



FACT

The virus that causes COVID-19 spreads in multiple ways including:

1. Through droplets when a person coughs or sneezes.
2. Touching a contaminated surface before touching one's face.

REMINDER

Though not the only transmission vehicle, one's hands are likely the biggest transmitter of COVID-19 and many other viruses.

UNDERSTANDING

To understand not just the risk to our own employees, but also the risks to our valued customers and anyone entering our premises, or being in contact with, or exposed to, members of the public, we have undertaken the following questions:

1. Where do our employees congregate?
2. What activities require close person-to-person interactions (less than 2 meters)?
3. What common area surfaces require sanitation, and at what frequency?
4. What is the distance between employees at any one time?
 - a. How could the virus spread from one employee to another:
 - i. From a customer / visitor to an employee?
 - ii. From a customer / visitor / employee to another person and including members of the public?
5. What activities or job tasks or processes require to come into close proximity (less than 2 meters) with one another, or customers / members of the public?
6. What tools, appliances, or equipment do employees come in contact with within the course of their work?
7. What surfaces are touched often, and by whom?

PLAN AND IMPLEMENTATION THEREOF

In order to minimize the risk to us all, we have implemented the following plan for the Phase 2 Re-Opening effective May 20, 2020.

Maintenance of Physical Distance

1. At all times, people must make all efforts to maintain a fiscal distance of 2 meters from one another, and under all circumstances.
2. A total patron in-store occupancy at any point in time of no more than 14 people and all to be 2 meters from one another.
3. When serving guests, ensure a 2-meter distance is maintained and avoid leaning into or over the counter.
4. At no time must there be more than 6 people at any one group sitting.
5. A minimum of 2 meters must be maintained between the tables and their seats, and patrons from different parties sitting or standing.
6. In parties of 6, the supervisor must obtain the name and telephone number of one person in the party and will be retained in total privacy and the information will not be shared with anyone other than as required by the Provincial Health Office. This information is to be maintained for 30 days.
7. Eliminate hand-to-hand contact including handshakes, high-fives, etc.
8. Wherever possible, maintain a 2-meter distance from other staff and guests. If physical distancing cannot be maintained, consider the use of a non-surgical mask.
9. Line-ups for using the washroom must be at least 2 meters in between each person.
10. Supervisors are responsible to ensure the physical distancing protocol is maintained with all including patrons, front staff, and other supervisors including back staff.
11. Other people entering the store and whether customers, delivery persons, etc. must be told to maintain the fiscal distance of 2 meters.
12. When it is not possible to maintain the prescribed fiscal distance of 2 meters, wear a non-surgical mask, sanitize hands frequently, and refrain from touching the face or unnecessarily touching common surfaces.

Table Service

1. Gloves must be worn at all times when serving customers.
2. Ensure all edible products are covered and protected from contamination from other persons.
3. All served items must be left at the front of the table and let guests pass them after employee has stepped away.
4. Prior to use of self-serve water dispensers, guests are asked to sanitize their hands.
5. Ensure that when serving, employee must have adequate room to not have to squeeze between customers.
6. Sanitize flower vases or any other item on the table including the menu and the table itself **immediately**, after each use and before someone else takes the spot.
7. Avoid touching coffee cups and other items without gloves.
8. Handle cards such as loyalty cards or credit cards, only if employee has too and is required to sanitize hands before and after. Tap payment over pin pad use is encouraged.
9. People must follow the floor tape markings to maintain physical distance.
10. Wash and / or sanitize hands after handling dirty dishes.

Self-Isolation

1. The provincial health officer and the BCCDC have issued the following guidance around self-isolation which must be strictly adhered to:
 - a. Anyone who has had symptoms of COVID-19 in the last 10 days must self-isolate at home; symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headaches.
 - b. Anyone under the direction of the provincial health officer to self-isolate must follow those instructions.
 - c. Anyone who has arrived from outside of Canada, or who is a contact of a confirmed COVID-19 case, to self-isolate for 14 days and monitor for symptoms.
 - d. Anyone feeling ill or any of the aforementioned symptoms must:
 - i. If not in the office, immediately notify management and refrain from coming into the office.
 - ii. If in the office, immediately notify management.

Communication

1. Anyone feeling unsafe from the actions of others, or within the environment or any other reason must immediately communicate those concerns to management.
2. Recommendations, suggestions, and ideas to increase the safety of our workspace and our people as well as members of the general public is not only welcomed but encouraged.

Sanitation and Hygiene

Proper hygiene and thorough sanitation of one's environment and surroundings as well as one's hands is at the core of preventing not only the virus, but also many other transmittable ailments. It goes without saying that anyone coughing or sneezing would do so in their arm or inside elbow, and always sanitize one's hands after such event as well as blowing one's nose or touching one's mouth or face.

