



Brown's Bay Resort

PO Box 285,
Campbell River, V9W 5B1, BC

RV & Accomodations.: 250-287-7108
ripplerockrv@brownsbayresort.com
Marina: 250-286-3135
marina@brownsbayresort.com
www.brownsbayresort.com

Covid-19 Safety Plan Narrows Floating Restaurant

Introduction

This document provides interim guidelines for preventing the transmission of COVID-19 to Brown's Bay Resort employees and guests.

To limit the spread of COVID-19, the Provincial Health Officer has issued Orders that impact the hospitality industry. These Order outline conditions and provide specific direction regarding the services provided at Brown's Bay Resort. This document will outline new measures put into place across all departments and will be revised as needed based on provincial and district direction.

This document applies to all employees. This document is fluid and will be updated as we progress through the reopening of Brown's Bay Resort.

General Information

Covid-19 is spread through liquid droplets when a person infected with Covid-19 coughs or sneezes. The virus in these droplets can enter through the eyes, nose or mouth of another person if they are in close contact with the person who coughs or sneezes. Covid-19 is not transmitted through particles in the air and is not something that can enter the body through the skin.

The symptoms of Covid-19 are similar to other respiratory illness, including the flu and common cold. These symptoms include cough, sneezing, fever, sore throat and difficulty breathing. People infected with Covid-19 may experience little or no symptoms, with illness ranging from mild to severe.

People who are contacts of a confirmed Covid-19 case, meaning they have been or could have been exposed to the virus, but do not have symptoms, are required to self-isolate. Self-isolation means staying home and avoiding situations where you could come in contact with others. Isolated individuals may NOT use any common areas or implements, including all staff and guests' public spaces.

Practice diligent hand hygiene at all times by washing with soap and water for at least 20 seconds.

Controlling the risk of COVID-19 exposure

- Anyone with symptoms of COVID-19 to self-isolate at home for up to 14 days after onset of symptoms, as well as anyone advised by public health to self-isolate.
- Monitor your symptoms daily, report respiratory illness and do not return to work for at least 14 days following the onset of fever, chills, cough, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue or loss of appetite.
- Use the COVID-19 self-assessment tool at [BC COVID-19 Self- Assessment Tool](#) to help determine if further assessment or testing for COVID-19 is needed.
- If an employee reports they are suspected or confirmed to have COVID-19 and have been at the workplace, clean and disinfect all areas where that person has worked.
- If staff live in facility-provided housing, they will be moved to a designated isolation area.

Safety Protocols to reduce the risks

- Physical distancing protocol to be followed, between co-workers and all patrons at The Narrows Floating Restaurant, at least 2m (6ft.) physical distance is to be maintained at all times, when possible.
- Frontline workers to wear Personal Protection Equipment (masks) when serving and attending to customers.
- Proper mask etiquette to be used, making sure mask covers both nose and mouth and is frequently laundered. Avoid touching of the mask face and continue to wash/sanitize hands often.
- No shared golf carts and vehicles unless living in the same household.
- Social-distancing measures to be followed during meetings and at other combined workspaces around the entire Resort Property.
- Practice cough etiquette. Cough into your elbow or cover your mouth and nose with a disposable tissue when you sneeze. Immediately dispose of the used tissue and wash your hands.
- All employees to carry some form of disinfectant at all times, practicing diligent hand hygiene and washing hands regularly with plain soap and water for at least 20 seconds.
- Do not touch your eyes, nose and mouth with unwashed hands.
- Do not share food, drinks, utensils, cigarettes and vaping devices, joints or bongs
- Additional signage regarding social distancing, hand washing, and Covid-19 symptoms and prevention are posted throughout the property in multiple key locations to maximize visibility for guests and visitors on site.
- One-way entry and exit for restaurant guests to avoid crowding at the kitchen and bar area.
- No drink or food service unless seated at designated seats.

