

COVID- 19 Safety Plan

*The Sandwich Company by Relvas Catering
#115 - 1632 Dickson Avenue
Kelowna BC*

July 13, 2020

Updated February 2021

This COVID-19 Safety Plan is our company's step by step response to increased awareness around, and enhanced protocols for, the health and safety of both our staff and our patrons.

Our plan is current as of this date:
February 5, 2021

Our contacts for COVID-19 related concerns are:
Sarah Maryschuk (Manager) or Adam Relvas (owner)

You can reach our COVID-19 contact by email at:
relvascatering@gmail.com

Our customer-facing version of this plan is available online at:
www.thesandwichco.ca

Risk Assessment:

In collaboration with our staff we have identified the following risk areas in our space. This evaluation includes both proximity and contact surface risks.

Areas of Risk (Proximity)

Where maintaining a distance of 2 metres or more is difficult for staff or patrons.

Staff

- Behind front counter and till during busy times
- In the kitchen, on the line, and in the prep area
- Kitchen office space
- Kitchen walk-in fridge

Guests

- Lineups to the till from the door
- In the “waiting” area

Tasks & Processes with Risk

Tasks and processes where staff may be in close proximity to one another or members of the public and how we are mitigating/reducing those risks.

FOH | Taking Orders

- Distance from guest ordering & paying to staff has potential to be less than 2 metres or 6 feet. Mitigating this risk with the use of decals, signage, personal protective equipment and engineering measures (tables in place) to ensure guests remain a safe distance away.
- When the guest is ready to pay, staff member steps away from the order desk to ensure safe space is maintained, in addition to forced distance measures (barriers etc).
- Once guest has ordered, all items are placed in separate pick-up area in order to maintain sanitation and zero contact.
- Only one staff on till at a time, unless at peak times, during which one staff acts as a “runner” and the other maintains the orders/till.
- Staff will sanitize order surfaces, Moneris machine, and till after each customer. Hands are washed directly after any cash transactions.

FOH | Order Fulfilling

- All food/beverage orders are set down in “pick-up” zone to ensure zero contact between guests and staff.
- Orders are sent to the kitchen via printouts to avoid any contact with FOH.
- Orders from the kitchen are completed and closed, then handed off to FOH staff for delivery to eliminate contact between guests and kitchen facilities.

- Any accompaniments are included with the order for guests (ketchup, vinegars, salt, pepper, cream, sugar, etc) in order to reduce cross contamination between guests taking items from former self-serve areas.

FOH | Seating Area Maintenance

- Guests are to pick up their food in designated areas only to eliminate the need for staff to drop off food tableside.
- Dine-in guests are required to clear their own tables into designated waste bins.
- Used tables will be thoroughly cleaned, and then sanitized, after each customer use.
- Groups of no more than 6 may dine together in our space.
- Staff will wash hands directly after sanitizing dine-in areas.

Kitchen | Line

- Only one staff member on the line at any given time, with the exception of peak lunch hours. During this time kitchen members will maintain their station and avoid using the same equipment when possible, and ensure proper use of masks.
- All staff working on the line will wear gloves, and sanitize their stations as per health and safety standards.
- Excellent communication in practice to ensure equipment is not used without sanitation first, and safe distances between staff are maintained.

Kitchen | Prep Area

- No more than 3 staff in the kitchen prep-area at any given time.
- Staff to wear gloves and/or sanitize their hands above and beyond food safety recommendations.
- Staff to maintain safe working distance from one another of 2 metres.
- Only one staff member may enter the walk-in fridge at any given time.
- Use of communication to ensure staff are able to maintain safe working distances.

Office Space

- No more than 4 people in the office/catering space at any given time.
- Only staff are to enter the catering/office space, any guests/clients must remain in the restaurant space or outside in the hall.

Kitchen Equipment, Smallware, Computer and POS Terminals, other high touch surfaces and locations subject to rigorous cleaning & sanitizing protocols.

These areas, surfaces, and equipment pieces will be subject to increased cleaning and sanitization to help reduce/eliminate risk to both staff and guests.