1. All employees must wash their hands multiple times a day with soap and water, and especially when one's hands are exposed to surfaces touched by others or before touching surfaces that will be touched by others.
2. Washing of hands and / or sanitizing must be performed after each seating.
3. Tables, laminated menus, and seats must be wiped when tables turn. Remove all items when turning a table.
4. Condiments and other items brought to the table or available for sharing must be cleaned between uses.
5. All cleaning and sanitizing procedures **must** be followed to the 'T'.
6. Bathroom must be cleaned thoroughly and on a more frequent basis.
7. Please ensure that enhanced cleaning is performed on all frequent touch points including walls, tables, chairs, barstools, dishes, condiments, water dispensers, newspaper holders, restrooms, doors including front door, restroom door, lab equipment, storage containers, etc.
8. Wash or sanitize hands at all times after coming into contact with public items.
9. All supervisors are fully responsible for the cleaning regime and schedule.

COVID-19 SAFETY PLAN

ACTIVITY	FREQUENCY	PERSON RESPONSIBLE
FRONT OF HOUSE		
Sanitize front entry doors including door handles.	Before and after store hours, and after each use.	Supervisor / Front Staff
Sanitize POS counter and pinpad.	Before and after store hours, and after each use.	Supervisor / Front Staff
Sanitize water dispensers, chairs, tables, and bar seating area.	Before and after store hours, and after each use.	Supervisor / Front Staff
Sanitize workspace including counters behind displays, POS screens, and tablets.	Before and after store hours, after shift changes, and after each use.	Supervisor
Sanitize all light switches.	Before and after office hours, and after each use.	Supervisor
Sanitize fridge doors and handles, coffee machine, dish washer handles, sliding cupboard doors, and any other touchable surface.	Before and after store hours, after shift changes, and after each use.	Supervisor / Front Staff
BACK OF HOUSE		
Sanitize front and rear doors including door handles.	Before and after store hours, and after each use.	All D'oro Employees
Sanitize lab fixtures and appliances, including sink, counters, and other touchable surfaces.	Before and after store hours, prior to production, throughout the day, and after each use.	Lab Staff
Sanitize lab fridge and freezer doors and handles, oven handles, dish washer handles, and any other touchable surface.	Before and after store hours, prior to production, throughout the day, and after each use.	Lab Staff

PERSONAL HYGIENE AND HAND SANITIZING

All D'oro Employees are required to wash their hands with soap and water for 20 seconds throughout the day before and after starting their shifts, after using the bathroom, after using any appliances in the kitchen, before and after using the water dispenser, after eating, after being outside and being in contact with people from the outside, after touching entry points such as doors and handles, and especially after receiving deliveries and handling products and cash.

Commercial hand sanitizers are provided by management to be used by all D'oro Employees throughout the day, especially after arriving for their shifts, after being in physical contact with anyone in the store including other employees and their respective property or workspace, after exchanging files or any other items, after using shared utensils including glasses or plates, after using shared equipment such as the POS system, tablets, and phones, and after touching any other surface.

Masks are encouraged, and gloves are available. All D'oro Employees are constantly reminded to avoid touching one's face including the nose, eyes, mouth, etc.

RESOURCES

All D'oro Employees are expected to thoroughly follow all food safety protocols; and are encouraged to be prudent and responsible with all activities before, during, and after store hours, to stay active whether physically or mentally, and to stay up to date with the guidelines and / or policies provided by the government and local health officials.

General Information:

- WorkSafeBC's publication [Preventing exposure to COVID-19 in the workplace: A guide for employers provides general information for employers](#) around assessing and controlling the risk.
- For the latest guidance, visit the [British Columbia Centre for Disease Control](#) website for health information and to see the latest news from the government of British Columbia.
- The [BC COVID-19 Self-assessment tool](#) can be used to determine whether additional care and treatment is required.
- The [provincial health officer has issued orders, notices, and guidance](#) to employers from various industries. Review this site frequently to ensure you are apprised of any changes that apply to your workplace.

Mental Health:

- [COVID-19 Psychological First Aid Service: Information and Signup](#) (British Columbia Psychological Association) – Free virtual counselling provided by registered psychologists.
- [COVID-19: Staying Well In Uncertain Times](#) (Canadian Mental Health Association – B.C.) – Tips and information on how to reduce and manage anxiety in the workplace due to the COVID-19 outbreak.
- [Managing COVID-19 Stress, Anxiety and Depression](#) (Ministry of Mental Health and Addictions) - Tips and resources on things we can do as individuals and collectively to deal with stress and support one another during these challenging times.
- [Mental Health and Psychosocial Considerations During COVID-19 Outbreak](#) (World Health Organization) – These mental health considerations were developed by the WHO's Department of Mental Health and Substance Use as messages targeting different groups to support for mental and psychosocial well-being during COVID-19 outbreak.
- [Mental Health and COVID-19](#) (Conference Board of Canada) – Videos on different aspects of mental health, including coping with anxiety, job loss, and dealing with isolation.
- [Taking Care of Your Mental Health](#) (COVID-19) (Public Health Agency of Canada) – Tips and resources for taking care of your mental health during the COVID-19 outbreak.

Help prevent the spread of COVID-19

Cover coughs and sneezes



Cough or sneeze into your sleeve, not your hands. Avoid touching your face with your hands.

Or



Cover your mouth and nose with a tissue and put your used tissue in a wastebasket.



Wash your hands with soap and water for at least 20 seconds.

Or



Clean hands with alcohol-based hand sanitizer.