

# CAFE LOKAL COVID19 SAFETY PLAN:

In accordance with the order of the province health officer, restaurants and cafés can resume operations by developing a covid19 safety plan.

Here you will find a list of procedures that we carefully put in place at Lokal in order to keep our workers and our customers safe and to help reduce the risk of covid19 transmission.

## **1 ASSESSING THE RISK OF TRASMISSION OF COVID 19:**

We understand the importance of identifying areas where the risk of transmission of the virus is introduced. The virus that causes COVID-19 spreads in several ways. It can spread in droplets when a person coughs or sneezes. It can also spread if you touch a contaminated surface and then touch your face. The risk of person-to-person transmission increases the closer you come to other people, the more time you spend near them, and the more people you come near. The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods of time. Cafe Lokal team gathered and identified the following areas where they may be risk, either through proximity between workers and or with customers, or through contaminated surfaces.

We identified area when customers congregate, where employees congregate while performing a job and, where employees come in close contact with customers while working

### **COMMON AREAS OF CONGREGATION FOR CUSTOMERS**

- ENTERING THE CAFE
- ORDERING AT THE REGISTER
- SHARING TABLES, LIVING ROOM AREA, BAR AND WINDOW SEATING, PATIO
- WAITING AREA FOR PICK UP TO GO
- WAITING FOR THE WASHROOMS

### **COMMON AREAS OF CONGREGATION FOR EMPLOYEES**

- FRONT OF THE HOUSE: DELI, REGISTER AND BAR AREA
- DISHWASHER AREA AND STORAGE AREA
- BREAK TIME
- GARBAGE ROOM

### **COMMON AREAS OF CONGREGATION BETWEEN WORKERS AND CUSTOMERS**

- HELPING CUSTOMERS AT THE ENTRANCE
- ORDERING AT THE REGISTER

- WHEN DELIVERING DRINKS OR FOOD TO TABLES
- WHEN CLEANING AND CLEARING TABLES
- WHEN DELIVERING TO GO ORDERS

We identified common surface that are frequently touched by customers and by employees

## **COMMON SURFACES AND TOUCHPOINTS FOR CUSTOMERS**

- TABLES AND CHAIRS
- FRONT HOUSE COUNTERS
- FREQUENT TOUCHPOINTS (ALL DOORS HANDLES, WALLS, SWITCHES, WASHROOMS FAUCETS)
- POS DEBIT MACHINE, CASH
- COFFEE CONDIMENTS AREA: CREAM AND MILK JUGS, SUGAR, LIDS, STRAWS
- SALT AND PEPPER SHAKERS
- MENUS
- FIREPLACE BOOKS, NEWSPAPERS AND KIDS TOY AREAS

## **COMMON SURFACES AND TOUCHPOINTS FOR WORKERS**

- DELI COUNTERS, TOOLS FOR KITCHEN (KNIVES, TONGUES, CUTTING BOARD) AND DELI EQUIPMENT (TOASTER, OVEN, PANINI GRILL), SOUP POT, DELI FRIDGE)
- BAR COUNTERS TOOLS FOR BARISTA(MILK JUGS) AND EQUIPMENT'S( ESPRESSO MACHINE, BAR FRIDGES)
- POS SYSTEM TOUCH SCREEN, DEBIT MACHINE, CASH
- FRIDGES AND FREEZER HANDLES, DOOR HANDLES
- DISHWASHER MACHINE, COUNTERS AND SINK
- TRAY AND DIRTY DISHES
- PHONE
- STEREO KNOB AND IPAD

## **2 IMPLEMENTING MEASURES TO REDUCE THE RISK OF COVID19 TRANSMISSION AND SPREAD**

The risk of person-to person transmission of the virus is increased the closer you come to other people, the amount you spend near them and the number of people you come near.

In order to reduce the risk of person-to person transmission at cafe Lokal we implemented protocols to keep workers at least 2 metres from other workers and from member of the public.

