

Workplace COVID-19 Safety Plan

Restaurants, Cafes and Pub

Name of Business: Tangent Café

Address: 2095 Commercial Drive, Vancouver BC V5N4B1

Date of Creation: May 27, 2020

General Checklist

- 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 WorkSafeBC and the Provincial Health Officer orders for physical distancing between staffs and customers.

First Level Protection: Elimination Controls

General Considerations

The maximum number of customers allowable on the premises at any given time:

- This number represents 50% or less than the usual capacity of customers

The maximum numbers of staff in each of the following areas:

Kitchen	
Mop Room	
Walk In Fridge	
Keg Room	
Bussing Area	
Staff Room	
Washroom	
Dining Room	
Patio	
Hallway (washrooms area)	
Bar Area	

The person that is responsible for managing the occupancy limit:

Lana Declé, General Manager

We are maintaining physical distancing in our establishment by:

- ☑ Staying home when exhibiting symptoms of illness
- ☑ Eliminating hand-to-hand contact with other staffs and customers (handshakes, fist bumps, high-fives, etc)
- ☑ Creating separate areas for dine-in customers and take-out customers
- ☑ Letting the customers wait outside for a table
- ☑ Letting the customers wait at their table for the washrooms to be available
- ☑ Not taking cash payment and letting the customers wait for the servers to take the cards payment at the customer's table. The server will place the card machine at the corner of the table and step back from the table, then the customer can tap their cards
- ☑ Ensuring there are at least 2 meters between customers seated at the same table unless they are from the same party
- ☑ Ensuring there are at least two meters between customers seated at one table and customers seated at other tables, unless they are from the same party
- ☑ Ensuring there are two meters between customers seated or standing at bars and counters, unless they are from the same party
- ☑ Staggering start times for employees to reduce gathering in common areas
- ☑ Staggering break times to reduce the number of staff gathering in break areas
- ☑ Wherever possible, ensuring employees remain 2 meters apart
- ☑ Limiting the number of staff allowed in the kitchen area at one time
- ☑ Marking exits and entrances between kitchen and service area to avoid interactions between outgoing food and incoming dishes being cleared
- ☑ Restricting access into food preparation areas for members of the public, and other staff who are not kitchen employees

Second Level Protection: Engineering Controls

General Considerations

We have installed physical barriers inside the restaurant where physical distancing may not be possible between the public and employees:

- In entryway to separate seating from customers entering and exiting restaurant
- Between booths and other fixed seating

We have placed the following physical distancing markers/reminders for customers and staff in our workplace:

- Between the kitchen and bussing area
- Between the kitchen and the food running area
- Hallway by the washrooms
- Some seats are marked "X" to ensure the customers have lots of space from the other table/person next to them
- Posters are posted on the walls to remind the staffs and customers to practice physical distancing
- we marked the outside area with tape so that the customers that are waiting for their table or takeout have lots of space to physical distance from each other
- we marked the bar/pos/glasswasher area with tape to stop the public or anyone that are not employees to go behind the bar

We have made the following changes to the layout of the restaurant:

- Adding floor decals and signage to facilitate the flow of people
- Re-arranged the entrance areas by removing chairs at the bar to have more walking space
- Removed magazines, booklets and brochures from the entrance area
- Provide hand sanitizer at the door for customer use when they enter the restaurant
- Eliminated storage of personal belongings in common areas

We have made the following changes to the layout of the dining areas:

- Removed salt/pepper shakers, condiments, candles, flowers and other table items
- We are using digital menu that can be downloaded from our website, chalkboards menu, and single use menu
- We removed tables and chairs to give staff and customers more space to maintain distance from each other.

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

- Marked the working distance with tapes to remind the 3 kitchen staffs to maintaining physical distance from each other.

Third Level Protection: Administrative Controls

General Considerations

- We are retaining contact information (first and last name) of all the delivery person

The procedure if a worker is identified as having symptoms:

Staff will be advised not to come to work if they are sick. The temperature of all staff members is checked before the beginning of their shift. Workers found to have a high temperature will be immediately sent home and will not be allowed to begin their shift. Symptomatic staff members will be advised to return home and seek medical advice via the HealthLink BC hotline (811). Employees will not be permitted to return to work until they have recovered from their illness. In the event of a confirmed COVID-19 infection, the infected staff member will not be permitted to return to work for a minimum of two weeks.

The procedure if a customer is identified as having symptoms:

Customers will be advised with signage visible from outside the entrance that we will not allow entry to anyone who appears to be showing symptoms of COVID-19. Any customers that appear to be symptomatic will be denied entry and advised to seek medical advice.

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
- We have organized our staff members into working groups or teams to facilitate reduced interaction between groups
- We are posting our key COVID- 19 protocols to our website at www.tangentcafe.ca

Table Service

- Pouring water, coffee and other drinks at the bar before bringing it to the customer's table or let the customers pour their own drink if the beverage came in a bottle
- Servers leave food and drinks at the front of the table and letting guests distribute them after the server has stepped away
- Limiting server's contact with dirty dishes by having servers bring out food and having a busser remove dirty dishes
- Providing packaging and letting the customers wrap up their own leftovers
- Removing all items when turning a table (including unused cutlery, unused condiments, remove everything!

Kitchen

- ☑ Cooks and chefs use knives and other tools that are provided by the restaurant but we have enough for everyone so they don't have to share tools during work. Knives and other tools are washed and sanitized regularly
- ☑ All the kitchen staffs work in their own designated working station and uses different tools and equipment

Cleaning and Hygiene

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

- ☑ Established hand washing procedures for all front of house staff
- ☑ Hand washing signage is provided near all sinks
- ☑ Increased cleaning between table seatings: tables, vinyl or laminated menus and vinyl/leather/metal/wooden seats should be wiped when turning the tables
- ☑ Established cleaning procedures for condiments and other items brought to the table
- ☑ Clarified procedures for cleaning staff areas and trained employees accordingly
- ☑ Cleaning bathrooms thoroughly and on a more frequent basis
- ☑ Enhanced cleaning of all frequent touch points in common areas: walls, tables, chairs, barstools, coasters, condiments, coat hooks, bathroom, front door, bathroom door, patio door, back door, staff doors to staff room, walk in fridge's door, and kitchen's back door
- ☑ Developed additional regular and end-of-shift cleaning and disinfection for all shared spaces and surfaces in public service area
- ☑ Developed cleaning schedules and assigned the staffs to be responsible for completing the cleaning tasks, and to ensure the completion of these tasks
- ☑ Ensuring staffs are supplied with appropriate supplies such as soap and water, and hand sanitizer

Fourth Level Protection: Personal Protective Equipment

General Considerations

- We have reviewed WorkSafe BC's Guidance on Selection and Use of Masks

We have developed a personal protective equipment policy for employees as follows:

All front of house staff are required to wear face masks when doing tasks where they cannot maintain distance from customers and other staff members. This includes serving tables and working behind the bar.

All kitchen staff must wear face masks or face shields if physical distance cannot be maintained between staff.

All dishwashing staff must wear face shields and gloves.

We have developed a personal protective equipment policy for customers as follows:

Customers will not be required to wear face masks, but will be directed to use hand sanitizer upon entry and to maintain distance between other customers not in their party.

The following tasks require the use of personal protective equipment:

- Dishwashing
- Taking the garbage and recycling out
- Serving customers

Employees have received training about:

- How to safely put on and take off a mask
- When to change a mask
- The importance of conducting hand hygiene after taking off a mask
- How to safely put on and take off gloves
- When to change gloves
- The importance of conducting hand hygiene after taking off gloves

