

UPTOWN chefs

CATERING + EVENTS

COVID-19 Safety Plan

Frequently Asked Questions:

1. How will/do you monitor the health of your staff?

When each staff member clocks in there is a wellness questionnaire. Anyone that could be experiencing a fever has a temperature check and is taken off the property. Anyone who is showing any signs of illness are asked to call 811 before coming back to work, in case they need to be tested.

2. What does your food and beverage service look like? Now that buffet service is discouraged, what measures are you taking for safe food handling and how is this served to guests? Please provide a detailed outline.

Buffets are not discouraged, they were allowed back into the food service industry with the appropriate measures in place by Doctor Bonnie Henry and WorkSafeBC on June 11, 2020. The measures we are taking are outlined in the attached COVID safety plan for Uptown Chefs.

3. Do you limit washroom use? How many people are allowed in at one time and how is this monitored and managed?

There is signage on our washrooms indicating the number of guests allowed inside at one time. We are not monitoring these washrooms to ensure that this rule is being followed. Like other establishments, we hope that all of our guests respect the signage as it is for their own safety.

4. What kind of sanitation tools are available in the meeting rooms and public spaces (i.e. face masks, hand sanitizer, disinfectant wipes, tissues)? Do you have a plentiful supply of these items on site and replenish them for each meeting?

Each room has a wall mounted Hand Sanitizer dispenser with large signage. Masks are available for purchase by our guests from our Sales Team.

5. What emergency procedures do you have in place in the event someone falls ill on site?

They are removed from the site and tested immediately. Operations continue until a positive test of COVID-19 is confirmed. At which point we would follow the provincial guidelines for a COVID related illness in the workplace.

6. How do you handle someone showing up on site who is obviously sick?

If we are referring to staff, they are asked to leave (they would never come in sick to begin with), and then they are asked to be tested. They cannot return to work until they get a negative test result. For guests, they are

asked to wear a mask. If there is visible coughing or sneezing that is “more than normal” we would ask them if they needed to receive medical attention to be tested.

7. Do you have one point-of-contact on site in the event of a COVID-19 emergency? Someone who is fully equipped to handle the situation? Please provide details.

Nicole St. Godard, Food & Beverage Manager. I am completely knowledgeable on our processes and understand what needs to be done in the event of an issue arising on our property.

Step 1: Assess the risks at your workplace

- Debit Machines
 - Sanitizer square machines after every use
- Phones/ Radios
 - Wipe down and sanitize after every use
- Salt Shakers
 - We will supply to guests as requested and then sanitized after use
 - Cleaning standard to be put in place
- All sauces
 - To be portioned by kitchen staff. All bottles removed
- Money
 - Staff will wash/sanitize hands after they have handled money
- Coffee Cups/Glassware
 - We will supply tables with their own water jugs(single use only) and coffee carafe, sugar and creamers per guest when ordered. Napkins will be provided for each table to use for handling jugs and carafes.
 - Staff will replace carafes and jugs after each use
- Bar top
 - Wipe down and sanitize after every guest receives their beverage
- Rollups/ cutlery
 - Staff must wear gloves when making and placing on tables and thoroughly wash hands before
- We have provided each event facilitator with a Covid-19 informational sheet to share with their group at the beginning of the event.

We have involved frontline workers, supervisors, and the joint health and safety committee (or worker health and safety representative, if applicable).

Yes

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

- Behind the bar (high touch area)
 - Anyone making cocktail must wear gloves
- Servery
 - Maximum 3 people in the servery
- Door handles
 - Will be sanitized every hour
- Washrooms
 - To be cleaned every hour
- Food service/ Buffet/ Beverage Station
 - One guest at the beverage stations at a time
 - Staff to release guests for the buffet. Staff to only release one guest per floor decal

- Buffets and beverage stations will include bottles of hand sanitizer and signs to encourage social distancing
- Social distancing floor decals will be used where appropriate
- Utensils will be switched out every 15 minutes
- Foyers
 - Will be closed to loitering
 - Only access to the foyer is to use washroom facilities or to access food stations
 - Two guests are allowed to leave room to use washroom facilities at a time
- Directional signage on conference doors (enter/ exit)
- No dancefloors until further notice
- Guest tables must be 2 meters apart at all times, 2 guests to a table and must be seated across from each other 2 meters apart.

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).

- Table service - bussing
 - Bussing tables, guests to push all items they are no longer using to the edge of the table where the physical distance measures can be met, staff to wear gloves.
 - Limit staff entries to the conference rooms, wait until everyone looks like they are done eating and then go clear tables.
 - Water glasses on tables to be prefilled before guest arrival
- Bar
 - No garnishes or straws at bar for guests
 - No handling of cash as much as possible, encourage the use of credit or debit.
 - Wipe and sanitize the bar top after every guest receives their beverage
 - Only one person to use the dishwashing machine
 - We have posted "Enter" and "Exit" signs to ensure we are following social distancing where possible. ie. Front doors and conference room doors.

Step 2: Implement protocols to reduce the risks

Select and implement protocols to minimize the risks of transmission. Look to the following for information, input, and guidance:

General consideration

- Masks
 - Will be made available to any staff if requested
- Hand Sanitizers
 - We have dispensers in foyers and every conference room installed for guests to use.
- Washrooms
 - Occupancy signs posted
- Joint occupational health and community
 - Our Food and Beverage Manager will be available by phone, email if anyone has any questions or concerns
- Cleaning and Hand washing

- All sinks for employees have signage with proper protocols
 - All staff are trained on hand washing protocols
 - Increased cleaning for table and chair procedures between meetings
- Switching linen after every event and wiping chairs down with sanitizer.
- Enhanced cleaning frequently touched areas
- Cleaning every hour and tracked on a checklist in the Banquet Servery.
- A new cleaning schedule has been developed with a sign off and date
 - First level protections measures
 - Control measures for maintaining physical distancing in the workplace
 - Staggering start times for employees
 - Occupancy limits for staff and customers
 - Second Level protection engineering
 - No barriers have been installed
 - We have installed physical distancing signage and floor markers.
 - Third level of protection administrative
 - We have identified rules and guideline for how workers should conduct themselves
 - We are clearly communicating these rules and guidelines to workers through a combination of training and signage.
 - Fourth level of protection
 - Masks
 - We trained workers on how to use masks
 - We do not require all staff or guests to wear masks at this time but we will supply them with one if asked.

