



*Health & Safety Playbook*

PHASE TWO REOPEN

May 2020

THE BELGARD KITCHEN



SETTLEMENT  
BREWING

**VANCOUVER URBAN WINERY**

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# *Foreword*

The Settlement Building, home to Belgard Kitchen, Vancouver Urban Winery, and Settlement Brewing, is proud to present its Healthy and Safety Playbook for British Columbia's Phase 2 restart plan. This book is intended as an information source for internal and external use so that guests and staff can feel safe and secure, knowing that we are doing everything in our capabilities to ensure a positive, safe and clean environment.

The development of this booklet has been a collaborative effort between all levels of management and staff. We have come together in our effort to interpret and understand the recommendations made by our governing bodies to ensure the safety and well being of our staff and guests. We as employers, our workers and owners have a responsibility to prevent exposure to COVID-19 in the workplace.

We, as employers are responsible for the health and safety of all of our workers. We are responsible for displaying this COVID-19 Safety Plan and to train and educate everyone at the workplace. We are also responsible for having a system in place to identify the hazards of COVID-19, control the risk, and monitor the effectiveness of the controls.

Workers are responsible for taking reasonable care to protect their own health and safety and the health and safety of other people at the workplace. In the context of COVID-19, this means workers are responsible for their own personal self-care, which includes frequent hand washing and staying home when sick. Workers are also responsible for reporting unsafe conditions to their employer, and following the procedures put in place by the employer to control the risks associated with COVID-19. We ask that our guests and staff are conscientious of our workplace, as the connections made outside of this building travel back with them.



# *Letter to the Reader*

On March 16th, 2020 the senior management team at The Settlement Building made the difficult but necessary decision to close its doors in response to the growing COVID -19 pandemic. Due to the nature of the pandemic at the time, with growing concerns and new information being released every day, we felt it was necessary to do our part to help respond and flatten the curve.

While legislation was passed and our government responded and acted to this evolving information, we pivoted as a team with our sister restaurant Havana, and moved to the take out and delivery option. Fortunately, with assistance from our government, we were able to continue operating the brands, learning as we went. We shifted roles, business models, policies, procedures, all with the goal of being able to keep the businesses operating through these unprecedented changes. We teamed up with some pretty amazing restaurants and did our best to help support our communities.

With BC doing its part we have come to a point where we can begin to safely reopen and continue our operations from a dine in perspective. We THANK everyone who was considered an essential worker for helping us get to this point. We THANK everyone of our guests for doing their part to flatten the curve and allow us to be where we are today. We THANK our restaurant partners and suppliers for helping us provide direction and as an example for safe and continual business practices. We THANK our community for supporting us, providing feedback and direction as we continued to grow into the place that we are today. We deeply care and appreciate you all.

This is an ever evolving situation for all of us, and as we open our doors and push the business forward, we ask that you help us continue to grow, be kind, and be patient. The safety of our staff and our guests is paramount, and we will be abiding by the recommendations made by our Provincial Health Officer, Dr. Bonnie Henry. This is not a return to normal, this is the new normal, and we will push to ensure that we continue to do our part to keep the curve flat while providing The Settlement Building experience.

So please, come in, get a glass of BC wine or craft beer paired with some delicious food sourced from this beautiful province. Stay and support local. Do your part.

Best regards,

Adam Madrussan  
General Manager, the Settlement Building

Drew Scott  
Chef de Cuisine, the Belgard Kitchen

# *What is COVID-19?*

COVID-19 is a respiratory infection caused by a recently discovered virus. COVID-19 has symptoms that are similar to other respiratory illnesses, such as the flu and common cold: cough, sneezing as well as particular ones that can include diarrhea, loss of smell and headaches.

While the majority of people infected with COVID-19 experience mild symptoms or are asymptomatic, there is a part of our population that is at an increased risk of exposure. These include the elderly and those that are immunodeficient. We need to do our part to reduce the transmission rate to these people.

Transmission can occur via liquid droplets from an infected person to another in close proximity through coughing or sneezing. The virus has many different entrances into the human body, including through the eyes, nose and mouth, making it imperative that we avoid frequent contact with these areas of our bodies. There has not been evidence that COVID 19 can be transmitted through the skin. It can be transmitted through contaminated surfaces such as shared equipment and handheld devices. 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.