### **RISK OF PERSON-TO PERSON TRANSMISSION:**

#### **SOCIAL DISTANCE IN PLACE**

#### **COMMON AREAS OF CONGREGATION FOR CUSTOMERS**

- ENTERING THE CAFE **SOLUTIONS**→ Customers will wait in line outside THE CAFE (lines are of 2 metres apart). Customers will be allowed inside by a member of the staff, IT WILL BE EASIER FOR US TO MONITOR THE CAPACITY by allow few people at a time inside. Hand sanitizer is at the door and the employee will wear a mask. Staff at the door assign seating for customers that want to stay in.
- ORDERING AT THE REGISTER: **SOLUTIONS**→ we created marks on the floor in order to keep every customer 2 metres apart from each other. We put signs so that the Main door is only entrance door and back door is the exit door only so that the flow of customers can follows marks on the floor and can keep distance between each other. a designated member of the team will be at the door to assist you and to let you wait outside in line before entering and order
- TABLES AND CHAIRS, LIVING ROOM AREA: **SOLUTIONS**→ We placed most of the tables and living room seating 2 metres apart from each other. The tables that are by the window do not have enough space to be 2 metres apart, therefore for guest's safety we installed some barriers. Customers are allowed to sit at the same table if they are from the same party only. At this moment we do not have " shared tables". Our maximum capacity is 60 people, however we removed tables and many chairs so that our capacity is now less than before.
- BAR AND WINDOW SEATING: **SOLUTIONS**→ We closed our bar counter seating as the physical distance between workers and our barista cannot be maintained and we removed few of our window seating in order to transform that area in PICK UP ONLY.
- PATIO AREA: **SOLUTIONS**→ we eliminate one patio tables so that physical distance can be maintained at all the times
- WAITING AREA FOR PICKING UP TO GO: **SOLUTIONS**→ customers for to go drink order will wait by the designated window area, drinks to go will be placed at the bar, waiting for to go food will be outside by the sidewalk as it will take longer than drinks. We encourage pre-ordering by phone for to go orders to have them ready once they come in and pay. If the pick up area is full we will do curbside deliveru.
- WAITING FOR WASHROOMS: **SOLUTIONS**→ we put hand sanitizer by the washroom and we put a sign encouraging people to come back in 5minutes and do no stand in line if the washroom is occupied.

## **SOCIAL DISTANCE IN PLACE:**

### **COMMON AREAS OF CONGREGATION FOR STAFF**

**Every member of our team is wearing a mask as physical distance cannot always be maintain**

- FRONT OF THE HOUSE: DELI, REGISTER AND BAR AREA: **SOLUTIONS→** Deli counter, register and bar are far away from each other. The physical distance can be maintained. We are making sure that there is only one person working per area so that barista, cashier and kitchen are never close to each other. In case the barista or deli needs help we make sure that the staff is wearing masks all the time.
- DISHWASHER AREA AND STORAGE AREA: **SOLUTIONS→** Only one person working in the back.
- BREAK TIME: **SOLUTIONS→** Staff will go on a break one at a time and eat in the office so no contact will occur.
- GARBAGE ROOM: **SOLUTIONS→** Trash is taken out by one person at the time. Everyone is responsible for their trash at the end of their shifts. If two people finishes at the same time, they need to wait and go do their garbage one at the time. Bar: COFFEE COMPOST, DELI: FOOD COMPOST. END OF THE DAY: RECYCLING AND REGULAR GARBAGE.

## **SOCIAL DISTANCE IN PLACE**

### **COMMON AREAS OF CONGREGATION BETWEEN CUSTOMERS AND STAFF**

- ORDERING AT THE REGISTER: **SOLUTIONS→** We decided to install Plexiglass protection since the physical distance of 2 metres cannot be maintained.
- WHEN DELIVERING DRINKS OR FOOD TO THE TABLES: **SOLUTIONS→** Servers always wear a mask when approaching the table. If there is any left-over food, server will bring a to go box to the table and let the guests pack the food.
- WHEN CLEANING AND CLEARING TABLES: **SOLUTIONS→** Dishwasher/server is responsible to clear the table once everybody has left.
- WHEN DELIVERING TO GO ORDERS: **SOLUTIONS→** orders will be placed at the bar counter behind the espresso machine. Food delivery will be outside on the sidewalk.

The risk of surface transmission of the virus is increased when many people contact same surface and when those contacts happens in short interval of time.

In order to reduce this risk at Cafe Lokal we implemented our cleaning and hygiene procedures so that customers and staff feel and stay safe.

