



BCRFA Restaurant COVID-19 Safety Plan O'Hare's GastroPub

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.

At O'Hare's we are committed 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 guests 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 gatherings and number of guests allowed per table, in accordance with the current PHO.

Our plan is current as of this date: January 01, 2022

Our contact for COVID-19 related concerns is: Grant Bryan

You can reach our COVID-19 contact by email at: grant@ohares.pub

Our customer-facing version

of this plan is available online at: www.ohares.pub

Per the Public Health Order, our capacity has been reduced to **87** (including **20** on patio)



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:

- Office and staff areas
- Kitchen
- Washroom
- Front door
- Server stations
- Dry Storage area

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:

- dishwashing
- food preparation
- office

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 touch screens
- Credit card machines
- Keno self-serve terminal
- Beer tap handles & pop gun
- Fridge and freezer doors
- Tongs and service utensils

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

- Door handles
- Kitchen service counter
- Server stations and equipment



We have created new protocols for reducing risk

In collaboration with our 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:

- Servers will:
 - Stand back at least 2 feet from the table when speaking to guests and approach the table only for service and clearing of food and beverage.
 - Avoid leaning over or squeezing between guests.
 - Sanitize their hand frequently
 - 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 windows and doors to allow fresh air into our space.
- For water service, staff will provide water in a bottle at the table and allow guests to pour their own water or will be provided with a fresh glass of water. For coffee service, staff will not touch cups when refilling or will provide a fresh cup.
- Staff will remove salt and pepper shakers, sauce dispensers, candles, and other table-top items and only provide items when requested.
- For leftovers, the server will provide the guest with the container and let them pack the to-go box themselves.
- We have timers for lights and music, to avoid touching switches and controls

Our enhanced 'Back of House' Protocols are:

- Employees will wear distinct kitchen uniforms and/or work clothes.



- 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.
- High touch Kitchen and prep areas are wiped down in at least 60-minute intervals 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, employees will wear masks and/or face shields.
- The dishwashing area will be clearly divided into "Clean End, "Dirty End" so dishwashers are not loading dirty and then removing clean to cross-contaminate.
- Our Chef and cooks 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.
- Contactless delivery has been established with our suppliers.

Installation of barriers and partitions to protect our guests and staff.

We have installed custom-made plexiglass partitions between tables in accordance with recommendations from Work Safe BC and Vancouver Coastal Health.



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. Should staff experience symptoms of COVID-19, they are required to contact Public Health at 8-1-1 and self-isolate as 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 (as per the current PHO) 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.
- Facemasks worn by our staff will be thoroughly cleaned and sanitized prior to every shift (unless disposable).
- 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.
- Managers are available in person, or on the telephone, to discuss any questions or concerns relating to COVID-19, including sharing new ideas on how to improve staff and guest safety.



Our guest protocols have changed as follows:

- Hand sanitizing station are available for guests and staff when they enter the front door to immediately clean hands.
- Parties will be limited as per the current PHO.
- 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 guests may not like the new protocols that we have implemented and have assigned our manager-on-duty to address any issues or concerns.

We have posted at the entrance to our business signage that shows:

- 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.

At O'Hare's, we have provided restart training for all our staff and will be conducting additional training updates through email to our staff to ensure that any changing regulations are understood and enforced.

Our goal for our training is to ensure that our staff and guests are 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
- Daily cleaning and deep cleaning checklists – see separate lists

Prior to reopening dine in, we cleaned all beverage service lines, fridges, pantries, counters, service and cooking areas, inside and outside tables and chairs and all other surfaces.

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 using masks and/or face shields in specific roles (as per the current PHO).

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.

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.

Handwashing: We have installed hand-washing signage at sinks in the kitchen and staff washroom. To support proper handwashing, we have trained our staff accordingly.

Washrooms: Our washrooms are cleaned regularly, to include entry/exit and stall door handles, toilet seats, flush mechanisms, urinals flush handles and sinks will be cleaned too.

High Touch Locations: High frequency touch locations are cleaned frequently. Including all entry/exit, kitchen or service door handles, POS machines, service counters, service stations, beer tap-handles. Payment terminals will be cleaned each time.

Our Enhanced Cleaning schedule is:

- Host station and service counters and front door handles are wiped down frequently with approved sanitizers.
- Between customers, tables, chairs, menus and any condiments that have been brought to the table must be cleaned or sanitized between parties.
- Our front of house staff will remove everything from the table after guests leave and clean the table completely.

continued

- Staff should perform regular hand washing with soap and water or clean their hands with hand sanitizer:



- Before and after breaks
- After sneezing, coughing or nose blowing
- After touching your face or hair
- After using the washroom
- After touching personal phones
- 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 managers 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 resolution 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.