



Covid-19 Returning to Safe Operation

Safety Plan:

1. All staff will be attending a meeting prior to returning to work. The objective is to train, inform and have everyone understand new ways of protecting ourselves and our guests daily.
2. A safety committee to be elected to keep all staff and guests accountable.
3. Continue to keep all staff and guests updated with the Provincial Health Officer and Work Safe guidelines as need be.

The following is an assessment of, Dakodas Sports Bar & Grill in Kelowna BC, with the intent of reopening for business on FRIDAY May 22 2020. The capacity of the establishment is 244 inside seating as well as a 44 seat outdoor patio area. both will be reduced by half. A total of 144 seats, to be used during regular business operation hours of 7 days a week opening at 11am each day with closing times varying but in accordance with our permit.

The following chart will show that we have done an assessment of the risks, how we will make the necessary adjustments prior to reopening. Continued cleaning practices as well as new procedures implemented to follow the guidelines laid out by Work Safe and the Provincial Health Officer.

Each employee returning to work will be trained and attend a meeting prior to reopening.

This covers both Level 1 and Level 2 of Work Safe BC Covid-19 Safety Plan

Risks:	Elimination:	Cleaning:	Steps:
POS areas: computer system stations used by FOH staff	-use of POS by all servers	-assign one to each server-disinfect after each use	-Assign 1 POS per server
	-move tables away	-create more room for social distancing	Section changes
	-relocate items used	-one central place for items	Station to sanitize
Bar Seating: Removing seats and spacing	-Removal of Seats to conform to COVID spacing	-Creates a clear walk way	-Area will be used to drop off glassware
Section size: that become congested	-Removal of Tables and seats	-Create more room for social distancing	-Section change
Front Entrance: Lobby area, waiting		-disinfecting door handles -lessen high touch area	-Staff to open door when guests arrive -markers inside and outside
Dish & Prep areas: All are close working areas	-staff levels low -markers on floor for social distancing	-continual sanitizing/disinfecting of counters and food prepping surfaces -hand washing sinks to be kept free	-spray bottles of disinfectant clean every half hour -less staff

High touch points: Doors, dining room and also back door	-prop open doors when able	-disinfect after each time a guest uses staff use button to open -disinfect after delivery of orders	-have staff member at door -signage on all doors and windows
Washrooms: Doors, counters, latches, dispensers-toilet paper, soap and paper towel	-restrict use to one person at a time -have staff watching to monitor	-proper PPE for staff, gloves, masks -caddy with all appropriate items contained -to be done every half hour or after use by guests/staff	-designating staff to monitor -controlling number of people in space at one time
Items required for dining experience: Salt & Pepper, Ketchup, HP, Parm/Chili Shakers	-removal of items from all tables -only to be brought out as needed -asking if required	-disinfecting after each use -only being used as needed -only filling part way	-station to drop off and have cleaned before returning to appropriate places
Trays	-only a few out	-assign one to each staff -to be washed in dishwasher	-disinfecting after using at each table
Phones	-limit staff who are taking calls	-to be disinfected after use	-assigning one person to take calls

Level 3: Rules & Guidelines to be followed

- If staff is feeling sick, stay home: they need to stay away from people if they are sick. They are responsible to call the restaurant and speak to a manager to let them know they are unwell and give as much notice as possible.
- There will be NO hugging, touching or getting close to guests and when avoidable, each other
- Always try your best to keep your distance from guests, this includes your own families if they come in. Other guests do not know if you are related / live together
- Hand washing: Before, during and after your shift!! This is already common practice but now it needs to be enhanced.
- Hold each other accountable; when you see someone touch their face remind them to wash their hands, when you see they are not wearing the appropriate PPE when needed then tell them. When the door handles, phones, menus etc... need to be disinfected let each other know. We are all responsible to do our part but there will be times that we need to be reminded. Always be respectful when coaching.
- Use hand sanitizer if you cannot wash your hands with soap and water. There will be stations set up around the restaurant. These stations can be used by both staff and guests
- All tables will be left bare, no Salt & pepper shakers, no drink menus, no advertising. All items need to be requested by guest and or brought as needed. After removing from table these items will be taken to a cleaning station. Once cleaned and disinfected they can be returned where they belong. Server stations will only hold the bare necessities.
- Menus: We have implemented single use, disposable menus that will be thrown out after each use, Guests can opt to look at the menu via their phone.
- All staff will be required to use a sealed drink cup both FOH and BOH If you do not have your own they can be provided for you.

