

Miradoro Covid-19 Safety Plan November 21st 2020 revision

Step 1: Assess the risks at your workplace

Members of staff involved in our safety plan.

Manuel Ferreira, Jeff Van Geest, Sam Lymbery, Jordan Shoemaker

We have identified areas where people gather, such as break rooms, production lines, and meeting rooms.

Staff area, kitchen area, front entrance, rear entrance, dining room, bathrooms, changeroom, walk-in fridge/freezer.

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).

Guest arrival and seating of guests (including the front entrance and around tables), taking order and delivery of guest's food and drinks, clearing guest tables, taking of payments, preparation/cooking and plating of dishes, dishwashing.

Vehicle Transportation

Workers normally travel alone to the workplace.

We have identified the tools, machinery, and equipment that workers share while working.

FOH-Laptops, Ipads, phones, keys, coffee equipment, Vivreau water system, ice machine, cleaning equipment, payment machines, POS terminals, winecranks, bottle openers, icebuckets, dishwasher racks, trashcans, trays, staplers and stationary, cashbox, keyboards.

BOH-Slicers, mixers, pasta roller & extruder, dishwasher, knives/whisks/strainers/small tools etc, recipe books, blenders, vacpack machine, squeeze bottles, wine bottles, seasoning trays, spice containers, blowtorch, ice machine.

We have identified surfaces that people touch often, such as doorknobs, elevator buttons, and light switches.

Door handles - front, bathrooms, kitchen, rear entrance, oven, refrigerators, on-line drawers.

Taps - bathroom, dining room, kitchen.

Lightswitches - airconditioning controls, entertainment controls, automatic door switches.

Systems – POS systems, telephones, debit machines, Vivreau machine, espresso machine.

Step 2: Implement protocols to reduce the risks

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.

WorksafeBC Website:

Health and Safety, Industry Information - Phase 1 - Hospitality, Industry Information

Returning to safe operation - Phases 2 & 3 - Restaurants, cafés, pubs, and nightclubs

BCCDC – Food Businesses

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/employers-businesses/food-businesses>

Frontline workers, supervisors, and the joint health and safety committee (or worker representative).

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Orders, guidance, and notices issued by the provincial health officer and relevant to your industry.

Province Wide Restrictions November 20th – Mandatory masks.

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-recovery/covid-19-provincial-support/restrictions#athletics>

ORDER OF THE PROVINCIAL HEALTH OFFICER (Pursuant to Sections 30, 31, 32 and 39 (3) Public Health Act, S.B.C. 2008) COVID-19 PREVENTION REGIONAL MEASURES November 10th, 2020

ORDER OF THE PROVINCIAL HEALTH OFFICER (Pursuant to Sections 30, 31, 32 and 39 (3) Public Health Act, S.B.C. 2008) GATHERINGS AND EVENTS November 10th, 2020

ORDER OF THE PROVINCIAL HEALTH OFFICER (Pursuant to Sections 30, 31, 32, and 39 (3) Public Health Act, S.B.C. 2008) FOOD AND LIQUOR SERVING PREMISES October 9th 2020

ORDER OF THE PROVINCIAL HEALTH OFFICER (Pursuant to Sections, 30, 31, 32 and 39 (3) Public Health Act, S.B.C. 2008) Workplace COVID-19 Safety Plans May 14th, 2020

Your health and safety association or other professional and industry associations.

BCRFA Covid-19 Resources

<https://www.bcrfa.com/covid-resources>

Have you reviewed your protocols since developing your original COVID-19 Safety Plan to ensure they are still appropriate?

Our protocols have had updates since the original plan and posted in our workplace and on our website.

Have you selected the most appropriate controls that provide the highest degree of protection to your workers?

We're using Levels 1-4 of the hierarchy of controls.

Physical Distancing:

Have you identified workers who can work from home to reduce the number of people in the workplace? Are these workers currently working from home?

No, our business is not conducive to workers working from home.

Are you restricting the number of customers allowed in the workplace? Have you established and posted occupancy limits for the workplace and for rooms where occupancy needs to be managed, including kitchens, break rooms, elevators, and washrooms?

Yes, the number of customers has been restricted and restaurant occupancy limits have been posted near the front entrance. Also occupancy limits have been posted in guest bathrooms, changeroom, and walk-in fridge. Deliveries are made outside the rear entrance and we are not accepting visitors.

Have you removed or rearranged furniture in work areas, including kitchens, break rooms, change rooms, and other locations where workers may be close to one another?

Yes, we have both removed and rearranged furniture in the dining room.

Where possible, have you set up workstations so they are at least 2 m (6 ft.) apart?

Yes, mainly in the BOH, prep stations are spaced. In general FOH can work apart.

Have you modified work schedules so fewer people are onsite at any one time?

The reduction in the number of guests has led to schedules with fewer staff members.

Have workers reported any issues related to physical distancing in the workplace? Have you resolved these issues?

