

SAMPLE COVID-19 SAFETY PLAN

Restaurants, Bars and Food or Drink Establishments

NOTE: Using a fictitious diner with 14 workers as an example, this sample safety plan shows how one restaurant created a plan tailored to its business. The sample is intentionally lengthy in order to provide a greater number of examples of options for controls – more food for thought.

COVID-19 Safety Plan – WSPS Diner

Business name: WSPS Diner

Revision date: New

Date completed: November 3, 2020

Developed by: Joe and Kris

Division/group: N/A

Others consulted: Health and Safety Representative, Managers and Service Staff

Date distributed: November 5, 2020

For more information visit [WSPS.CA/COVID19](https://www.wsp.ca/covid19)

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SAMPLE COVID-19 SAFETY PLAN – Restaurants, Bars and Food or Drink Establishments

1. How will you ensure all workers know how and are able to keep themselves safe from exposure to COVID-19?

ACTIONS

Note: If any of the people listed in this plan are away from work (example – on vacation or off sick), they will make sure someone else is assigned to complete their tasks. If they are unable to do so, Joe will ensure this is done.

Staying up to date

- Every Monday the manager will check Ontario.ca and our health unit website for any updates including a check of the current local level (colour).
- Joe will maintain a current understanding of all relevant COVID-19 regulations and local by-law requirements.
- All managers will flag any relevant information they see in the news.

Communication with staff

- Joe will email this plan and any updates to all staff.
- We will post updates on the staff bulletin board outside the break room.
- Information will be shared by email and communicated by managers in person. If a staff meeting is necessary, it will be held on the patio (weather permitting) or in the main dining room to allow for distancing.
- Joe will send a weekly message to all staff letting them know any new developments, giving them reminders of how to keep safe, and thanking them for their work.
- Kris is responsible for making sure that the staff email and phone contact information is kept up to date. All staff are responsible for informing Kris if their information changes.

Staff training

- Staff will be trained on how to safely put on and take off masks and face coverings using government videos.
- Important health and safety information will be discussed with staff and emailed to everyone by Joe or Kris.

SAMPLE COVID-19 SAFETY PLAN – Restaurants, Bars and Food or Drink Establishments

- Staff will be told not to come to work if they are sick. They will be provided with information about what to do if they develop symptoms, where the online self-assessment tool can be found, and who their workplace contact is should they need to inform us. Staff are encouraged to use available COVID tracking and exposure tools, such as the Canadian COVID Alert app (<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/covid-alert.html>).
- Staff will be notified that screening will be performed prior to entry of each shift.
- Resources and tip sheets such as how to commute safely and where to access mental health supports will be shared.
- Staff will be trained on the cleaning and disinfection procedures and schedule.

Communication with customers

- Joe will ensure that any notices required by public health or other government regulations are printed and posted visibly (in the window beside the entrance door).
- Joe will review our social media and voice mail at least once every two weeks, and will ensure that they are updated to let customers know how we are working safely and what has changed.
- Kris will make sure the website is up to date when there are changes to hours or how service is being done.
- When customers arrive, the host (who will wear a mask and be behind a plexiglass divider) will remind them to keep their mask on until they are seated at their assigned table and while ordering and will explain our serving process.

2. How will you screen for COVID-19?

ACTIONS

Staying up to date

- Every Monday morning the manager will check Ontario.ca and our health unit website for any updates on symptoms and screening protocols.
- All managers will let the rest of the management team know any relevant information they see in the news related to screening and symptoms.

SAMPLE COVID-19 SAFETY PLAN - Restaurants, Bars and Food or Drink Establishments

Screening staff

- Staff will complete the [Ontario COVID-19 Screening Tool for Workplaces](#) each day before leaving home. They must email their completed assessment each day to the manager prior to their shift.
- The manager will check that these daily emails have been received and reviewed before staff can begin work each day. If staff forget to send in the email, the manager will ask them the screening questions before they will be permitted to start their shifts. A simple chart will be used to confirm each day that each staff has been actively screened.

Screening other work-related visitors (e.g., maintenance, cleaning, delivery, inspection)

- A sign will be posted at all entrances asking all work-related visitors to call the manager on duty at the number provided and to wait outside. The manager will ask the questions in the [Ontario COVID-19 Screening Tool for Workplaces](#) and record the date and time of the visit, name, contact details and note of screening outcome (admitted or denied entry).
- Kris will ensure the work-related visit records are maintained for at least 30 days.

Screening customers

- Screening questions will be posted on the door for customers
 - If our region is in the Restrict level, the host will ask each customer if they have read the questions and if they have travelled, have any symptoms or any known exposure prior to entry.
 - If a customer answers yes to any of these questions, they will not be allowed in the restaurant. The host will offer a take-out option or to rebook their reservation.
- We will have a guest log to collect name and contact information (phone number or email address) for one customer per group.
 - If our region is in the Protect level or higher, the host will record the contact information for all seated customers in the guest log. The daily log will be kept for a minimum of 30 days.

