

BCRFA Restaurant COVID-19 Safety Plan

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 guests.

Bethlehem Centre 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 private gathering to no more than 50 people in accordance with the Provincial Health Officer.

Our plan is current as of this date: June 25, 2020

Our contact for COVID-19 related concerns is: Donya Baker

You can reach our Donya at 250-754-3254 ext. 722

Or by email at: director@bethlehemcentre.com

Our customer-facing version of this plan is available online at: www.bethlehemcentre.com

Per the Public Health Order, our capacity has been reduced from

80 guests to 40 guests in accordance with the Provincial Health Officer.

Room Capacity Listings at Bethlehem Centre:

(Also posted at front entrance and on meeting/dining room doors)

Overall Property:

- 37 Single occupancy rooms : 37 guests maximum (can be increased to 40 guests when couples share rooms)
- Back Dining Room: 14 guests maximum, seated in “pods” of up to 6 guests.
- Front Dining Room: 23 guest’s maximum, seated in “pods” of up to 6 guests.
- *Please note a request for Individual seating will reduce guest capacity within dining rooms:*
 - Back Dining Room (Reduced with Individual Seating): 12 guests maximum
 - Front dining Room: (Reduced with Individual Seating): 18 guests maximum

Separate Meeting Rooms:

- Shepherd Hall : 20 guests maximum
- Chapel: 40 guests maximum
- View Room: 18 guests maximum
- Tabor: 6 guests maximum
- Labyrinth Museum: 14 guests maximum
- Oak Room: 10 guests maximum
- Kairos : 2 guests maximum

Outdoor Recreational/Event Areas:

- Lakeside Lawn area: 40 guests maximum
- Pond side Lawn area: 20 guests maximum
- Labyrinth: 30 guests maximum

Risks in Our Workplace

- We have worked extensively with our staff and identified the following risk areas in our workplace. We have assessed both physical proximity issues as well as surface contamination issues.
- We have identified the following areas where people gather as points where 2 meters of physical distancing is difficult to maintain:
 - Dining room/Meeting rooms
 - Hallway(s)/bathrooms
 - Entrances/Exits
 - Server stations/dish stations

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 is longer than 15 minutes:

- Food prep & service
- Dishwashing
- Guest service
- Housekeeping

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

- POS terminal & computers
- Doorway handles & cooler doors (all)
- Lightswitch plates, tap handles, countertops
- Kitchen cupboards, small appliances, coffee stations

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

- Door handles, fridge & cooler handles, pantry handles (all)
- Pass-through counters & payment counter
- Guest & staff bathroom tap & toilet handles
- Dining room tables before & after meals

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.

Our enhanced Front of House Protocols are:

Guest Service & Hospitality Staff will:

- Have a dedicated place at every table from which to serve.
- Will stand back at least 3 feet from the table when speaking to guests and approach the table only for service of food and beverage.
- Hold plates underneath with the thumb on the rim.
- Use the cup handle to place cups on tables.
- Grip utensils by the handle and don't let handles touch the food.
- Keep hands off the bowl of a spoon or prongs of a fork
- We will create signage to clearly separate entering and exiting.
- Guests will be advised in advance that they are responsible for their groups social distancing of 6' between people when lining up for service on the property.
- Hospitality Staff will be in attendance and reminding guests when they are in service areas to keep a 6' social distance.
- Whenever possible, we will open windows, guest doors or roll-up doors to allow fresh air into our space while limiting the use of standing fans.
- We have closed our buffets and self-service tea & coffee stations and opted for covered, plated meals.
- For water service, staff will provide water in a bottle or jug at the table and allow guests to pour their own water. For coffee service, staff will not touch cups when refilling.
- Staff will remove salt and pepper shakers, napkin dispensers and other table top items and only provide items when requested.
- Staff will wear an apron that allows the server to have an extra layer between their clothes and the guest. This protects the server's clothes and still looks professional.

Our enhanced Back of House Protocols are:

- Chefs & cooks should wear distinct kitchen uniforms and/or work clothes. No street clothing to be worn in the kitchen. Hospitality Staff and Dish Stewards will wear aprons & PPE wherever necessary.
- 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 and guests. For any deliveries that would normally enter the kitchen, we will create a staging area for deliveries outside of the kitchen. Where possible, we will unbox items before bringing them into the kitchen. Our receiving/delivery log will include date, time, company.
- Use of gloves:
 - Gloves recommended for cold food preparation and food plating.
 - Gloves are mandatory when handling deliveries and receiving raw food products and must be changed after each task.
- Kitchen and prep areas are wiped down frequently thro-out the day 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 during peak periods.
- The dishwashing area will be clearly divided into "Clean End", "Dirty End" so dishwashers are not loading clean dirty and then removing clean to cross-contamination.
- All kitchen sinks will have hand-washing instructions.
- Our cook and chef teams will observe social distancing whenever possible, i.e. when in the walk-in fridges/freezers, dry storage area, during staff meetings, staff meals, receiving orders, large prep jobs, etc.