- Staff will no longer be permitted to gather in places such as the pass thru area and visit. You must keep your distance from each other.
- Scheduling will be an ongoing project, everyone will need patience
- FOH will have to pay attention at all times to ensure guests are practicing social distancing, as well as each other
- An extra step when serving is to ask guests what they will require for their meal such as ketchup, salt & pepper, parmesan cheese, chili flakes, cream & sugar, roll ups etc... If they don't require it then do not bring it.
- We will try to have a person at the front door at all times – this person will be responsible for wiping the door handles, the phone and asking the appropriate questions of guests entering the establishment.
- If not on the schedule to work, stay away
- A short questionnaire for guests entering the building will need to be filled out by at least one member of the group. It will ask for a contact name, phone number, email address, the size of the group and the date & time to be kept and logged for contact tracing in the event of an outbreak. It will also ask a few questions regarding symptoms and contact with others who may have symptoms.

Level 4: Personal Protective Equipment

The staff required to wear PPE will be the ones who are responsible for detail washroom cleaning, anyone delivering food, and those who are unable to keep the required distance from guests or other staff.

This list would include:

- hosting staff
- servers/ bartenders
- expo
- kitchen staff prep/line
- management

Reducing the Risk of Surface Transmission

After reviewing the Cleaning & Disinfecting information we have put a plan in place as follows:

1. A station will be set up in a place where tables and seating have been removed to accommodate the 50% capacity rule and social distancing requirements.
2. All items that are brought to a table during a guest's dining experience will be brought to this station once the guest is finished with them. Here they will be cleaned with soap and water then disinfected with an appropriate solution. Once properly cleaned these items can be returned where they belong.
3. All staff will be able to assist in the cleaning of these items as they have time. Management will also be on site and available.
4. Hand washing: ALL staff will be required to wash their hands before commencing work, continually during the shift, after eating or smoking, touching door handles to coolers or to come and go through all entrances and exits. They will have access to hand sanitizer throughout the restaurant. The hand washing sinks will be washed and taps disinfected every half hour.
5. The POS system along with Credit/debit machines will also be wiped down with a disinfectant spray after each use by staff or guests.
6. All hard surfaces such as counters, tables, bar top, kitchen prep tables and line area will be washed down and then disinfected.
7. Washrooms will be cleaned in the same manner as above, every half hour or immediately after someone has finished.

Step 3: Developing Policies

Please see Level 3, pages 4 and 5 for a list of policies and procedures being put into place for the reopening of Dakodas Sports Bar & Grill
Staff members who feel unwell have been told to stay home

Step 4: Develop Communication Plan/Training

1. All returning staff will attend a pre reopening meeting, to be held on Thursday May 21 2020 @5pm

This meeting will involve details regarding the policies and procedures that will be implemented to reopen the business in a safe way for all staff and guests.

Anyone who plans to return to work and cannot attend the meeting has been asked to make an appointment with management/owner. This will be a one on one social distanced meeting to ensure the plan has been reviewed in detail, any training has been done and answer any questions.

2. Signage will be posted in front door area, on windows and walls throughout the restaurant. This will also include washrooms, kitchen and staff areas.
3. Managers/owners will play a major role in continually coaching all staff informed of any changes brought forth by Work Safe BC or the Provincial Health Authority. As well as keeping all existing policies and procedures in place for the duration of the orders from Provincial Health Authority.

Step 5: Monitoring & Updating the Workplace

Management/ownership will be keeping close watch of all activity during business hours. Also being in constant contact with staff to ensure they are healthy and capable of working their scheduled shift.

If there is a reason the policies and procedures that have been put into place are not meeting or exceeding the requirements of, Work Safe BC or

the Public Health Authority, then adjustments will be made and training of the staff will take place immediately.

If it is only an individual who is not abiding by these policies then a meeting and retraining will happen. If that does not resolve the issue then disciplinary action will be taken.

There will also be help from the group of Safety Committee.

A list of those on the committee is available upon request.

Step 6: Assess & Address Risks for Reopening

Since the restaurant closed on March 16 2020 there has been no operation of the business, and reopening is planned for Friday May 22 2020 at 11 am, at 50% capacity. By this date all staff will have attended a meeting where training, discussion and all comments and concerns will have been addressed.

If at any point after the reopen date these staff have issues, concerns or suggestions, the management/ownership team will be happy to sit down and discuss.

These changes to the operation of the business are with everyone's health and safety being the number one priority.