

This COVID-19 Safety Plan is our business' step-by-step response to increased awareness around, and our enhanced protocols for, the health and safety for our staff and our customers. Our business is committing to following the steps outlined in each of the 6 areas mandated by WorkSafe BC and the official Public Health Order. Our plan includes outlining our physical changes, our increased protocols and our required usage of PPE. We also outline the training we will be providing for our staff to ensure that the processes are followed.

Our goal with this plan is to create a workplace that is aware and responsive to the new protocols and physical changes to our workplace as a result of COVID-19. Through our enhanced awareness, we aim to help the Provincial Ministry of health to reduce the risk of person-to-person transmission through the following 6 measures in order of priority:

1 – Creating more space between patrons and staff in our business. 2 – Reducing the number of people in our business at any one time according to the latest Public Health Order. 3 – Adding physical barriers between people working in our establishment that cannot otherwise maintain physical distancing. 4 – Establishing new rules and guidelines for our staff to follow to help keep people physically distanced and to enhance our cleaning regimens. 5 – Defining what positions and in what situations our staff will safely be using PPE, particularly non-medical masks, to limit exposure to respiratory droplets. This includes training on how to use masks correctly. 6 – Limiting private gathering to no more than 50 people in accordance with the PHO.

Our contact for COVID-19 related concerns is: Carla Donnelly, Director of Food & Beverage - [cdonnelly@deltakamloops.com](mailto:cdonnelly@deltakamloops.com)

### CUSTOMER PROTOCOLS

Our customer protocols have changed as follows:

- We have a hand sanitizing station for guests and staff when they enter the front door to immediately clean hands.
- Parties will be limited to groups of no more than 6.
- Special events in private space will be limited to groups of no more than 50 (by pre-reservation only).
- Reservations are recommended. Guest will be able to make a reservation online or come into the restaurant to put their name on a list.
- Waiting for a table will be outside. Ask guest for a number to text that the table is ready.
- For all dine in guests, we will collect contact information through our online reservation or our hostess station. Records will be kept per the Public Health Order for 1 month. Contact information will be used for the PHO or purposes of the reservation or table booking only.
- Customers will be required to wait at appropriate 2 m distance in all areas where queuing is required.
- Customers collecting or requesting take out will wait in a separate location than dine in.
- Signage is posted at the entrance of the restaurant to ensure that no one with symptoms of COVID-19 or who has contact with someone diagnosed with COVID-19 will enter the restaurant.

### FRONT OF HOUSE PROTOCOLS

Servers will:

- Have a dedicated place at every table from which to serve.
- Stand back at least 3 feet from the table when speaking to guests and approach the table only for service of food and beverage.
- Leave drinks or food at the front of the table and let the guests grab them after the server has stood back.
- Hold plates underneath with the thumb on the rim.
- Use the cup handle to place cups on tables.
- Use the stem to carry wine glasses.
- Grip utensils by the handle and don't let handles touch food.
- Keep hands off the bowl of a spoon or prongs of a fork.
- For water service, staff will provide water in a bottle or jug at the table and allow guests to pour their own water.
- For coffee service, staff will not touch cups when refilling.
- Removal of salt and pepper shakers, sauce dispensers, candles, and other table top items and only provide items when requested.
- Menus will be left at the table instead of having servers remove them mid-meal.
- For leftovers, staff will provide the guest with the container and let them pack up food
- Staff will wear an apron that allows the server to have an extra layer between their clothes and the guest. This protects the server's clothes and still looks professional.

### BACK OF HOUSE PROTOCOLS

- Employees should wear distinct kitchen uniforms and/or work clothes. No street clothing.
- Limit the number of people who aren't cooks and chefs entering the kitchen area.
- We will set 30-minute timers to remind all food handlers to wash their hands for best practices.
- Use of gloves: - Glove for cold food preparation and cold plating. Gloves mandatory when handling deliveries and receiving raw food product and must be changed frequently or after each task.
- Kitchen and prep areas are wiped down in 30-minute intervals with approved sanitizer. This will include all fridge and door handles and faucet handles in the kitchen.
- Our chefs and cooks will not regularly share knives, utensils or service tools. If shared, they will be cleaned/sanitized between users.
- In the dish-washing area, all employees will wear gloves and masks and/or face shields.
- The dish-washing area will be clearly divided into "Clean End, "Dirty End." No cross-contamination.
- All kitchen sinks will have hand-washing instructions.
- Our cook teams will observe social distancing whenever possible, i.e. when in the walk-in fridges/freezers, dry storage area, during staff meetings, staff meals, receiving orders, large prep jobs, etc.
- Installation of directional signs for high traffic areas to keep a steady flow of people going in one area and coming out the other.

### ALL DELTA HOTEL ASSOCIATE PROTOCOLS



TRAINING



PERSONAL PROTECTION EQUIPMENT



HAND HYGIENE AND ETIQUETTE



CLEANING PRODUCTS



FOOD & BEVERAGE EXECUTION



PHYSICAL DISTANCING