FOH | Staff & Guest, Surfaces & Tools

- Till area to be sanitized after every separate guest/bubble
- POS to be used by one staff member only, or sanitized between different staff members
- Card reader to be sanitized after every guest/bubble
- Cash is still accepted, but staff will wash hands immediately after every cash transaction
- Food “pick-up” food zone will be sanitized after every guest

- Food will be delivered in single use containers only
- All accompaniments (ketchup, vinegars, napkins etc) will be touched by staff only, and set aside for guests rather than the use of a communal condiment station
- Freezer door handles for take home meals to be sanitized regularly and after each guest touches it
- Seating areas (tables, chairs) to be cleaned and sanitized after every guest
- Fridge, cooler, microwave doors, appliances to be sanitized on a twice hourly schedule
- Display plates, appliances, serving tongs all to be cleaned on a twice hourly schedule

Kitchen | Staff, Surfaces & Tools

- Kitchen line and prep area to be used by one primary staff member, if two staff members present then each staff member will use their own tools when possible
- All kitchen tools to be sanitized on hourly basis, and thoroughly cleaned/sterilized at the end of each service as per cleaning and food safe standards
 - Tools include tongs, knives, service utensils, cutting boards, pans, inserts, prep utensils, any appliances (stove, microwave, toasters, ovens) and their handles/touchable surfaces
- The dishwasher and sink areas are also to be cleaned thoroughly at the end of each shift, and emptied

Deliveries | Personnel and Items

- Expectation that all delivery personnel will wear masks and gloves
- Staff and delivery personnel to maintain safe distance of 2 metres at minimum
- Any outgoing deliveries from our space will go in a sealed container, with delivery staff wearing a mask and gloves.

Implementation of Protocols to Reduce Risk:

Working in collaboration with our staff and management to ensure this plan is upheld.

Elimination of Risk (First Level)

- Reduction of seating capacity within our dine in space, monitoring occupancy
- Administrative work to be conducted from separate office of home when possible
- Adjusted employee schedules when necessary, to reduce the number of staff on site
- Kitchen tasks assigned as space is available, when possible
- Staff instructed to maintain 2 metre distance from one another and guests at all times

Engineering Controls (Second Level)

- Tables/barriers put in place between staff and guests to maintain a safe distance
- Prep area re-organized to allow for two staff members to work at a safe distance from one another
- Take-out pick-up zone created to limit interaction space between staff and guests
- Previous self-serve items moved to behind barrier to prevent touching by multiple people
- Decals placed to encourage social distancing

Administrative Controls (Third Level)

- Established new guidelines (this plan, etc) and cleaning protocols for staff to observe

- Staff to increase frequency of sanitizing high touch areas such as POS iPads, till area, and payment terminals
- Communication of proximity expected, when passing is necessary, it's expected to be done quickly
- Guests will be asked to wait within reasonable distances from one another, and, if space is limited, in the hall
- Staff are asked to self-monitor on a regular basis, and conduct self COVID-19 tests on a regular basis

Personal Protective Equipment (Fourth Level)

- Following the Public Health Order from Dr. Bonnie Henry, all staff will wear the appropriate masks covering both their mouth and noses for the duration of their shift, while in the Landmark buildings, and throughout any catering services outside of our spaces.
- We have ensured staff have access to adequate masks, and are informed on the proper use of these masks.

Implemented Effective Cleaning and Hygiene Practices

- Increased hand-washing is expected, with hand washing guides posted at all sinks
- Reusable mugs/containers are not permitted at this time – all food to be served in single serve containers.
- Common areas have new cleaning procedures that have been reviewed with all staff members.
- Any unnecessary items have been removed from the space (shared items, reusable plateware, etc)

Sick Policy:

The following policies will be upheld within our restaurant and work spaces.

- Only schedule staff are permitted in our spaces.
- Visitors are prohibited from visiting staff only areas.
- Anyone who has had symptoms of COVID-19, or has been identified as being in close contact with someone with COVID-19 will be expected to refrain from working and isolate.
- Staff are expected to monitor regularly, and make use of self-assessments on a daily basis prior to arriving at work.
- If anyone should feel ill they should notify their manager immediately, and refrain from coming to work.

Communication Plans, On-Going Training, and Updates:

We work consistently to evaluate our workplace for safety and best practices, and will update our training plans and procedures as necessary or required by the Government of BC. Our staff have been reviewed on our training plan, and will be re-trained as required.