**RISK OF SURFACE TRANSMISSION:  
CLEANING AND HYGYENE IN PLACE  
COMMON SURFACE FOR CUSTOMERS**

- TABLES AND CHAIRS: **SOLUTIONS**→ Server/dishwasher will clear the tables, wash hands and sanitize the tray after touching dirty dishes. Tables and chairs are cleaned and sanitized after every seating. Server will make sure to have always clean hands before delivering drinks and food to the next table. We have little signs on the table that says sanitize and not sanitized.
- FRONT HOUSE COUNTERS: **SOLUTIONS**→ Clean and disinfect after every drink or food plate has been picked up or after a customer touches it.
- FREQUENT TOUCHPOINTS (main and back door handles washroom handles, restrooms faucets, walls and switches): **SOLUTIONS**→ Sanitize and disinfect all these surfaces every hour. Post a cleaning schedule visible so that workers can sign it and keep track of cleaning frequency. Post a washroom cleaning schedule Leave main and back door open to avoid frequent touching of door handles.
- POS DEBIT MACHINE, CASH: **SOLUTIONS**→ Hand sanitizer is available for customers while ordering. Cashier is responsible sanitize and disinfect the debit machine after every transaction, we are limiting the cash for the moment and we encourage customers to tap their card. If cash has been exchanged, cashier will wash hand after every transaction
- COFFEE CONDIMENTS AREA: **SOLUTIONS**→ cream and milk jugs, sugar, lids: we moved all the coffee condiments from coffee station to behind the bar, we prewrapped lid into a clean napkin when we handle it to customers and worker will fix coffee for people (pouring cream, milk). Sugars is wrapped and there is sanitizer close to it
- SALT AND PEPPER SHAKERS: **SOLUTIONS**→ We removed salt and pepper shakers from tables and we will provide clean and sanitized ones once customers are in need of them.
- MENUS: **SOLUTIONS**→ Use only chalkboard menus or fixed one so that customers do not need to touch it, laminated menu by the register so that can be easily sanitized after customers touches them.
- WASHROOMS:**SOLUTIONS**→ washrooms are cleaned every hour, we removed the washrooms keys and we will put a cleaning schedule so that we will keep track of cleaning frequency
- FIREPLACE BOOKS, KIDS TOY AREA, and NEWSPAPER: **SOLUTIONS**→ we decide to remove toys and newspapers. We put a sign by the fireplace so that people will not touch or borrow books.

## CLEANING AND HYGIENE

### COMMON SURFACE FOR WORKERS

- DELI AREA (counters, fridges, deli tools and deli equipment) **SOLUTIONS**→ Worker will clean and sanitize frequently the station. As there is only one worker per shift it will be easier as no tools will be shared. Worker will send to wash frequently cutting boards, tongues and tools/ After the end of every shift, everything will be sent to wash. toaster, grill, soup, oven and fridge handles will be clean and sanitized ready for the second shift as a new person will take over
- BAR AREA (Bar counters Espresso machine, bar shelves, fridges) **SOLUTIONS**→ Barista will clean and sanitize frequently the station. As there is only one worker per shift, it will be easier as no tools will be shared. After every shift, bar counters, jugs and tools are clean and sanitize before the new barista take over.
- CASHIER AREA (Pos system, plexiglass and debit machines) **SOLUTIONS**→ Clean and sanitize after every transaction the debit machine,make sure to clean touch screen screen often and before a different cashier start the shift. Sanitize plexiglass screen often.
- DISHWASHER AREA(fridges and freezer handles, tray and dirty dishes) **SOLUTIONS**→Clean and sanitizes every hour handles, tray must be sanitized after clearing dirty dishes and before delivering drinks. When handling dirty dishes washing hands after loading the dishwasher and before unloading it with clean dishes
- PHONE, clean and sanitize after using it.
- STEREO KNOB AND IPAD clean and sanitize after using it.

**CLEANING TASKS FOR CLOSING:** The 2 member of the team that are working during closing shift will follow protocols to clean deeply their areas (Bar and deli). In addition, they will be cleaning and sanitizing at the end of the day tables, chairs, common surfaces, area, shared objects, washrooms, sweeping and mopping. A cleaning schedule for closing shift will be posted, signed and dated so everybody can keep track of it

**HYGIENE:** We have policies specifying when employees need to wash their hands and we have communicated good hygiene practice. Frequent hand washing and good hygiene practice are essentials to reduce the spread of the virus. Every member of the team will follow procedure for washing hands: everybody will wash hands upon arrival, after washroom, after lunch break. They are reminded not to touch their face if they do not have clean hands. It is important that employees wash their hands before making food or drinks and before leaving their area. Cashier must wash their hands after dealing with cash and after touching debit machines. Cashier can also use hand sanitizer as they are not in charge of food nor drink making. Dishwasher or servers will wash hands after dealing with dirty dishes and before touching clean ones. We posted handwashing sign near all sinks to remind employees about this important policy. Hand sanitizer at the register, at the entrance and outside the washrooms is also

available. It is important that there is only one person per station (bar area, deli, register and dishwasher) so everybody will touch their surface and be responsible to make sure that their hands are washed before touching a surface consider dirty at that moment.

**DELIVERING:** we will Let the driver for delivering wait outside, let him go to the back door once it is clear and into the back area to unload the goods. Agreed not to sign delivery paper.