Step 3: Develop Policies

- Anyone who has had symptoms of COVID-19 in the last 10 days. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.
- Anyone directed by Public Health to self-isolate.
- Anyone who has arrived from outside of Canada or who has had contact with a confirmed COVID-19 case must self-isolate for 14 days and monitor for symptoms.
- Visitors are prohibited or limited in the workplace.
- First aid attendants have been provided OFAA protocols for use during the COVID-19 pandemic.
- Ensure workers have the training and strategies required to address the risk of violence that may arise as customers and members of the public adapt to restrictions or modifications to the workplace. Ensure an appropriate violence prevention program is in place.
- All staff have the right to refuse work if they feel unsafe or that proper protocols are not being followed.

In the case that an employee refuses to work they must contact their supervisor with their concerns and the supervisor/ manager are to follow the 3 step process found in the procedure binder

Our policy addresses workers who may start to feel ill at work. It includes the following:

- Sick workers should report to first aid, even with mild symptoms.
- Sick workers should be asked to wash or sanitize their hands, provided with a mask, and isolated. Ask the worker to go straight home. [Consult the BC COVID-19 Self-Assessment Tool, or call 811 for further guidance related to testing and self-isolation.]
- If the worker is severely ill (e.g., difficulty breathing, chest pain), call 911.
- Clean and disinfect any surfaces that the ill worker has come into contact with.

Steps 5 & 6 will be evaluated 2 weeks after we open

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

Things may change as your business operates. If you identify a new area of concern, or if it seems like something isn't working, take steps to update your policies and procedures. Involve workers in this process.

- **We have a plan in place to monitor risks. We make changes to our policies and procedures as necessary.**
- **Workers know who to go to with health and safety 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).**

Step 6: Assess and address risks from resuming operations

If your workplace has not been operating for a period of time during the COVID-19 pandemic, you may need to manage risks arising from restarting your business.

- **We have a training plan for new staff.**
- **We have a training plan for staff taking on new roles or responsibilities.**
- **We have a training plan around changes to our business, such as new equipment, processes, or products.**
- **We have reviewed the start-up requirements for vehicles, equipment, and machinery that have been out of use.**
- **We have identified a safe process for clearing systems and lines of product that have been out of use.**

THIS ORDER REPEALS AND REPLACES MY ORDER MADE ON MARCH 20, 2020 OWNERS AND OPERATORS OF PLACES AT WHICH FOOD AND DRINK ARE PREPARED AND SERVED OWNERS AND OPERATORS OF PLACES AT WHICH MEALS AND DRINKS, INCLUDING DRINKS CONTAINING LIQUOR, ARE PREPARED AND SERVED.

1. You may provide services, including standing and seated service, subject to the following:

- patrons must be able to maintain a distance of two metres from one another, unless they are in the same party, and from staff;
- if there are tables and chairs on your premises, patrons must be seated in such a way that
 - there are two metres between the patrons seated at the same table, unless they are in the same party, and
 - there are two metres between the patrons seated at one table and the patrons seated at another table, unless they are in the same party;
- there must be no more than six patrons seated at a table;
- patrons seated at a counter must be seated so that they can maintain a distance of two metres from other patrons, unless they are in the same party;
- patrons standing at a counter or table must be able to maintain a distance of two metres from other patrons, unless they are in the same party;
- there must be no more than 50% of the usual capacity of patrons present at one time;
- If practicable, you must retain contact information for one member of every party of patrons for thirty days in the event that there is a need for contact tracing on the part of the medical health officer.

Kitchen: Assess the risks at your workplace

Identify areas where there may be risks, either through close physical proximity or through contaminated surfaces. The closer together workers are and the longer they are close to each other, the greater the risk.

Yes, we did a company wide walk through to ensure we are following all new protocols as well as identify possible problems.

- Ordering & receiving
 - Sanitizer station beside the back door entrance, disposable gloves and personal reusable mask are given to the receiver.
- Prepping
 - We are scheduling prep shifts on off hours so we can limit the number of employees in the kitchen
 - Each kitchen employee will be designated with one table to work with for dinner service prep
 - We will be prepping on the less traffic side of each tables to make room for people.
- Health and symptoms free protocol.
 - Manager on shift will do a daily temperature check for employees before they start their shift and will be logged and kept for 30 days. Maximum temperature allowed is 37.5 degree Celcius, anything above is deemed unsafe to work
- Uniforms
 - All kitchen employees are required to wear a clean uniform
 - All kitchen employees are required to wear disposable gloves when handling food.
 - All kitchen employees have been supplied a reusable mask and will be strictly wearing them when entering the kitchen.
- All sauces and prep items
 - We will be monitoring who and when the products are prepared by labelling with dates and the person that made them.
 - We are limiting the amount of people in the walk-in coolers and freezer to 2 per person at a time.
- Social distancing online
 - We have created a menu that will limit the amount of people online to create more social distancing
- Dishwashing protocol
 - One person will be putting in dishes in the dishwasher

- And one person putting away dishes