Any issues with physical distancing have been resolved by adding additional tables to the guests table where necessary.

Additional Measures in place:

BOH tasks designed with minimal crossover.

No crossover in dish area. 1 staff member assigned to soiled dishes, another for clean. FOH to staff receive clean dishes and glasses from that staff member.

Non-food contact surfaces cleaned with Alcosan.

Barriers:

We have installed barriers where workers can't keep physically distant from co-workers, customers, or others.

No, but we have removed most situations where distancing was an issue, bar seating for example. We have also been wearing masks FOH and BOH since July 14th, 2020.

Masks:

- Masks are being used in conjunction with other appropriate protocols such as physical distancing.
- Our mask policy includes the use of masks that are appropriate for the workplace and work processes. We have also posted a copy of COVID-19 health and safety: Selecting and using masks in non-health care settings.
- Copies of Help prevent the spread of Covid-19: How to use a mask have been posted.
- Guests are required to use masks when they are not at their table.
- We haven't had any issues relating to masks in the workplace.

Cleaning and Hygiene:

Our cleaning plan includes the high-contact surfaces identified in our risk assessment.

We have reviewed the information on cleaning and disinfecting surfaces: COVID-19 health and safety: Cleaning and disinfecting has been reviewed. 2-step cleaning process noted.

Our workplace has enough handwashing facilities on site for all our workers. Handwashing locations are visible and easily accessed.

Signage on correct technique has been posted at handwashing stations

We have policies that specify when workers must wash their hands and we have communicated good hygiene practices to workers. Handwashing and Cover coughs and sneezes posters have been posted.

We have implemented cleaning protocols for all common areas and surfaces — e.g., dining tables, washrooms, tools, equipment, 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).

FOH has hourly cleaning schedule, kept in green folder

BOH Cleaning and Sanitization is included in Miradoro Additional Procedures for BOH Covid Operation

Workers who are cleaning have adequate training and materials.

Yes this has been communicated through Miradoro Additional Procedures for FOH Covid Operation & Miradoro Additional Procedures for BOH Covid Operation

We have removed unnecessary tools and equipment to simplify the cleaning process — e.g., coffee makers and shared utensils and plates

Unnecessary tools and equipment have been moved to storage as well as items from the office and staff area.

Step 3: Develop policies

We have identified rules and guidelines for how workers should conduct themselves.

Currently: FOH Staff Policies, Miradoro Employee Manual, Miradoro Team Member Handbook and Service Procedures

Added: Miradoro Additional Procedures for FOH Covid Operation, Miradoro Additional Procedures for BOH Covid Operation

We have clearly communicated these rules and guidelines to workers through a combination of training and signage.

Staff members have signed off that they have read and understand the added procedures.

Signage has been installed throughout restaurant.

- Daily health check completed as each employee signs in. Supported by workplace signage that reminds workers and others that they should not enter the workplace if they are ill.
- Worksafe BC's COVID-19 Safety Plan has been reviewed for other policies you may need to consider, such as a working alone policy and a work from home policy which don't apply.
- Added appropriate WorksafeBC information to Miradoro Additional Procedures for FOH Covid Operation in regards to dealing with irate and violent guests.
- No concerns have been raised by workers regarding violence in the workplace.
- Policies have been updated since our original Covid-19 safety plan and workers are monitored to ensure they are following our policies.

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, this includes any new staff as well.

Yes, presented to and signed by FOH and BOH staff.

All workers have received the policies for staying home when sick.

Yes, presented to and signed by FOH and BOH staff.

We have posted signage at the workplace, including occupancy limits and effective hygiene practices

Yes, signage has been posted around the premises FOH and BOH

We have posted signage at the main entrance indicating who is restricted from entering the premises, including visitors and workers with symptoms.

Yes, at both front and rear entrances.

Supervisors have been trained on monitoring workers and the workplace to ensure policies and procedures are being followed.

Yes, policies and procedures have also been provided to Supervisors.

Have workers raised concerns about workers or members of the public not following protocols? What have you done to address these concerns?

Concerns have been addressed with re-educating staff or educating guests of our protocols.

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

We make changes to our policies and procedures as necessary.

This is normally triggered by the release of a new PHO.

Miradoro Additional Procedures for FOH Covid Operation & Miradoro Additional Procedures for BOH Covid Operation are both dynamic documents that can be adjusted and disseminated to staff quickly.

Workers know who to go to with health and safety concerns.

Workers can approach any member of our small management team to address concerns.

When resolving safety issues, we will involve joint health and safety committees or worker health and safety representatives (or, in smaller workplaces, other workers).

As a smaller workplace we work together to address safety issues.

Revisions of our plan are dated and posted for workers.

Changes are communicated to our workers by providing new copies of Miradoro Additional Procedures for FOH Covid Operation, Miradoro Additional Procedures for BOH Covid Operation