### **3 DEVELOP POLICIES TO MANAGE THE WORKPLACE**

During the pandemic, we developed policies so that our employees know what to do in case they start develop symptoms of covid 19 while they are not at Lokal.

- We ensured that our employees have the training and strategies required to address the risk of violence that may arise as customers and members of the public adapt to restrictions or modifications to the workplace. Our customers are 90% regulars and very respectful of our policies and of our employees. In case of a particular situation where a customer refuses to follow the rules, the member of the team will kindly remind of the mandatory guidelines issued by work safe and the province. In the unlikely event of aggressiveness, one of the supervisor will take control over the situation and communicate with the guest.
- Our workplace policies ensure that workers and customers showing symptoms of COVID-19 are prohibited from the workplace. We posted signage at the main entrance. In this hypothetical situation, an employee is required to use the [BC COVID-19 Self-Assessment Tool](#). The tool will help determine if he/she need further assessment for COVID-19 testing by a physician, nurse practitioner or at a local collection centre. If symptoms developed are mild, self-isolation at home will be mandatory for 14 days. In addition to this, employee who has arrived from outside of Canada or who has had contact with a confirmed COVID-19 case must self-isolate for 14 days and monitor for symptoms.
- We posted close to the staff schedule medical number to call, address and website for covid19 information. All the staff signed a consent form to agree not to work in case they feel ill, or if they develop covid 19 symptoms. Info poster have been hang by the schedule.
- We posted effective hygiene practices by the sinks
- Our policy addresses workers who may start to feel ill at work. It includes the following:
  - 1 Sick workers should report to first aid, even with mild symptoms.
  - 2 Sick workers should be asked to wash or sanitize their hands, provided with a mask, and isolated. We will ask the worker to go straight home and to Consult the BC COVID-19 Self-Assessment Tool, or call 811 for further relating to testing and self-isolation.
  - 3We will clean and disinfect any surfaces that the ill worker has come into contact with.

4If the worker is severely ill (difficulty breathing, chest pain) we are aware of calling 911 for this emergency.

#### **4 DEVELOP COMMUNICATIONS PLANS AND TRAINING.**

All the members of our teams have a copy of this safety plan, they all have been trained on how to keep themselves and customers safe. All our workers have received the policies and signed it for staying home when sick. A supervisor is always present to monitor workers and the workplace to make sure that all the safety procedures are being followed at all times and to remind that communication is one of the main key in order to operate under this new policies. We have posted signage at the workplace, including occupancy limits and effective hygiene practices. We have posted signage at the main entrance indicating who is restricted from entering the premises, including visitors and workers with symptoms.

#### **5 MONITOR THE WORKPLACE AND UPDATE PLANS IF NEEDED**

We believe that it is important to learn after every day of operation, we observe and monitor the situation. Things may change as the café operates. It can happen that we identify a new area of concern or that we can improve some of the guidelines as we find a better solution for solving a problem or reducing the risks of being open. We will update the plans in case we face this. We will monitor risks and we will make changes to our policies and procedures if it will be necessary. Employees will be involved when health and safety concerns arise as well as we will contact health inspector.

#### **6 ASSESS AND ADDRESS RISKS FROM RESUMING OPERATIONS**

We strongly believe that communication between member of our team, between staff and customers is one of the most important thing. This is the reason why we have frequent meetings or brief feedback daily so that we can share doubts, questions or come up with a better solutions after observing something or after talking to customers. We were still operating during the Covid 19 pandemic under to go only, we had a great system that allowed employees and customers to stay safe. Nobody was allowed inside: 1 order door and one pick up door were used and physical distance was successfully maintained at all time (we marked outside floor with lines each of them were 2 metres apart to separate customers). Our employees that were working during this difficult time are knowledgeable about all the safety measures that were taken and that we will be still in place once we reopen café seating. All the employees that are going back to work are also been trained about our safety plan



# COVID 19 INFO FOR EMPLOYEES

## Symptoms

### What are the symptoms of COVID-19?

The symptoms of COVID-19 are similar to other respiratory illnesses including Influenza and the common cold. Symptoms include:

- Fever
- Chills
- Cough
- Shortness of breath
- Sore throat and painful swallowing
- Stuffy or runny nose
- Loss of sense of smell
- Headache
- Muscle aches
- Fatigue
- Loss of appetite

Sometimes people with COVID-19 have mild illness, but their symptoms may suddenly worsen in a few days. People infected with COVID-19 may also experience symptoms like diarrhea, nausea and vomiting a few days after the onset of the above symptoms. If you have only gastrointestinal symptoms you may not have COVID-19.

