

Bays Health & Safety Protocols

updated February 2021

FRONT OF HOUSE

Physical distancing

- Customers will not be permitted to congregate in groups larger than 6 and must only be seated with members of their own household.
- To ensure proper physical distancing between patrons, tables will be placed 2 metres (6 feet) apart and will be configured so that no more than 6 customers may congregate together.
- Tables will be placed closer together only in cases where they can be separated by tall partitions or significant barriers.
- In fixed seating areas (such as a counter or bar), individual customers or groups of customers will be seated 2 metres apart and in groups of no more than 6.
- Management and workers (e.g., dispatch, customer service, administration) will work remotely wherever possible.
- In-person staff meetings will be avoided whenever possible.
- Hand-to-hand contact with guests (handshakes, fist bumps, high-fives, etc.) will be eliminated.
- Staff will maintain 1 m or 3 ft between them and a guest whenever possible.
- Respectful distances between staff will be maintained and additional points of physical contact will be avoided.
- Separate take-out and dine-in protocols will be implemented. Clear signage for take-out and delivery pick-ups will be posted.
- Table service will operate with reduced contact. For example:
 - drinks served in bottles will be poured by staff once only; bottles will be left on table for guests to pour
 - one seat from each table will be removed where possible to ensure service staff have one unobstructed access point to serve at maximum distance from customers

- Digital menus and online pre-ordering alternatives will be implemented. Physical menus will be available only upon request and will be single use. Tap or mobile payment methods will be encouraged.
- Floor decals will be installed to facilitate the flow of people during busy times.
- Signage will be visible to indicate that customers exhibiting visible cold/flu/COVID symptoms will be denied entry and service.

Cleaning and hygiene

- Customers and staff will be required to wear a face mask (covering the nose and mouth) whenever possible.
- Sanitizer will be readily available to customers and staff.
- Sanitizer use by guests and staff after counter service will be recommended when checkout involves a cash transaction or touching a POS terminal.
- Increased cleaning between seatings will be practiced. Tables and vinyl/leather/metal seats will be thoroughly wiped between turnovers.
- All cutlery, salt & pepper shakers, sauce dispensers, candles and other table top items should be removed when tables are being cleaned.
- To reduce contact points, bring guests items like condiments only upon request. Limit self-serve dispensing ie. drinks and condiments.
- Water glasses and coffee cups will not be touched when refilled.
- Handwashing signs will be posted near all sinks.
- Handwashing will be required:
 - Before handling and running food and drink
 - After bussing a table.
 - Before pouring beer
 - After handling cash or credit cards
 - Between interacting with different parties

- Bathrooms will be cleaned thoroughly multiple times per day. Wipes to sanitize door handles and faucets after each use will be provided. Additional touch-free soap and paper towel dispensers will be installed where possible. Physical distancing in washrooms will be ensured through operation of alternating sinks and urinals.
- Protocols for accessing and using washroom facilities (where 2 m or 6 ft separation cannot be maintained) will be in use.
- Frequent touch points (including wait area benches, walls, tables, chairs, barstools, salt and pepper shakers, coasters, condiments, coat hooks, restrooms, doors) will be sanitized regularly.
- Cleaning schedules and assignment duties will be implemented.
- Employees must sign a log to verify cleaning is being done at specified intervals.

* Proper handwashing with soap and water is more effective than hand sanitizer according to BC-CDC guidance. Staff will be encouraged to wash hands rather than sanitize whenever possible.
<http://www.bccdc.ca/health-info/prevention-public-health/hand-hygiene>

Other

- Employee breaks will be staggered and maintained with regularity.
- Province-wide medical resource lists will be posted for staff (with information that includes telephone numbers and website addresses for key resources and approved sources for COVID-19 information).
- A health and safety point person for each new shift will be designated. This person will be responsible for ensuring best practices are adhered to.

KITCHEN

Physical distancing

- Kitchen teams will work together to establish separations between workspaces in kitchens where possible. Physical distance in kitchen settings will be maintained where possible.
- The number of staff in food preparation areas at one time will be managed.
- Directional arrows will be placed on the floor in kitchen settings to control flow of traffic and reduce physical interactions.

- Delivery agents will have limited access to food preparation areas. Sanitization of deliveries and unboxing of packaging will take place outside of the kitchen setting.