Here are some additional resources for information on COVID 19:

Vancouver Coastal Health  
<http://www.vch.ca/covid-19>

BC Centre for Disease Control  
<http://www.bccdc.ca/health-info/diseases-conditions/covid-19>

## *Understanding the Risk*

The virus that communicates COVID -19 can be spread through droplets, and/or by touching your face after touching contaminated surfaces.

By implementing new policies, procedures, and control measures, we aim to mitigate the risk of transmission between guests and employees. We ask that everyone understands this risk when entering The Settlement Building and that you are open and transparent to our control measures. We will continue to implement new procedures and policies that keep our stakeholder's best interests in mind, so we ask that you help us by remaining calm and understanding through the process. This will be an evolving and continual process as we learn from feedback from our staff, our guests, and our governing bodies. We will remain open to constructive criticism and will always put our best foot forward and implement change to the best of our ability.

# *Controls for Reducing Transmission*

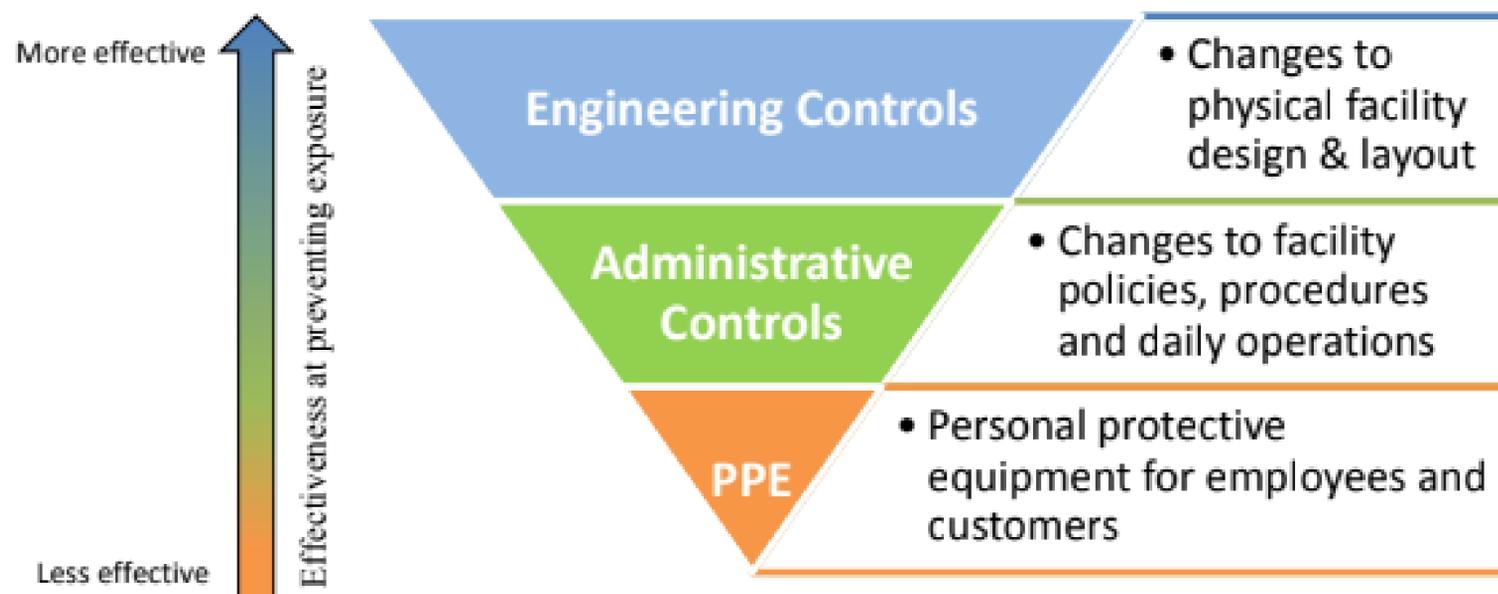


Image from Vancouver Coast Health's "Coronavirus Disease (COVID-19) Guideline for Food Service Establishments"

There are multiple levels of control for reducing transmission of the virus. The most effective way to do so is to eliminate it by social distance, meaning keeping 2m apart as best as possible, reducing capacity and limiting the number of workers in the building. We do recognize that in our environment it can be difficult, so there are three other levels of control that we can employ to help mitigate the risk of transmission.

