SAFETY PLAN



Employers resuming operations following work interruptions related to COVID-19 must develop a COVID-19 Safety Plan. To develop your plan, follow the six-step process described at COVID-19 and returning to safe operation.

This planning tool will guide you through the six-step process. Each step has checklists with items you need to address before resuming operations. You may use this document, or another document that meets your needs, to document your COVID-19 Safety Plan.

WorkSafeBC will not be reviewing or approving the plans of individual employers, but during a WorkSafeBC inspection we will ask employers about the steps they have taken to protect their workers.

Step 1: Assess the risks at your workplace

The virus that causes COVID-19 spreads in several ways. It can spread in droplets when a person coughs or sneezes. It can also spread if you touch a contaminated surface and then touch your face.

The risk of person-to-person transmission increases the closer you come to other people, the more time you spend near them, and the more people you come near.

The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods of time.

Involve workers when assessing your workplace

Identify areas where there may be risks, either through close physical proximity or through contaminated surfaces. The closer together workers are and the longer they are close to each other, the greater the risk.

- We have involved frontline workers, supervisors, and the joint health and safety committee (or worker health and safety representative, if applicable).
 - Jean-Francis Quaglia
 - Emrys Horton
 - Lisa Baldwin
 - Joshua Carlson
- We have identified areas where people gather, such as break rooms, production lines, and meeting rooms.
 - We have eliminated and/or restricted access to common staff areas that are not necessary to perform job duties.
- We have identified job tasks and processes where workers are close to one another or members of the public. This can occur in your workplace, in worker vehicles, or at other work locations (if your workers travel offsite as part of their jobs).

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- The kitchen line has enough space for workers to maintain distance; however, cooks are required to wear masks in case there is need to cross through another workers workstation.
- We have identified the tools, machinery, and equipment that workers share while working.
 - Cooking utensils are to be used by a single worker and sanitized using the industrial dishwasher before being passed to another worker when necessary.
- We have identified surfaces that people touch often, such as doorknobs, elevator buttons, and light switches.
 - Food preparation counters are sanitized with hospital grade peroxide-based sanitizer at the end of each shift, and throughout the shift with either 70+% alcohol or food grade sanitizer.
 - Light switches, doorknobs, push plates and handles are sanitized with hospital grade peroxide-based sanitizer at the end of each shift, and throughout the shift with 70+% alcohol.
 - Customer table surfaces and seating are sanitized with hospital grade peroxide-based sanitizer at the end of each shift, and throughout the shift with 70+% alcohol.
 - Additionally, each customer table is equipped with a gel based 70+% alcohol-based sanitizer pump.

Step 2: Implement protocols to reduce the risks

Select and implement protocols to minimize the risks of transmission. Look to the following for information, input, and guidance:

- Review industry-specific protocols on [worksafebc.com](https://www.worksafebc.com) to determine whether any are relevant to your industry. Guidance for additional sectors will be posted as they become available. If protocols are developed specific to your sector, implement these to the extent that they are applicable to the risks at your workplace. You may need to identify and implement additional protocols if the posted protocols don't address all the risks to your workers.
 - Emrys Horton, Jean-Francis Quaglia, Lisa Baldwin have reviewed the available guidelines at the time of writing and continue to stay up to date with changes as they are announced. This plan will be adjusted accordingly when new or changed guidance or regulations become available.
- Frontline workers, supervisors, and the joint health and safety committee (or worker representative).
 - Jean-Francis Quaglia
 - Emrys Horton
 - Lisa Baldwin
 - Joshua Carlson



- Orders, guidance, and notices issued by the provincial health officer and relevant to your industry.
 - See **Appendix A** – Health order issued by Dr Bonnie Henry March 20, 2020
 - See **Appendix A** – Health order issued by Dr Bonnie Henry May 15, 2020
- Your health and safety association or other professional and industry associations.
 - See **Appendix B** – BC Restaurant and Foodservices Association Blueprint for Reopening In-Restaurant Dining

Reduce the risk of person-to-person transmission

To reduce the risk of the virus spreading through droplets in the air, implement protocols to protect against your identified risks. Different protocols offer different levels of protection. Wherever possible, use the protocol that offers the highest level of protection. Consider second, third, or fourth levels if the first level isn't practicable. You might need to use more than one level of protection to deal with a risk – for example, physical distancing and masks.

First level protection (elimination): Use policies and procedures to limit the number of people in your workplace at any one time. Implement protocols to keep workers at least 2 metres (6 feet) from co-workers, customers, and others.

Only those staff who are on shift will be permitted in the restaurant at any given time. In order to reduce the amount of time spent in the business before and after shift, all staff whose uniform is not provided by the employer will be asked to arrive to their shift dressed for work. This will help to reduce the number of people using change areas and staff washrooms, and other common areas.

Second level protection (engineering controls): If you can't always maintain physical distancing, install barriers such as plexiglass to separate people.

Where feasible, physical barriers have been put in place for when physical distance cannot be maintained.

Third level protection (administrative controls): Establish rules and guidelines, such as cleaning protocols, telling workers to not share tools, or implementing one-way doors or walkways.