- Additional signage and changed table layout to offer social distancing between customers (2m).
- Maximum total capacity inside and outside dining 68 guests and 3 servers, 71 people total front-of-the-house.
- Back-of-the-house and kitchen staff max capacity 5 total.
- Shared tools and equipment to be disinfected before use by co-worker.
- All shared and public spaces to be cleaned and sanitized a minimum of twice daily, including inside and outside dining room, patio furniture, bathroom/shower buildings, regular often sanitizing of countertops, door handles, point of sale devices, computer keyboards, phones and light switches
- Complete sanitation of tables, chairs and menus after each customer use. Everything removed and to be disposed of after customers leave.
- Only use single-use condiments and single-use salt and pepper, sugar, creamer packages
- Discard all single-use items and remnants, even if they seem unused or untouched. This includes, but is not limited to, condiments, sauces, salt and pepper/sugar packets, creamers and napkins
- Wait to be seated signage implemented before entering the restaurant for better table management.
- Patrons strongly advised to make reservations, name and phone number or email required of one person per table. Contact tracing information to be kept for a minimum of 30 days.
- 6 patrons max per table, one chair to be left out to create safe social distance area for server to approach table for service.

Front of the House Best Practices

- Front of the House staff must practice diligent hand hygiene at all times during their shift.
- All Front of the House staff to practice social distancing at all times if possible (2m)
- All Front of the House staff to wear Personal Protective Equipment (masks) while serving patrons.
- Use clean cloths, paper towels or wipes to clean and disinfect surfaces.
- Put cleaning and disinfectant solutions into clean buckets for use.
- To avoid contaminating your cleaning solution, do NOT re-dip dirty cloths back into the cleaning solution. Use clean cloths each time. This may require using a larger number of cloths than normal. Immediately discard paper towels and disposable wipes after use.
- No glassware, silverware, condiments to be pre-placed on tables.
- After guests seated, water glasses and or water bottle/carafe to be placed on edge of the table. Guests to self-pour from bottle/carafe
- All other beverages and table service items to be placed on edge of the table to avoid leaning over patrons.
- Sanitize trays between each table service.
- When serving bottles avoid touching the neck area; single use washable napkin for holding the bottle is recommended to give additional buffer. Do not cradle bottles too close to the torso.
- Bottles to be opened on a sanitized service station and NOT at the guests table. Use fresh napkin for wiping bottle tops. Corks will not be offered to host but disposed.
- Corkscrew, beer opener or any equipment such as decanting funnel to be dedicated to individual server for a shift and then cleaned or sanitized before and after use.
- Screwcaps can be opened with fresh napkin as a buffer between closure and the servers' hand. For all twist off bottles, pouring a taste for the host can be eliminated until further notice to avoid unnecessary touches
- Front of the house staff should offer a first pour and then place the bottle on the table for guests to self-pour additional pours.
- Utilize tongs for Cocktail garnish, eliminate straw tasting by server.
- When pouring beer, tap spout and glass must not touch
- For pitchers, these can be delivered tableside and guests can be offered the first pour or given the option of pouring their own.
- All glasses should be held by stem or base
- Use the cup handle to place cups on the table. When refilling coffee do not touch cups, ask patrons to move cups to edge of the table for refill.
- Plate service to be placed on edge of the table and plates should be held underneath with the thumb on the rim.
- Utensils should be pre-rolled. If not pre-rolled, grip utensils by the handle and don't let handles touch the food.
- For leftover provide containers and let patrons package their own to-go box.

Back of the House Best Practices

- Mandatory hand washing for all staff when entering the kitchen and before changing.
- All kitchen staff to practice social distancing at all times if possible (2m)
- Back of the House staff must practice diligent hand hygiene. Mandatory hand washing a minimum of 20 seconds every 30min.
- Gloves recommended for cold food prep and cold food plating.
- Gloves mandatory when handling deliveries and receiving raw food products and must be changed frequently or after each task.
- Limit the number of people who aren't cooks and chefs entering the kitchen area. This includes deliveries, service technicians and salespeople.
- Kitchen should be deep cleaned and sanitized after each service and/or nightly.
- Use clean cloths, paper towels or wipes to clean and disinfect surfaces.
- Put cleaning and disinfectant solutions into clean buckets for use.
- To avoid contaminating your cleaning solution, do NOT re-dip dirty cloths back into the cleaning solution. Use clean cloths each time. This may require using a larger number of cloths than normal. Immediately discard paper towels and disposable wipes after use.
- Kitchen prep area should be wiped down in 30min intervals with approved sanitizer. This should especially include all repeated contact surfaces such as fridge and door handles, drawers and faucet handles.
- Take all dirty rags, cloths, napkins and tea towels directly to the laundry.
- In dishwasher area, all employees should wear gloves and mask. The dishwasher area should be clearly divided into "Clean End", "Dirty End" so dishwashers are not loading clean dirty and then removing clean to cross-contamination.
- All delivery receipts and invoices to be logged with time and date and records kept for up to 1 month
- If possible, chefs and cooks should not share knives, utensils or service tools. If shared, they should be cleaned/sanitized between use.
- For serving use pass-thru to reduce kitchen traffic and have cleaning crew collect dirty plates from cooks rather than having cooks come to the dish area.