SAMPLE COVID-19 SAFETY PLAN - Restaurants, Bars and Food or Drink Establishments

3. How will you control the risk of transmission in your workplace?**ACTIONS****Maximize distance and separation**

- Barriers are installed at the cash and pickup counter. Joe will review the condition of the barriers daily and ensure that any damage is fixed immediately.
- Physical distancing markers are installed on the floor at the entrances and in the waiting area by the pickup counter and cash. Joe or Kris will replace any damaged markers.
 - Due to the size of our waiting area, we will limit the number of patrons who can wait to those (individuals or groups) who can maintain a safe physical distance from each other.
- There will be a limit of 12 tables in the dining room to allow for 2 metres between tables and space for servers to move around.
 - If our region is in the Protect Level, we will seat no more than 6 people together.
 - If our region is in the Restrict Level only 4 people may be seated together, so even if all tables are full, it is below the limit of 50 people indoors.
 - If our region is in the Control Level no more than 10 people may dine inside the restaurant.
- Jugs of water and glasses will be placed on tables before customers are seated.
- Staff meetings will be held on the patio (weather permitting) or in the main dining facility to allow for distancing.

Source control masking and using personal protective equipment

- All staff must a mask or other face covering at all times when on the premises, except for break times when physically distanced from others while eating, drinking, or smoking in designated areas.
- The manager on duty will ensure that all staff are wearing masks.
- When seating customers, the host will remind them to keep their mask on when inside the restaurant and only remove it while at their table eating or drinking.
- When possible, all staff should avoid approaching tables while customers are eating and drinking.
- Jobs will be assigned to minimize the number of staff interacting with customers.
- Joe will ensure that masks are available for anyone who needs one.
- Staff who serve tables will need to wear personal protective equipment (PPE) a procedure mask and eye protection. Face shields will be provided.

SAMPLE COVID-19 SAFETY PLAN – Restaurants, Bars and Food or Drink Establishments

- Only staff wearing PPE may deliver food and beverages to the tables or approach within 2 meters of customers who are unmasked while eating or drinking.
- Kris will provide training and information to all staff on the proper use and care of a mask or other face covering and a face shield.
- Kris will ensure there is up-to-date and clear signage at both entrances clearly stating that all individuals must wear a face covering when entering the premises.

Transmission from surfaces and objects

- All commonly touched surfaces and shared areas will be cleaned by the servers at minimum at the start of the day, before the lunch service and before the dinner service. This includes tables and chairs, counters, food-prep areas, bussing stations, doorknobs, and washrooms.
- Whenever possible, all kitchen staff will have their own cooking equipment.
- Joe will ensure that all cleaning and disinfection products we use are Health Canada-approved as effective against COVID-19.

Hand and respiratory hygiene

- The manager will make sure that hand sanitizer is available for customers and staff to use at all times, including on the host table at the front entrance and at each bussing station.
- Public health posters on washing hands and on cough and sneeze etiquette will be posted in each washroom.
- Staff will wash their hands with soap and water or use hand sanitizer frequently.

Ventilation and airflow

- The opening manager will walk through the workplace every morning and open windows and doors to allow for airflow, when weather permits.
- Joe will coordinate maintenance of the air-handling (HVAC) system according to the manufacturer's schedule and keep records in the office.
- The ventilation system will be left on overnight.

SAMPLE COVID-19 SAFETY PLAN - Restaurants, Bars and Food or Drink Establishments

4. What will you do if there is a potential case, or suspected exposure to, COVID-19 at your workplace?**ACTIONS****Procedure if someone becomes ill in the restaurant**

- Staff should notify a service staff manager if they start to feel COVID-19 symptoms or if they notice someone else showing symptoms.
- Call 911 if a person is experiencing severe and potentially life-threatening symptoms, such as difficulty breathing.
- If a customer becomes ill, they should leave the restaurant as soon as possible. Staff must maintain physical distance, and any staff member who must go closer than 2 metres (e.g., for first aid), must be wearing PPE (mask and face shield). If the customer needs to wait for a ride they will be encouraged to wait outside, weather permitting, or in the area beside the front window, maintaining a 2m distance from others.
- If a staff member becomes ill, they must inform the manager on duty immediately. The staff member must continue to wear a mask. They should go directly home, contact their doctor or Telehealth, and follow the instructions given.
- The office may be used as an isolation room for an ill staff member if they cannot leave the premises right away (e.g., waiting for a ride) and cannot wait outside.

Process for a confirmed case of COVID-19 in the workplace

- Kris will ask whether a public health nurse or case manager has given any information on next steps, and whether the worker thinks they may have been infected at work.
 - Kris will complete a WSPS Diner accident report form as soon as possible.
 - If the worker or a public health official believes that the illness may be from workplace exposure, Kris will report to the Ministry of Labour, Training and Skills Development and the restaurant health & safety representative within 4 days, and to the WSIB within 3 days.
- Kris will contact our local public health unit to let them know that there has been a case in the restaurant and ask for further direction.