Staff have been directed to maintain a minimum of 2 metres distance from each other and customers whenever possible. Signage has been posted throughout the business reminding staff and customers to maintain 2 meters distance between people.

Single direction traffic flow for all workers has been established where possible. The direction of traffic flow is indicated with arrows on the floor.



Fourth level protection (PPE): If the first three levels of protection aren't enough to control the risks, have workers and customers use personal protective equipment (PPE) such as masks. PPE should not be used as the only control measure. It should only be used in combination with other measures.

Where a higher risk of coming in close proximity to other workers or customers is present, staff are required to wear face masks or face shields and perform extra sanitization.

First level protection (elimination): Limit the number of people at the workplace and ensure physical distance whenever possible

- We have established and posted an occupancy limit for our premises. Public Health has advised that the prohibition on gatherings of greater than 50 people refers to "one-time or episodic events" (weddings, public gatherings), and is therefore not intended to apply to workplaces. However, limiting the number of people in a workplace is an important way to ensure physical distancing is maintained. [Public Health has developed guidance for the retail food and grocery store sector that requires at least 5 square metres of unencumbered floor space per person (workers and customers). This allows for variation depending on the size of the facility and may be a sensible approach for determining maximum capacity for employers from other sectors that do not have specific guidance on capacity from Public Health.]
 - Signs showing the location and current maximum capacity for each dining space have been posted at the main entrances to the business.
 - Signs reminding customers of the importance of social distancing have been posted throughout the interior and exterior of the business.
- 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.
 - Those workers who can work remotely are.
- We have established and posted occupancy limits for common areas such as break rooms, meeting rooms, change rooms, washrooms, and elevators.
 - We have posted occupancy limits for each staff area of the business.
- We have implemented measures to keep workers and others at least 2 metres apart, wherever possible. Options include revising work schedules and reorganizing work tasks.
 - Those workers who can work remotely are.
 - The business is operating with revised hours in order to limit the number of shifts and crossing of staff from one shift to another.
 - Staff have been directed to avoid traveling from one work zone to another unless absolutely necessary in order to minimize contact between different groups of workers.

Second level protection (engineering): Barriers and partitions

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- We have installed barriers where workers can't keep physically distant from co-workers, customers, or others.
 - Physical barriers have been installed in areas where physical distancing is difficult or not possible.
- We have included barrier cleaning in our cleaning protocols.
 - All barriers and surfaces are sanitized using hospital grade peroxide-based sanitizer at the end of each shift, and throughout the shift with 70+% alcohol.
- We have installed the barriers, so they don't introduce other risks to workers (e.g., barriers installed inside a vehicle don't affect the safe operation of the vehicle).
 - NA

Third level protection (administrative): Rules and guidelines

- We have identified rules and guidelines for how workers should conduct themselves.
 - Sanitization protocols have been established.
 - Surfaces and tools are sanitized at the end of each shift, and throughout the shift.
 - Customer tables are sanitized between each seating.
 - Menus and other guest handled consumables are single use.
- We have clearly communicated these rules and guidelines to workers through a combination of training and signage.
 - This document has been given to all staff.

Fourth level protection: Using masks (optional measure in addition to other control measures)

- We have reviewed the information on selecting and using masks and instructions on how to use a mask.
 - All staff have been informed of the limitations of masks and other PPE.
- We understand the limitations of masks and other PPE. We understand that PPE should only be used in combination with other control measures.
 - PPE is used as a secondary measure in addition to physical distancing, and physical barriers.
- We have trained workers to use PPE properly, following manufacturers' instructions for use and disposal.
 - All staff have been instructed to use PPE according to the manufacturers supplied guidelines.

Reduce the risk of surface transmission through effective cleaning and hygiene practices

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

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- All staff are familiar with best practices for cleaning and sanitizing surfaces.
- Our workplace has enough handwashing facilities on site for all our workers. Handwashing locations are visible and easily accessed.
 - We have several handwashing stations available throughout the staff areas in addition to one handwashing station in a customer accessible area of the dining room.
- We have policies that specify when workers must wash their hands and we have communicated good hygiene practices to workers. Frequent handwashing and good hygiene practices are essential to reduce the spread of the virus. [Handwashing and Cover coughs and sneezes posters are available at worksafebc.com.]
 - Workers should wash their hands after all interactions that require handling items or touching surfaces that may have been touched by others. Each server is provided with an atomizer containing 70+% alcohol for times when hand washing is not feasible.
- We have implemented cleaning protocols for all common areas and surfaces — e.g., washrooms, tools, equipment, vehicle interiors, shared 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).
 - In addition to our professional cleaning service which comes nightly after the business closes, we have implemented regular cleaning and checks of the restrooms and common areas of the business.
- Workers who are cleaning have adequate training and materials.
 - All workers have been trained on our cleaning and sanitization requirements.
- We have removed unnecessary tools and equipment to simplify the cleaning process – e.g., coffee makers and shared utensils and plates.
 - Steps have been taken to minimize the use of tools and equipment by multiple individuals where possible.

Step 3: Develop policies

Develop the necessary policies to manage your workplace, including policies around who can be at the workplace, how to address illness that arises at the workplace, and how workers can be kept safe in adjusted working conditions.

