

BEEFEATER'S CHOPHOUSE & GRILL

Covid-19 Health & Safety Plan

The safety and well-being of our guests and employees is our #1 priority.

This Safety Plan is our business' step-by-step response to increase awareness, and our enhanced protocols for the health and safety of our staff and customers.

Our business is committed 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 the training we provide 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 due to COVID-19. Through our enhanced awareness we aim to help the Provincial Ministry of Health reduce the risk of person-to-person transmission through the following 5 measures in order of priority:

1. Creating more space between patrons and staff in our business
2. Reducing the number of people in our establishment at any one time according to the latest PHO
3. Establishing new rules and guidelines for our staff to follow to help keep people physically distanced and to enhance our cleaning regimens
4. Defining what positions and in what situations our staff will safely be using PPE —particularly non-medical masks. This includes training on how to use masks correctly
5. Limiting groups at one table to no more than 6 people in accordance with the PHO

Our contacts for COVID-19 related concerns are: Helen Mihalatos or Blaize Ward. You can reach our contact by email at: *info. Beefeaters@gmail.com*.

NEW PROTOCOLS FOR REDUCING RISK

In collaboration with our staff and in consulting with the WorkSafe BC guidelines for Restaurants and the PHO, we have outlined the following processes for reducing risk in our workplace.

Our Front of House Protocols are:

- Stand back at least 3 feet from the table when speaking to guests and approach the table only for service of food & beverage
- If more than 2 people at a table, leave drinks or food at the front of the table and let the guests serve themselves after the server has stood back
- Use cup handle to place cups on tables
- Use the stem to carry wine glasses
- Utensils will only be served inside disposable silverware case
- Create signage to clearly separate entrance and exits
- We will place physical distancing reminders inside & outside the washrooms
- Whenever possible we will open windows, guest doors to allow fresh air into our restaurant while limiting the use of standing fans
- For water service, staff will provide water in a jug at the table and allow guests to pour their own water. For coffee service, staff will not touch cups when refilling
- Menus will be thoroughly sanitized between each use
- For leftovers, staff will provide guests with the container & let them pack the to-go box

Our Back of House Protocols are:

- Employees should wear distinct kitchen uniforms and /or work clothes
- We will limit the number of people who aren't cooks and chefs entering the kitchen area
- Use of gloves:
 - Gloves are recommended for cold food preparation and cold plating
 - Gloves are 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 regularly with approved sanitizer. This will include all fridge and door handles and faucet handles in the kitchen
- Our chefs and cooks will not regularly share knives, utensils, or service tools. If shared, they will be cleaned/sanitized between users
- In the dishwashing area, all employees will wear gloves and masks
- Our cook and chef teams will observe social distancing whenever possible

Our People Protocols are Changing to Respond To Covid - 19

Our staffing protocols have changed as follows;

- 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 they are required to contact Public Health at 811 and self isolate 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 must have self-isolated for 14 days
- All staff must wash hands upon arrival at work at the beginning of each shift and upon return from any breaks

Our customer protocols have changed as follows:

- We have a hand sanitizing station for guests and staff when they enter the front door to immediately clean hands
- Parties will be limited to groups of no more than 6
- During peak hours, we have a hostess open the front door for staff and guests when they arrive
- Waiting for a table will be outside.
- For all dine in guests we will collect the name of one guest per party and their phone number. Records will be kept for 30 days.

- Customers will be required to wait at appropriate 2 m distance in all areas where cueing is required
- Customers collecting or requesting take out will wait in a separate location than dine-in
- Signage is posted at the entrance of the restaurant to ensure that no one with symptoms or who has had contact with someone diagnosed with COVID –19 will enter the restaurant
- Signage is posted clearly identifying separate entrance and exit doors

We Are Committed to Ongoing Training

Our goal for training is to ensure that our staff is safe in our workplace. Each staff person has agreed to our health check, as this is our front line defense against COVID-19 in our workplace.

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