SAMPLE COVID-19 SAFETY PLAN – Restaurants, Bars and Food or Drink Establishments

- If our local public health unit contacts the restaurant to notify us that someone (customer or staff member) who was at the restaurant has tested positive, the call should be directed to Kris.
 - The guest log and contact information for staff and work-related visitors will be provided to public health if needed for contact tracing.
- Kris will send an email to let staff know that there was an infected person at the restaurant, making sure that the person confirmed to have COVID-19 is not identified.
- Kris will keep in touch with the sick staff member while they are off work and keep in touch with the WSIB if required. Kris will also keep in touch with any staff members who are directed by public health to self-isolate and share information about supports that may be available.
- A staff member with COVID-19 will be allowed to come back to work after they have isolated for at least 10 days, don't have a fever and their symptoms have been improving for 3 days, or as otherwise instructed by public health or their doctor.
- A staff member who has been self-isolating because they were a close contact will be allowed to come back to work 14 days after their last contact with the ill person or as otherwise directed by public health.

5. How will you manage any new risks caused by changes to the way you operate your business?

Some new hazards identified and how we will control them include:

More exposure to cleaning chemicals, and workers using chemicals they haven't used before.

- All staff will be trained on safe use of all cleaning supplies which we will be using, and Joe will make sure that the safety data sheets are in the binder in the office.

Slips, trips, and falls may be more common because of reduced visibility through face shield.

- We will provide anti-fog cleaners for use on face shields.
- We will improve visibility by checking that there is enough lighting throughout the restaurant.

Mental health impacts because of customer demands, risk of infection due to contact with the public, and other changes and stress caused by the pandemic.

- We will establish regular check-ins with workers about how they're doing and make sure all staff have access to mental health resources and supports.

SAMPLE COVID-19 SAFETY PLAN – Restaurants, Bars and Food or Drink Establishments

Explosions, fires, and burns because of outdoor portable heaters being used in patio spaces or outdoor wait lines.

- Heaters will be maintained according to the manufacturer’s instruction.
- Staff will be instructed on safe use of portable heaters to avoid fire and carbon monoxide hazards.

Violence and harassment hazards due to customers being frustrated with the new protocols.

- Violence and harassment will not be tolerated in the diner.
- Staff are to call a Manager over if they are uncomfortable with a situation.

6. How will you make sure your plan is working?

- Joe and Kris will get feedback from staff through regular conversations and pre-shift meetings, about the controls in place and if they are appropriate and/or causing concerns.
- Customers will be invited to provide feedback by email.
- Kris will reach out to the health & safety representative to gather information that may have been brought to them and ask for input on any changes needed to the plan.
- Kris and Joe will have a check in every Friday morning about how the plan is going and review any feedback. Additional check-ins will also be held if there are changes to guidance or a major issue identified.
- Any changes to the plan will be communicated to staff by email. Managers will also communicate any changes to staff at the start of their shift.

SAMPLE COVID-19 SAFETY PLAN – Restaurants, Bars and Food or Drink Establishments

COVID-19 Safety Plan Snapshot – WSPS Diner

Business name: WSPS Diner**Revision date:** New**Date completed:** November 3, 2020**Developed by:** Joe and Kris**Division/group:** N/A**Others consulted:** Health and Safety Representative, Managers and Service Staff**Date distributed:** November 5, 2020

MEASURES WE'RE TAKING

How we're ensuring workers know how to keep themselves safe from exposure to COVID-19

- Our managers are regularly checking health information and news to inform our protocols.
- Staff reminders emailed weekly – New rules, changes to plan, and workplace safety reminders.
- Social media, voicemail, and posters at our restaurant inform customers of safety measures.

How we're screening for COVID-19

- All workers and people entering for work-related purposes are screened before they enter.
- Screening questions are posted on the front door.

How we're controlling the risk of transmission in our workplace

- Source control masking
 - All staff are required to wear a mask while at work.
 - Customers are required to wear a mask when not eating or drinking.
- Maximize distance and separation
 - To ensure physical distancing, tables have been rearranged. We are following provincial and local health rules for table seating and building capacity.
 - Barriers are installed at the cash and pickup counter.

SAMPLE COVID-19 SAFETY PLAN – Restaurants, Bars and Food or Drink Establishments

- Transmission from surfaces and objects
 - High touch surfaces are cleaned and disinfected before each meal time.
- Hand and respiratory hygiene
 - Hand sanitizer and garbage bins are available throughout the restaurant, emptied regularly.
 - Signage is posted to remind everyone how to properly wash their hands.
- Ventilation and airflow
 - When it’s possible, all doors and windows will be kept open.
 - The building ventilation system is being maintained to ensure it is working properly.

What we will do if there is a case, or suspected exposure to, COVID-19 at our workplace

- Support staff members who are sick or self-isolating.
- Follow public health direction, and share information (from the log) about people who entered the diner to help public health contact tracing if needed.
- Communicate with our staff and customers.

How we’re managing any new risks caused by the changes made to the way we operate our business

- Added supports for mental health, improved visibility, and added training for new hazards.

How we’re making sure our plan is working

- Seeking feedback from staff (in person), and customers (by email).
- Review our plan frequently and make changes based on feedback.

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