### WHERE CAN I FIND THE COVID-19 SELF-ASSESSMENT TOOL?

The COVID-19 self-assessment tool, developed with the BC Ministry of Health, will help determine whether you may need further assessment or testing for COVID-19. You can complete this assessment for yourself, or on behalf of someone else.

- **What should I do if I think I have COVID-19?**
- If you develop cold, influenza or COVID-19-like symptoms, go to the [testing page](#) or use the [BC COVID-19 Self-Assessment Tool](#) to help determine if you need further assessment for COVID-19 testing by a physician, nurse practitioner or at a local collection centre. You can complete this assessment for yourself, or on behalf of someone else, if they are unable to.
- Go to our [If you are sick](#) page for details on how to stop the spread of germs, what to do if your symptoms get worse and ending self-isolation.

### **I think I might have COVID-19. Can I go to the emergency department to get tested?**

- Please avoid going to the emergency department for COVID-19 testing. Examples of reasons to go to an emergency department include if you or someone in your care has chest pains, difficulty breathing, or severe bleeding, as these may be signs of a life-threatening emergency. Call 9-1-1 or the local emergency number immediately.
- If you think you might have COVID-19, use the [BC COVID-19 Self-Assessment Tool](#). The tool will help determine if you need further assessment for COVID-19 testing by a physician, nurse practitioner or at a local collection centre. You can complete this assessment for yourself, or on behalf of someone else, if they are unable to.

### **What is self-monitoring?**

- **Self-monitoring** means you should be monitoring your health and the health of your children for symptoms such as fever, cough or difficulty breathing. Individuals who are self-monitoring are allowed to attend work and school and take part in regular activities.

### **What is self-isolation?**

- **Self-isolation** is used to lower the chance of spreading infectious germs to other people by avoiding situations where someone could infect others. Self-isolation is one important way to prevent the spread of COVID-19 in B.C.
- People at high-risk of having been exposed to COVID-19 are asked to self-isolate as there is a small chance you can spread germs in the days before you feel sick. This is called an incubation period, the time between being exposed to an infection and when you start to feel sick.
- You must stay at home, in a hotel or similar place, and avoid all contact with others.
- A number of groups of people including international travellers returning to Canada, contacts of a COVID-19 case, and people with symptoms or who are positive for COVID-19 are required to self-isolate.

**NOVEMBER 18 2020**

**UPDATE TO THE COVID 19 SAFETY PLANS**

As of November 19, The Provincial Health Officer of British Columbia ordered **MANDATORY MASKS INDOOR AND IN PUBLIC SPACES**, this includes restaurants unless people are seating at the table eating and drinking.

Customers are allowed to socialize if they are from the same household, if a customers live alone can create a bubble of 2 friends.

**SOLUTIONS:**

We already announced on social media and on the website the new rules that need to be followed, and we posted sign at the door.

Greeting staff and Front of the house staff are responsible for making sure that customers wear mask when entering the café, while ordering or while moving around the café.

We will provide disposable mask for customers that do not have a mask upon arrival.

We will ask those customers who refuse to obey to the new orders and safety guidelines emanated by the province to leave the premises.

AS for customers coming to eat in, it is not our responsibility to question whether or not they are from the same household, we have already only one table of 6 (which is the maximum of guests allowed at the table by PHO) and the rest of the tables are of 2,3,4. All we can do is trust that customers will be responsible and come with their household or small bubble. b m

## **COVID 19 SAFETY PLAN 10 JUNE UPDATES**

According to the new guidelines issued by the Province Health Inspector stating that each establishment must determine the maximum capacity of patrons and staff present at the same time, at Café LOKAL we established the following:

**INDOOR SEATING:** ACCORDING TO OUR BUSINESS LICENCE OUR MAXIMUM CAPACITY INSIDE IS 60 PEOPLE, HOWEVER WE DETERMINED THAT OUR MAXIMUM CAPACITY AT THE MOMENT IS **40 PEOPLE**, INCLUDING PEOPLE SEATING AT THE TABLE (CHAIRS ARE 24), PEOPLE IN LINE TO ORDER, PEOPLE WAITING FOR TO GO COFFEE AT THE WINDOW AND STAFF (MAXIMUM OF 6 STAFF DURING WEEKEND AND 5 DURING WEEKDAY).

**OUTDOOR SEATING:** ACCORDING TO OUR LIQUOR LICENCE OUR MAXIMUM CAPACITY FOR OUTSIDE IS 19, HOWEVER WE HAD TO REMOVE A TABLE OUTDOOR AND NOW THE PATIO CAPACITY IS MAXIMUM OF 12 PEOPLE.