



**JOE FORTES**  
**X**  
**WORKSAFEBC PLAN**

# INTENT

To ensure the health and safety of our staff and guests, we have consulted professionals as well as followed guidelines from public health officials to develop a health & safety plan that minimizes the risk of COVID-19 transmission. As an added measure to ensure staff confidence, we had conversations with employees in various departments to include some of their recommendations as well.

With reference to guidelines provided in WorkSafeBC's six-step process we have developed the following policies, protocols, and procedures to reduce the risk of COVID-19 transmission at Joe Fortes Seafood & Chop House.

This plan has been made to satisfy the requirements set out in the Public Health Orders for Liquor Serving Premises and Retail Establishments Which Sell Liquor, Gatherings and Events as posted on [COVID-19 \(Novel Coronavirus\) - Province of British Columbia \(gov.bc.ca\)](https://www2.gov.bc.ca/gov/content/health/diseases/communicable/covid-19/covid-19-requirements-liquor-retail-establishments)

## LEVEL ONE

***Use policies and procedures to limit the number of people in your workplace at any one time.***

- ***Revised floor plan to have 2m spacing between tables***
- ***Revised occupancy and no more than 154 guests at a given time. This has been reduced from our pre-COVID capacity of 256 guests.***

The following measures have been implemented to ensure compliance in level one:

### PHYSICAL DISTANCING

- Staff trained on practices to reduce contact with customers and colleagues
- Directional arrows on the kitchen floor to control flow of traffic and reduce interaction/crossover between cooking and clearing areas
- Servers will only be permitted to serve a three-table section to reduce the number of guests they come into contact with
- Start times and breaks will be staggered to minimize contact. Breaks will only be permitted in designated areas
- Wherever possible, pre-shifts and meetings will be communicated digitally
- A satellite changing room has been provided to allow for physical distancing
- Lockers and main stage area will be rearranged to allow for physical distancing. Staff will be able to use lockers on a daily basis but will be required to take their items home after the end of their shift. Lockers will be sanitized daily.
- Revised floor plan with 2m of distance between each table
- Reduced occupancy limit of 154 guests from 256 guests.
- Daily logs will be kept for vendors that visit us on-site. A separate entrance will be used for all external delivers.
- Visible signage at guest and staff entrances, as well as in other high traffic areas where people may congregate.

- Waiting area has been repurposed with physical distancing stickers in mind.
- No organized events of any size are permitted in the restaurant.
- The health and safety shift manager will be responsible for ensuring guests and staff maintain 2m physical distance
- While guests remain at Joe Fortes, they must remain seated in their designated seats. Guests will only be permitted to move about the restaurant in order to use washroom facilities or when leaving the restaurant

## **LEVEL TWO**

### ***Install barriers to separate people.***

Plexiglass has been installed in our dining room in-between tables, and on our bar where the barriers tops and bottoms are positioned to block the transmission of droplets produced by breathing, talking, coughing, or sneezing between patrons who are seated at adjacent tables or adjacent bar seats. They have also been implemented where physical distancing cannot be met, such as at the oyster bar and POS terminals in the kitchen.

## **LEVEL THREE**

### ***Establish rules and guidelines for shared spaces, designated delivery areas, and walkways.***

In order to be compliant in level three, we have implemented the following policies:

#### **WEEKLY COMMUNICATION**

Our health and safety committee will meet bi-weekly or as necessary to review all policies, procedures, and protocols and make changes as needed. Meeting notes and/or changes will be posted on our WorkSafeBC communication board and provided electronically to all staff. *If any additional training is required, the necessary meetings and documents will be provided.*

#### **PERSONAL HEALTH & HYGIENE**

- Strict policy for handwashing or hand sanitization after every interaction and/or a minimum of 15 minutes to be enforced
- Continued focus on immaculate staff dress code and hygiene standards
- Handshaking, hi-fiving, hugging or any other form of physical contact are not permitted among staff as well as between staff and guests
- Guests will be refused entry if they display any signs of fever, cough or other symptoms specified by health officials that pertain to COVID-19
- There will be a health & safety shift manager scheduled for every shift to ensure staff are following physical distancing rules and enforcing the cleaning checklists throughout shifts
- Pre-work screening health checks will be conducted by a manager for each employee at the beginning of a shift. This includes, but is not limited to, temperature checks and/or small questionnaire regarding their health
- Staff will not be permitted on-site if they are sick, have been in contact with an individual who is sick or have traveled outside of BC in the last 14 days

- If a staff member falls ill, they must report their symptoms and illness to a manager in accordance with provincial labour legislations. For more information please go to [www.canada.ca/coronavirus](http://www.canada.ca/coronavirus)
- We have encouraged staff to take the free personal hygiene course available at [www.safecheck1.com/rc-safecheck-learning/](http://www.safecheck1.com/rc-safecheck-learning/)

#### **CLEANING & SANITIZATION**

- Use cleaning schedules and logs to reflect increased disinfecting for high-touch areas including door handles, front of house counters, washrooms, and back of house surfaces. There will be a designated manager checking these logs periodically during each shift.
- Clean and disinfect shared equipment such as credit card machines, POS terminals, iPads, phones, tables, chairs etc. after every use with Quat Sanitizer. Sanitizer must be left on the surface for 60 seconds.
- Tables will be left empty until guests arrive and only those items needed will be provided
- Mobile menus will be used whenever possible. However, we will have specialized menus on-hand that can be provided to guests and will be sanitized after every use, using Multi-Quat Sanitizer.
- Guests will be required to sanitize their hands upon arrival and hand sanitizer will be available in multiple locations for staff and guests
- All staff will be required to wash and/or sanitize their hands after handling any cash
- Weather-permitting, front entrance doors will be propped open to limit the need for staff and guests to touch door handles

#### **ILLNESS/EXCLUSION POLICY**

- Management will clearly communicate to all staff the exclusion policy in place for any employee displaying symptoms of COVID-19
- Any staff member developing symptoms of COVID-19 at work must immediately report to a manager
- Temperature checks will be conducted upon staff arrival at the restaurant. If staff are running a fever or are displaying any signs of illness as listed on the Health and Safety check in and BC CDC website, they will be sent home. In order to return to work, staff must follow Public Health Guidance and Guidelines as per Vancouver Coastal Health (VCH) Public Health Team and BC CDC (VCH - [www.vch.ca](http://www.vch.ca) BCCDC – [www.bccdc.ca](http://www.bccdc.ca))
- If a staff member calls in sick as they are displaying symptoms of illness, they must stay home. In order to return to work, staff must follow Public Health Guidance and Guidelines as per Vancouver Coastal Health (VCH) Public Health Team and BC CDC (VCH - [www.vch.ca](http://www.vch.ca) BCCDC – [www.bccdc.ca](http://www.bccdc.ca))

# LEVEL FOUR

## *PPE guidelines.*

The following measures have been implemented to be in compliance with level four:

### **PPE POLICY**

- Non-medical masks are required to be worn by all employees – both in front of house and back of house positions. Staff will be provided with their own reusable mask and will be expected to maintain its cleanliness.
- Non-medical masks and/or face coverings are required to be worn by all guests when moving to and from a table, and while moving about the restaurant.
- Gloves will be required for applicable front of house (polisher, sanitizer) and back of house (prep team, receivers, etc) positions.
- Proper use and handling of masks will be enforced for all staff. Emphasis on avoiding cross-contamination when wearing gloves ie. do not touch eyes, nose, mouth.
- Wash your hands thoroughly before putting on your first pair of gloves, any glove change, or when you take your final pair off.