Waste Management

- Wherever possible, waste should be handled by a designated person or small, designated team.
- Empty all garbage containers frequently.
- Ensure staff remove gloves and perform hand hygiene immediately after handling and disposing of waste.
- A single, sturdy, leak-resistant garbage bag is sufficient for containing waste.
- If a garbage bag is punctured or contaminated, it should be placed into a second bag.

- All bags should be securely closed and immediately placed in the main disposal bin for the facility.

Occupational Health & Safety Policy

The Narrows Floating Restaurant is committed to providing a healthy and safe work environment for its workers and preventing occupational illness and injury. To express that commitment, we issue the following policy update on occupational health and safety.

As the employer, The Narrows Floating Restaurant is responsible for the health and safety of its workers.

The Narrows Floating Restaurant will make every effort to provide a healthy and safe work environment. We are dedicated to the objective of eliminating the possibility of injury and illness.

Supervisors will be trained and held responsible for ensuring that workers, under their supervision, follow this policy. They are accountable for ensuring that workers use safe work practices and receive training to protect their health and safety. Supervisors also have a general responsibility for ensuring the safety of equipment and facility.

The Narrows Floating Restaurant through all levels of management, will cooperate with the Joint Occupational & Health & Safety Representative and workers to create a healthy and safe work environment cooperation should also be extended to others such as contractors, owners, officers and so on.

The workers of The Narrows Floating Restaurant will be required to support this organization's health and safety initiative and to cooperate with the Joint Health & Safety Committee and with others exercising authority under the applicable laws.

It is the duty of each worker to report to the supervisor or manager, as soon as possible, any hazardous conditions, injury, accident, or illness related to the workplace. Also, workers must protect their health and safety by complying with applicable Acts and Regulations and following policies, procedures, rules and instructions as described by The Narrows Floating Restaurant.

The Narrows Floating Restaurant will, where possible, eliminate hazard and thus, the need for personal protective equipment. If that is not possible and where there is a requirement, workers will be required to use safety equipment, clothing, devices and materials for personal protection.

The Narrows Floating Restaurant recognizes the worker's duty to identify hazards and supports and encourages workers to play an active role in identifying hazards and to offer suggestions or ideas to improve the health program.

Communicable Disease and/or illness Policy

The purpose of this policy is to provide direction to employees of The Narrows Floating Restaurant in preparing for and responding to communicable diseases and illness that may threaten the safety of its employees and guests.

For the purpose of this policy, 'communicable disease or illness' means an infectious disease or illness transmissible by and infected individual via direct or indirect means.

For the purpose of this policy 'The Narrows Floating Restaurant' includes; all current employees, contractors working on site who agree to submit to the processes under this policy, anyone residing on site, visitors and guest, and anyone using Brown's Bay Resort facilities.

This policy applies to all members of the Bay Community.

Management will provide members of the Bay Community with the best information possible and adopt prudent public health and health care practices. The Narrows Floating Restaurant will follow the medical advice and direction from the appropriate medical authorities (Regional Medical Health Officer, BC Centre of Disease Control, and, Health Canada)

Individuals who have or suspect they may have a communicable disease or illness are required to report their concerns to the local health professionals and senior management of The Narrows Floating Restaurant.

The Narrows Floating Restaurant will reasonably accommodate individuals affected with the communicable disease or illness without putting other members of the Bay Community at unnecessary risk. This may include excusing an employee from their duties with the intent that they quarantine themselves for a given period of time.

Pursuant to the Freedom of Information and Protection of Privacy, The Narrows Floating Restaurant will take all reasonable steps to protect the privacy of individuals who have a communicable disease or illness. In administering this policy, The Narrows Floating Restaurant will not disclose the identity of any individual who has a communicable disease or illness, except as authorized or required by law. The Narrows Floating Restaurant may be required to disclose personal information if there is a risk of significant harm to the health or safety of the public or a group of people or if requested by the medical health officer or designate under the Public Health Act.

The Narrows Floating Restaurant will keep informed of the recommendations on travel from Health Canada and educate and inform the Bay Community as needed.

The Narrows Floating Restaurant will follow any applicable WorkSafe BC Requirements.