We have employed engineering controls, which has changed our physical layout to ensure social distancing.

There are administrative controls that, through new policies and procedures, will help reduce the risk of transmission by disinfecting high contact surfaces regularly, help enforce social distance measures, etc...

Finally, in situations where social distancing cannot be achieved, we have employed PPE for our staff.

# *Protecting & Ensuring Mental Health*

We understand that these times are difficult and have put a serious strain on individuals mental health. We recognize that as employers we have an obligation to do our part in providing a safe environment that will help enforce a positive mindset, as all of our mental health is just as important as our physical health.

These resources are listed from WorkSafeBC's Returning To Safe Operation website.

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-10 (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.

# *Workers Right to Refuse Work*

As per WorkSafeBC, Guideline G3.12, a worker has the right to refuse work if they believe it presents an undue hazard.

The website states, “For COVID-19, an ‘undue hazard’ would be one where a worker’s job role places them at increased risk of exposure and adequate controls are not in place to protect them from that exposure.”

If an employee feels that a task they have been exposed to presents an undue hazard, they are to bring it to their employer or supervisor immediately. After which, said employer or supervisor is to investigate it immediately and remedy the situation in a timely fashion. If the employer or supervisor feels that the task does not present an undue hazard, they are to communicate that and it’s reasoning to the employee.

In situations that are not resolved and the worker continues to refuse to carry out the work, the supervisor or employer must investigate the matter in the presence of the worker who made the report and in the presence of any other reasonably available worker selected by the worker.

If the situation is still not resolved, then an officer from WSBC needs to be notified to mediate.

The refusal of unsafe work is both a fundamental right and a responsibility held by workers. A worker's refusal of unsafe work is an integral element in ensuring work is carried out safely. Workers who reasonably believe work is unsafe must refuse to perform that work and are entitled to have their employer investigate and, where necessary, correct the hazard.

## *Summary*

Through the information provided in the first section of this book, we feel that we have established a foundational understanding of the novel Coronavirus. We have outlined the risk, reducing transmission vectors, as well as provided mental health resources for our staff. We acknowledge that works have a right to refuse work if they feel there is an undue hazard at The Settlement Building. With this information, we can move forward with our reopening plan of the building.

# *Existing Policies*

The Settlement Building has and will continue to ensure that our environment is clean and safe. Leading up to the pandemic our staff has ensured, through checklists and routines, that upkeeping the environment is crucial to a successful business. You have probably seen us at one point or another windexing our windows, dusting our wine barrels, or cleaning our fridges.

Every morning, afternoon, and at the end of the night, our management team performs a routine store walk to ensure the building is either set up, maintained, or closed up properly. We ensure that our staff has access to the correct cleaning supplies and are using them correctly.

# *Response to COVID-19*

Our response to the pandemic has been a collaborative systematic process of information gathering, discussion and implementation. It has been a challenging experience, as information is continually updating. Access to products that were once routine are now in short supply, diverted to where they are needed most.

Our preliminary research and information gathering was focused from our support systems at Vancouver Coastal Health and WorkSafeBC, as well as from the provincial and federal public health services websites. We are keeping up to date with the recommendations made by our health officials.

It has taken time to become familiarized with the language used in the documentation. The recommendations made directly affect the decision making process, which we have come to realize as being different for each particular business. What works for us may not work for another establishment, and it is in our best interest to learn from one another and share best practices.

# *Policy Development*

A collaborative approach amongst senior management using established recommendations to ensure the safety of our staff and guests. We have come to the agreement that using clear, concise and unified language to communicate with one another and our guests helps the community feel safe. These policies are going to be strict in their implementation but by being flexible enough to change on the fly if we feel that some are more effective than others.

