



BCRFA Restaurant COVID-19 Safety Plan
Painted Turtle Restaurant
Updated April 2021

This COVID-19 Safety Plan is our business' step-by-step response to increased awareness around, 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. Through our enhanced awareness, we aim to help the Provincial Ministry of health to reduce the risk of person-to-person transmission through the following 6 measures in order of priority:

- 1 – Creating more space between patrons 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 – Establishing new 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, particularly non-medical masks, to limit exposure to respiratory droplets. This includes training on how to use masks correctly.
- 6 – Limiting table seating to 6 in accordance with the PHO.

Our plan is current as of this date: April 23, 2021
Our contact for COVID-19 related concerns is: Chris Kreke
You can reach our COVID-19 contact by email at: ptr@dutchlake.com
Our customer-facing version
of this plan is available online at: ptr.dutchlake.com
Per the Public Health Order, our capacity has been reduced from
 105 **to** 88 (54 if only using outside dining).



Risks in Our Workplace

We have worked extensively 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 metres of physical distancing is difficult to maintain:

- Kitchen
- Behind the bar
- Bathrooms

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:

- Cooks

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

- iPads
- POS terminals
- Bar taps/bottles

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

- Cooler and walk-in cooler handles
- Freezer handles
- All door knobs
- Tap handles
- Toilet handles
- Soap dispensers
- Hand Sani dispensers

We have created new protocols for reducing risk



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

ALL Staff will complete a self-assessment prior to reporting to work. Each employee must confirm that they have completed the health check and are able to be in the workplace.

Our enhanced Front of House Protocols are:

Servers will:

- Wear masks at all times inside the restaurant and on the outside patio
- Have a dedicated place at every table from which to serve.
- Will stand back from the table when speaking to guests and limit their time at a table to less than 15 minutes per visit
- Hold plates underneath with the thumb on the rim.
- Use the cup handle to place cups on tables.
- Use the stem to carry wine glasses.
- Whenever possible, we will open doors to allow fresh air into our space while limiting the use of standing fans.
- For coffee service, staff will not touch cups when refilling.
- Staff will remove salt and pepper shakers, sauce dispensers, and other table top items and only provide items when requested.
- Menus have been changed to one laminated sheet that will be disinfected between tables.
- For leftovers, staff will provide the guest with the container and let them pack the to-go box.
- Instruct guests to wait at the table, we will bring the POS over, OR we will take cash and return with change. Guests only enter the restaurant to use washroom facilities. While there is no inside dining, guests may come inside to pay.

Our enhanced Back of House Protocols are:

- Employees will wear clean kitchen shirts supplied by the company.
- Wear masks when working with others; if you are in close proximity to any staff or customers, you will wear a mask.
- We will limit the number of people who aren't cooks and chefs entering the kitchen area. This includes deliveries, service technicians and sales people. Where



possible, we will unbox items before bringing them into the kitchen. Our receiving/delivery log will include date, time, company.

- Food handlers are to wash their hands every 30min-1hour and after breaks, putting away stock, washing dishing, and handling raw food.
- Use of gloves:
 - Gloves recommended for cold food preparation and cold plating.
- Kitchen and prep areas are wiped down in 30-minute to 1 hour intervals with approved sanitizer. This will include all fridge and door handles, stove dials and faucet handles in the kitchen.
- Our cooks will clean/sanitize the handles of knives, utensils or service tools between users.
- In the dishwashing area, all employees will wash their hands for 20 seconds after washing dishes. When there is a designated dishwasher, they will wear gloves and a mask.
- 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, dry storage area, during staff meetings, staff breaks, receiving orders, large prep jobs, etc. When 2m distancing is not possible, masks will be worn.

We are installing 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 between customers with soap and water, dried with a microfiber cloth.

- Plexiglass is installed by the bar/POS to keep clean glasses from customers
- Plexiglass is installed by the iPads/POS in the dining area

Our People Protocols are changing to respond to COVID-19.

Our staffing protocols have changed as follows:



- We require staff to declare daily that they will not come to work if they have had symptoms of COVID-19 or had close exposure to a person currently diagnosed with COVID-19.
 - o If an employee feels sick while at home (fever, new or worse cough, unusual tiredness, loss of sense of smell or taste, sore throat); stay home, self-isolate and monitor your symptoms until you recover. If your symptoms worsen, call 811 or go to the COVID self-assessment page (<https://ca.thrive.health/covid19/en>) and follow the instructions.
 - o If an employee starts to feel ill while at work – advise the supervisor and go directly home, self-isolate if you can and monitor your symptoms (see above). All areas you were in will be disinfected.
- Anyone who is returning to our workplace after travelling out of Canada 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.
- Visitors to our back of house for deliveries and service are recorded to assist with tracking in our delivery log.
- As we are a restaurant, our staff must come in to work however, we are engaging in regular health and safety conversations and ensuring that our staff are bringing forward any concerns about the new work flow or restaurant layout in order to improve our COVID-19 response.
- We have provided a Health Resource document to orient our staff to COVID-19 and any related health, bullying and mental health resources.
- We are actively monitoring our social media and our guest feedback online and in person to ensure that we are not experiencing any backlash or negative engagement with customers and managing difficult situations accordingly to assist our staff through this difficult transition.