Cleaning and hygiene

- Staff will be required to wear a face mask (covering the nose and mouth) whenever possible.
- Shared items where cross-contamination is possible (e.g., shared kitchen implements) will be removed if possible and replaced with individually used implements.
- Cleaning and disinfecting practices for high-contact areas (such as surfaces in public serving zones) will be implemented.
- Regular and end-of-shift cleaning and disinfection practices for all shared spaces will be required
- Workers will be provided with appropriate sanitation supplies such as soap and water, hand sanitizer, and disinfectant wipes.
- When possible, cooks and chefs will not share knives, utensils, or service tools. High touch equipment (freezer doors, oven handles, knobs) will be cleaned regularly and cleaned/sanitized in between different users.

DELIVERY

Physical distancing

- Staggered times for food delivery drivers to prevent crowding at restaurant dispatch locations will be maintained.
- Packages will be dropped off at the door or outside the building whenever possible
- Delivery personnel will be made aware of site requirements and protocols prior to arrival.
- Practices for proof of delivery will be adjusted when possible so that in-person signatures are avoided.

Cleaning and hygiene

- Vehicles and facilities will be thoroughly cleaned regularly, including a disinfectant wipe down of all touch points (e.g. door handles, steering wheels, seats, windows, stairs, handrails, elevator buttons, door handles, garbage handles, seats, phones).
- The use of protective gloves when delivering packages to drop off areas will be encouraged.

TRAINING & ORIENTATION

- Staff will be required to perform a personal health check prior to starting shifts
- PPE will be made available for any staff requesting PPE. Staff will correctly wear, maintain, and dispose of appropriate PPE, namely disposable gloves and a face covering over the nose and mouth. The use of gloves must be accompanied by frequent and correct change-out (where necessary), as well as hand washing. Workers will be trained on proper donning and doffing of the PPE.
- New floor plans, menus,, schedules, shift policies, sanitization, and hygiene standards will be communicated to staff. There will be a sign-in sheet to verify employees have been informed and trained on any new procedures.
- Staff will communicate via email/video/phone when possible. Staff will be provided with ways to communicate their concerns, ideas, and feedback regarding policies and procedures.

Further Resources

Restarting Business in the New Normal

- [BC's Restart Plan](#)
 - [BC COVID-19 Go-Forward Management Strategy](#)
 - [BC COVID-19 Go-Forward Checklist](#)
- [go2HR:](#)
 - [Restarting operations after COVID-19: what you need to know](#)
 - [COVID-19 Best Practices Template](#)
- WorkSafeBC: [COVID-19 and returning to safe operation](#)

Policy Documents

- Temporary extension to liquor store hours: [see page 14](#)
- BC Ministry of Health: [COVID-19 Guidance to Retail Food and Grocery Stores](#)
- BC Ministry of Health: [COVID-19 Food and Beverage Sector Fact Sheet](#)
- BC Centre for Disease Control:
 - [Information for Employers & Businesses](#)
 - [Information for Food Businesses](#)
- Public Health Order: [Mass Gatherings](#)
- Public Health Order: [Liquor Primaries and Liquor Retailers](#)
 - Physical distancing of 2 meters between people
 - No more than 50 people present at one time on your premises

- Customers may be on your premises only for the time that it takes them to purchase and collect their purchase
- LCRB: [Extension of license expiry date](#) for licenses expiring between March 31 and June 30, 2020

ABLE BC Signage Templates: download all signage in [online store](#)

- Capacity capped at 50
- Don't place personal items on counter
- Not accepting cash
- Health and safety precautions
- Shop in pairs or alone
- Social distancing
- Not accepting bottle returns
- Credit card transaction limits temporarily increased
- Please remove masks for ID checking

Employment and Human Resources

- [Changes to Employment Standards Act](#): extended temporary layoff period from 13 weeks to 16 weeks
- [go2HR](#): COVID-19 updates for tourism and hospitality employers
- WorkSafeBC:
 - [COVID-19 updates](#)
 - [Retail and COVID-19 safety](#)
 - [Hospitality and COVID-19 safety](#)

Products

- [BWI Business World](#) protective cashier shields
- [First Impression Visuals](#) outdoor signage
- [Blackwood Apparel](#) protective face masks
- [Peregrine Plastics](#) plexiglass barriers
- [INEO](#) Sneeze Guards

Other Helpful Links

- [LDB Wholesale updates](#)
- [ContainerWorld updates](#)
- [BC Liquor Stores updates](#)
- Financial support:
 - [BC's COVID-19 Action Plan](#)
 - [Canada's COVID-19 Economic Response Plan](#)
- [California Winery Tasting Rooms Reopening Protocols](#)

VPD Security and Safety Precautions

- [Security audit checklist](#)

- [Sample enhanced security measures poster](#)