# *Policy Implementation*

A collaborative approach amongst senior management to update existing SOPs and implement new protocols to ensure the safety of our staff and guests. We are going to be strict in our adherence to these policies, with each member of our staff receiving proper training. This is a learning experience for all of us and we will continue to be adaptable in our strategy.

It is the responsibility of the management team to ensure that all of our policies are implemented safely and effectively.

## *New Policies*

As we move through uncharted territory we will need to be flexible and adaptable in our approach. We will discover new areas of opportunity and need to respond appropriately to it. We need to be transparent with our staff and guests about the measures we are taking to reduce the risk of transmission. A unified language using the same verbiage helps everyone feel more safe.

All of our processes and policies will be based on the levels of control model: engineering, administrative, and PPE. We have employed engineering controls and redesigned the way that our space functions to ensure that we are observing social distancing. Traffic arrows and 2m markings have been created and implemented to help as well. Many of our windows and our front doors will be propped open to help create air flow. Signage from VCH and WorkSafeBC has been adapted and used for our needs to help communicate our message, and will be clearly displayed throughout the building.

Our business model will continue to operate the take out model, with our growler window now becoming the “Belgard Walk Up”, where we can provide Belgard Kitchen’s unique offering in a grab and go fashion. Our hours have updated to help accommodate our guests.

We have employed many administrative controls, but still do ask that our guests and staff employ their own common sense practices such as frequent hand washing, avoiding touching their face, and coughing or sneezing into a closed elbow. We have posted signage from WorksafeBC and VCH throughout the building.

## *PPE & Self Care*

We will be supplying the TSB staff with non medical grade face masks and single use non latex gloves. Each employee will be issued two personal masks, one to use at work during their shift and one to keep at home. We will also be providing single use masks in case they are needed. At the end of each shift it is the employees responsibility to clean and switch out their mask.

Masks are not to be worn when overly soiled or moist.. The personal masks we have provided can be easily washed with soap and warm water, and then hung to dry.

Masks will be worn during operating hours and throughout the shift, as cloth and non surgical masks can help reduce the spread of your respiratory droplets - one of the transmission vectors of COVID-19. Once masks are on they are not to be adjusted while holding the front of it, as it can impact the integrity of the mask. Adjustments are to be made via the elastic straps on the side.

Single use gloves will be used accordingly. After each task is completed staff are required to properly dispose of the gloves and are not to be used again. There is to be no washing or sanitizing of gloves. Gloves are mandatory when handling deliveries and receiving raw food products and must be changed frequently or after each task.

Self care is inclusive of frequent hand washing. Hand washing or sanitizing is required when:

- Entering and exiting the building
- Before the start of a shift
- Before entering the kitchen
- Before and after breaks
- After bussing and cleaning tables and equipment
- After touching your face or head
- Before and after using the restroom
- After handling cash
- Before and after running food or drink
- Before and after pouring drinks
- Before and after using shared equipment
- Before and after polishing glassware and cutlery

We will be requiring staff to sign the BCRFA's "EMPLOYEE PROTOCOL AND COMMITMENT TO SAFETY" waiver before the rehire process stating that they have not experienced any COVID like symptoms or have been in contact with anyone who has.

Health Link BC (811): <https://www.healthlinkbc.ca/>

## *Sick & Leave Policy*

The Settlement Building places the safety and well being of its employees first. We want to ensure that we are going above and beyond for them so that they feel safe and supported in case of health issues. We ask that staff utilize Health Link BC at 811 immediately when feeling ill. BC Public Health has an online COVID-19 Self Assessment Tool that is to be used as well.

We have updated our sick/leave policy to include the following:

- If an employee is feeling sick with any symptoms consistent with cold, flu, or similar to that of COVID-19, that they do not come into work and contact Health Link BC immediately
- If you have experienced COVID symptoms in the last 10 days, you must not return to work and wait an additional four days. Use the appropriate sources and contacts to ensure you are symptom free.
- If you experience COVID like symptoms on shift you will immediately notify the MOD, wear a mask, return home to self isolate, and contact their primary care provider or Health Link BC for further guidance
  - Any equipment used or shared by a staff member who displays symptoms similar to that of COVID will be disinfected immediately
  - It will be a joint responsibility of management and staff to ensure any upcoming shifts are covered
- If you experience COVID like symptoms at home you will notify the MOD and self isolate.
- Anyone under the direction of the provincial health officer to self-isolate must follow those instructions
- Must self isolate for 14 days after travel outside of Canada

If an employee has a COVID-19 diagnosis, the local public health department will identify any co-workers who may have been exposed to the sick employee. You are to be reassured that if we have not been contacted by public health then there is no issue or concern that was identified by them.