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 of COVID-19, they are required to contact Public Health at 8-1-1 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 while monitoring for symptoms before they can work in our retreat centre.
- 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 retreat centre with food service, our staff must come in to work however, we are engaging in regular health and safety conversations and ensuring that staff are bringing forward any concerns about the new work flow or restaurant layout in order to improve our COVID-19 response.
- We have posted a Health Resource document to orient our staff to COVID-19 .
- 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:

Bethlehem Centre Check In/Out times for Guest rooms and Meeting rooms have been adapted to accommodate the Provincial Health Officers recommendations for cleaning protocols:

- Meeting Rooms: **Last booking (daily) will be at 12pm.**
- Guest rooms: **Check In 4PM daily/Check Out 10am daily**
- We have a hand sanitizing station/sign for individual guests and groups when they enter the front door to immediately clean hands and register on the property.
- Seating in the dining rooms will be limited to groups (pods) of no more than 6.
- Separate meeting rooms will have their capacity posted on the door of the meeting room.
- Special events(ie; wedding or memorial services) in private space will be limited to groups of no more than 50 indoor and 40 outdoor (by pre-reservation only).
- For all dine in guests, we will collect through our online reservation or our sign in station, the first and last name of one guest per party and their phone number. Records will be kept per the Public Health Order for 1 month. Contact information will be used for the Provincial Health Officer or purposes of the reservation or table booking only.
- Guests will be required to wait at an appropriate 2 m distance in all areas where cueing is required.
- Guests collecting or requesting food to take out will wait in a separate location away from seated dining room guests.
- Signage is posted at the entrance of the premises to ensure that no one with symptoms of COVID-19 or who has contact with someone diagnosed with COVID-19 will enter the premises.
- We have posted at the entrance to our business sign that show:
 - our current occupancy limit;
 - our core hygiene practices for both staff and guests;
 - the core public facing elements of our COVID-19 Safety Plan;
 - our restriction from entering the premises for any visitors or staff with symptoms of COVID-19.

We are committed to Ongoing Training.

In our Retreat Centre, we have provided restart training for all our staff and will be conducting regular training updates through email to our staff 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 checklists
- Prior to reopening dine in, we cleaned all beverage service lines, fridges, pantries, counters, service and cooking areas, inside and outside tables and chairs that have not been in use.

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 supplementing the measure above with limited use of non-medical masks and or face shields in the following core positions and for the following core tasks:

- Doing dishes during peak periods
- Preparing food when pass through is open in kitchen
- Serving food to guests in cases where minimum social distancing cannot be observed.
- Housekeeping duties where minimum social distancing measures cannot be observed.
- Hospitality and Guest service duties where minimum social distancing measures cannot be observed.

We have provided all staff using masks the instructions and training to use them correctly.

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 kitchen prep areas: Soap/Water & Food Safe Quat Sanitizer
- To disinfect tables/hard surfaces : Disinfecting Peroxide
- To disinfect/clean washrooms: Disinfecting Peroxide
- For Point of Sale terminals /computer equipment: Disinfecting Peroxide or Lysol Wipes
- For cleaning of door handles/switchplates: Disinfecting Peroxide or Lysol Wipes

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. To support proper hand-washing, we have watched a video demonstration of proper hand-washing technique for 20 seconds.

Bathrooms: Our public washrooms are frequently cleaned as per schedule posted on the washroom doors. All entry/exit and stall door handles, toilet seats, flush mechanisms, urinals and sinks will be cleaned regularly. Guest washrooms for group retreats will be cleaned at times determined by our Head of Housekeeping in collaboration with Group Leaders, and a cleaning schedule will be posted on guest bathroom doors.

High Touch Locations: High frequency touch locations are cleaned at every opportunity through the work day. All entry/exit, kitchen or service door handles, Point of Sale machines, service counters, bussing stations, service stations, debit terminals will be cleaned regularly.

Our Enhanced Cleaning schedule:

- Reception desk and/or service counters and front door handles are wiped down with approved sanitizers.
- Between guests, tables, chairs, and any condiments that have been brought to the table must be cleaned or sanitized between parties.
- For counter service, point of sale machines will be sanitized between guests 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, point of sale machines.
- Hospitality staff will remove everything from the table after guests leave and clean the table completely.
- Staff should 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/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, point of sale 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 or advice from our Executive Director (Donya Baker) or WorkSafeBC 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 WorkSafeBC recommendations, we are updating this document and changing the date on the cover page.