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 from a single household.
- Reservations are recommended. Guests will be able to make a reservation online, by phone, or come into the restaurant to put their name on a list.
- Waiting for a table will be outside. A host(ess) will show the guests to their table.



- For all dine in guests, we will collect through our online reservation or our host station, the first and last name of one guest per party and their phone number or email address. Records will be kept as per the Public Health Order for 1 month. Contact information will be used for the PHO or purposes of the reservation or table booking only.
- Customers will be required to wait at appropriate 2 m distance in all areas where cueing is required.
- If we are closed for inside dining, customers collecting or requesting take can enter the restaurant and come to the till (plexiglass is set up). If we are open for inside dining, the customer will wait in the lobby – staff will acknowledge them, confirm their order and staff will bring out the food and POS for payment if necessary. If customers want to order, staff will bring the IPAD to the lobby area to take the order. The customer can then wait in their car or outside until the meal is ready.
- 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 aware that some guest may not like the new protocols we have instigated and have a staff person assigned to address issues. The point person is **Jon Kreke**.

We have posted at the entrance to our business, signs that show:

- our current occupancy limit;
- our restriction from entering the premises for any visitors or staff with symptoms of COVID-19.

We are committed to Ongoing Training.

In our business, we have provided restart training for all our staff and will be speaking to our staff regularly to ensure that any changing regulations are enforced and to respond to any concerns being brought forward by staff or guests.

Our goal for our 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



Staff have a designated person to speak to, identified on the cover page of this document, who they can ask COVID-19 related questions to.

We are requiring masks for all staff and customers while on the premises. We have posted instruction on the proper use of putting on and removing masks.

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: **REDI SAN RTU**
To disinfect tables and menus, we are using: **REDI SAN RTU/ ES15 or Peroxide Multit Surface Disinfectant and Cleaner**
To disinfect/clean washrooms, we are using: **ES15 or Peroxide Multit Surface Disinfectant and Cleaner**
For POS and computer equipment, we are using: **Isopropyl alcohol**

We have removed all table items from our tables and are only providing them on demand so that they can be sanitized/cleaned between uses.

Hand-washing: We have installed hand-washing signage at sinks in washrooms, in the kitchen and staff room.

Bathrooms: Our bathroom are sanitized every hour depending on use and the schedule is posted by the bar. All entry/exit and stall door handles, flush mechanisms, urinal handles and sinks will be sanitized each time.

High Touch Locations: High frequency touch locations are cleaned every hour and the schedule is posted behind the bar. All entry/exit, kitchen or service door handles, POS machines, debit terminals will be sanitized each time.

Our Enhanced Cleaning schedule is:

- **Front door handles are wiped down in 30-minute/1hour dependent on use intervals with approved sanitizers.**
- **Between customers, tables, chairs, menus, tablets, and any condiments that have been brought to the table must be cleaned or sanitized between parties.**
- **For counter service, POS machines will be sanitized between patrons who must touch the number pad.**
- **When staff switch positions, any shared equipment will be sanitized. This will include all repeated contact surfaces such as computer terminals, keyboards, POS machines.**
- **Our front of house staff will remove everything from the table after guests leave and clean the table completely; then sanitize with approved disinfectant.**
- **Staff will perform regular hand washing with soap and water for at least 20 seconds following the official hand-washing guidelines. Hand-washing will be done:**
 - **Before and after breaks**
 - **After touching or cleaning tables any surfaces that may be contaminated**



- After sneezing, coughing or nose blowing
- After touching your face or hair
- After using the restroom
- After touching personal phones
- After using shared equipment such as computers, POS systems and debit terminals between different users
- All kitchen surfaces, equipment used and handles of all types will be sanitized at the end of shift following the product cleaning specs.

We are committed to adapting and changing as required.

Our supervisors are trained to monitor the workplace, engage with staff and ensure that COVID-19 policies and procedures are being followed and that any staff questions are being addressed in a timely manner. Issues that are brought forward that require input from management or advice from WorkSafe BC will be addressed accordingly.

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.

When issues are brought forward by our staff or our guests, and in the event of changes in the Public Health Order or WorkSafe BC recommendations, we are updating this document and changing the date on the cover page.

We have assigned a COVID-19 point person from our team and that person is also identified with contact information on the cover page.