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.
 - All staff have completed a health questionnaire as part of the re-opening for dine-in service.

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- We will be implementing a temperature check and health questionnaire as part of our clock in/out process as soon as possible.
- The health questionnaire will include questions relating to COVID-19 symptoms, if a worker shows signs of COVID-19 Symptoms, they will be unable to clock-in, and will be required to report to a supervisor.
- Workers who report symptoms of COVID-19 will be sent home and directed to self-isolate and seek the advice of medical professionals.
- Anyone directed by Public Health to self-isolate.
 - We will be following all recommendations and requirements to self-isolate as per the direction of medical professionals and government bodies.
- 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.
 - Employees are discouraged from international travel, and those returning from international travel will be required to self-isolate as per the recommendations/requirements of medical professionals and government bodies.
- Visitors are prohibited or limited in the workplace.
 - Visitors will not be permitted in the workplace with the exception of people who are performing a service for the business.
- First aid attendants have been provided OFAA protocols for use during the COVID-19 pandemic.
 - First aid attendants will be provided all information and protocols available to us.
- We have a working alone policy in place (if needed).
 - To the extent possible, all staff will work alone.
- We have a work from home policy in place (if needed).
 - Those workers who can work remotely are.
- 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 violence prevention program remains unchanged.

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

- Sick workers should report to first aid, even with mild symptoms.
 - We are implementing a temperature check and health questionnaire as part of our clock in/out process, workers who report COVID-19 symptoms will be required to report to a supervisor or first aid.
- Sick workers should be asked to wash or sanitize their hands, provided with a mask, and isolated. Ask the worker to go straight home. [Consult the BC COVID-19 Self-Assessment Tool, or call 811 for further guidance related to testing and self-isolation.]

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- Workers who report COVID-19 symptoms will be required to go straight home and self-isolate for a period of 14 days.
- If the worker is severely ill (e.g., difficulty breathing, chest pain), call 911.
 - Staff have been directed to follow all reasonable emergency response protocols.
- Clean and disinfect any surfaces that the ill worker has come into contact with.
 - Workers who report symptoms of COVID-19 will be asked to report all of their movements in the workplace so that all areas can be appropriately sanitized.

Step 4: Develop communication plans and training

You must ensure that everyone entering the workplace, including workers from other employers, knows how to keep themselves safe while at your workplace.

- We have a training plan to ensure everyone is trained in workplace policies and procedures.
 - All workers will be provided with a copy of this document and will have a training session with a supervisor or manager.
- All workers have received the policies for staying home when sick.
 - All workers will be provided with a copy of this document.
- We have posted signage at the workplace, including occupancy limits and effective hygiene practices. [A customizable occupancy limit poster and handwashing signage are available on worksafebc.com.]
 - Signage reminding staff and customers of the importance of social distancing, hand washing, and sanitization.
 - Signs showing the maximum occupancy of each area of the workplace have been posted.
- We have posted signage at the main entrance indicating who is restricted from entering the premises, including visitors and workers with symptoms.
 - Signage restricting access to the building have been posted at all entrances.
- Supervisors have been trained on monitoring workers and the workplace to ensure policies and procedures are being followed.
 - All supervisors and managers have reviewed this document and had a training session with a General Manager.

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

Things may change as your business operates. If you identify a new area of concern, or if it seems like something isn't working, take steps to update your policies and procedures. Involve workers in this process.

- We have a plan in place to monitor risks.

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- The General Managers will monitor all risks and consult with supervisors and managers regularly to identify and address risks.
- We make changes to our policies and procedures as necessary.
 - This document is reviewed and updated regularly to address changes as required by the changing situation.
- Workers know who to go to with health and safety concerns.
 - Workers should report to their immediate supervisor or manager if they have concerns relating to health and safety. If workers are not comfortable reporting directly to a supervisor or manager, they should report to a member of the JHSC.
- When resolving safety issues, we will involve joint health and safety committees or worker health and safety representatives (or, in smaller workplaces, other workers).
 - All solutions to health and safety issues will be reviewed by both management, and the JHSC.

Step 6: Assess and address risks from resuming operations

If your workplace has not been operating for a period of time during the COVID-19 pandemic, you may need to manage risks arising from restarting your business.

- We have a training plan for new staff.
 - New staff will receive an orientation from a supervisor or senior member of staff who is familiar with their role and will be assigned to shadow another staff member for 1 or more shifts as necessary.
- We have a training plan for staff taking on new roles or responsibilities.
 - Staff taking on new roles will receive an orientation from a supervisor or senior member of staff who is familiar with their new role and will be assigned to shadow another staff member for 1 or more shifts as necessary.
- We have a training plan around changes to our business, such as new equipment, processes, or products.
 - New equipment and processes will be demonstrated to all staff prior to their implementation in the workflow.
- We have reviewed the start-up requirements for vehicles, equipment, and machinery that have been out of use.
 - The business has been in operation throughout the pandemic - all equipment is in good working order.
- We have identified a safe process for clearing systems and lines of product that have been out of use.
 - A professional service will be brought in to clean all draft lines prior to resuming regular business.