



## Our COVID- 19 Safety Plan

**We follow the guidelines of Dr. Bonnie Henry, BC Ministry of Health and the requirements of WorkSafe BC.**

For the safety of both customers and staff we are continuing our contact-less, take-out service only until further notice. Physical-distancing protocols are in effect for customers and staff. Single-use-only products are provided. No internal seating is available. Limited, physically-distanced outdoor patio seating is available for our take-out customers. Washrooms are closed. Customers unwell are restricted from entering the busines.

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### 1. Assessing the risk

#### Areas:

- Internal service and seating areas fairly compact
- Front entryway, side door and entrance hallway compact
- Two washrooms and compact hallway
- Patio
- Coffee/food service area

#### Tasks:

- Coffee service
- Pastry organization/service

#### Surfaces:

- Doors, customer-service counters, washrooms, condiment/water station, tables and chairs
- Point-of-sale screens, coffee machine, appliances, light-switches and garbage bins

### 2. Implementation protocols to reduce the risk

#### Elimination:

- Contact-less, take-out service only; no internal seating
- Reduced access: limited number of customers in store at a time
- Reduced staff team members on shift
- Frequent cleaning of shared and high-touch areas

#### Engineering Controls:

- Plexiglass barriers installed at service counters
- Touchless payment via debit or credit card only
- Single use cups, creams, sugars etc.
- External, patio seating reduced by 50% and tables are physically-distanced
- Washrooms closed

#### Administrative Controls:

- Signage indicates physical-distancing requirements (2-meters/6-feet) throughout business operations
- Signage indicates rules and guidelines for customers:
  - Only 1-2 people from each party into coffee shop to order
  - Maintain physical distancing from staff and other customers
  - Following service directional signage
  - Do not move tables on patio

- Remove own garbage to provided bins
- Utilize hand sanitizer, as appropriate
- Staff training:
  - Workers have received education and training on symptoms associated with COVID-19
  - Frequency of cleaning increased for all shared appliances and high-touch areas including point-of-sale screens, coffee machine, light switches, patio tables and chairs, garbage cans etc.

#### **PPE (Personal Protective Equipment)**

- Staff have been trained on the proper use of non-surgical masks; they are provided
- Non-surgical masks are to be used by staff when physical-distancing cannot be maintained

### **3. Develop policies**

We have developed and implemented policies to help keep our workers and workplace as safe as possible:

- Staff must not come to work, if:
  - They are exhibiting any signs of COVID-19
  - Have been directed by Public Health to self-isolate
  - Have arrived from outside Canada or have had contact with a confirmed case of COVID-19
- Staff may not have visitors at the workplace
- Staff have been trained on how to respond to abuse or threats from customers in response to our current business operations/COVID-19 plan

### **4. Develop communication plans and training**

- Staff have been trained regarding our COVID-19 plan. They are aware of the changes in our business operations and the requirements of staff and customers
- Staff are aware of our policy regarding staying home if they are sick or self-isolating
- Signage is posted outside and inside relating to our COVID-19 and business operations/requirements. This includes who is restricted from entering the business

### **5. Ongoing monitoring of workplace / updates as necessary**

- We monitor our workplace and note concerns/changing risks; we will update our COVID-19 plan as appropriate, in response
- Our staff members know who to go to with any concerns regarding our COVID-19 plan, the workplace, customers or their own health/safety
- We will work with local health and safety authorities to resolve any safety issues

### **6. Assess and address risks from resuming operations**

- Any new staff will be trained on our COVID-19 plan in addition to standard on-boarding and training
- If and when we resume full-service operations that includes internal seating and the provision of washrooms – we will update this COVID-19 plan accordingly and adjust protocols, signage and revise staff training