## *Disinfecting & Sanitization*

We will be using a Peroxide Multi Surface Disinfectant and Cleaner provided by EcoLab. It is a broad spectrum disinfectant and virucide, and can be used as a multi surface cleaner, degreaser, and deodorizer. It disinfects and deodorizes by killing common germs and controlling their odours. It is antibacterial, germicidal and fragrance free.

In addition to the MSD, we will continue to use the Multiquat Sanitizer provided by Ecolab to ensure all food contact surfaces are properly sanitized and made food safe.

Sanitization of high contact non porous, non food contact surfaces will be done every half hour. Shared equipment such as hand held terminals and service equipment will be sanitized before and after handling.

The steps we will be taking to sanitize food contact surface and equipment are:

- Apply the MSD via a spray bottle 6 inches away from the equipment/surface and let sit for five minutes so that it can thoroughly disinfect
- We will be using a five minute timer on these surfaces so that we can effectively track our sanitization process
- Wipe down the surface/equipment with a warm or cold water cloth to remove the disinfectant
- Spray with multi quat sanitizer and wipe with separate dry cloth so that it becomes food safe

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  - We will be using a five minute timer so that we can effectively track our sanitization process
- Wipe down the surface with a warm or cold water cloth to remove the disinfectant

Any heavily solid surfaces are to be cleaned with hot water and soap first, prior to disinfection.

All glass surfaces including POS screens and debit terminals will have a towel with the MDS sprayed on it and then wiped down and left disinfected.

Hand washing will occur before and after the sanitizing process. Staff are encouraged to use masks and gloves through this process.

## *Scheduling*

We will be doing our best to schedule our staff in “cohorts”, so that the risk of transmission is lessened by our staff interacting only with each other during their shared shifts. Start times will be staggered to minimize the number of people in shared spaces and traffic lanes. Our schedule is posted online and is retained indefinitely within our system.

## *Table & Bar Service*

We, unfortunately, will not be able to spend as much time with our guests at the table as much as we would like. We ask that guests help maintain social distance and respect it with our staff.

New Protocols:

- We will be using laminated, reusable menus and disinfecting them after use.
- If guests need to take their food home, togo containers will be placed at the table and they will do it themselves.
- There will be nothing preset on the table.
- Waters and wine service will be dropped off at the table, and the guest will be pouring their own glasses.
- Cups (water, coffee, etc..) will not be touched by service staff once on the table
- Sauces and sides will be provided at request.
- Trays and water bottles will be cleaned between uses.
- All flight boards will be disinfected after each use
- Any crayons or colouring pencils used will be taken home by the customer (if applicable)

Traditional server practices will be employed. Such as:

- Plates are to be held underneath with the thumb on the rim
- Cups are to be used by the handle
- Wine glasses will be held by the stem
- Beer glasses will be held by the bottom third of the glass
- Utensils will be placed on the table by the bottom third

## *Guest Book & Suppliers*

As per the recommendation of our PHO and WorkSafeBC, we are going to implement a Guest Book. We currently are using OpenTable for reservations which requires us to input details such as full names and phone numbers. We are going to extend this process to all of our walk ins as well. The information stored in OpenTable is secured and can only be accessed by TSB staff.

We will also be creating a sign in sheet for our vendors. They will be required to sign in with their name, date of delivery, and contact number. These records will be retained for a minimum of 30 days.

## *Conclusion*

In this playbook, we have established a foundational understanding of the novel CoronaVirus, known as COVID-19. We explained transmission vectors as well as identified levels of control that we can employ to help keep our staff and guests safe. We have implemented policies and procedures across all levels of control.

Through this outline, our goal is to ensure that every person walking into The Settlement Building feels that we are doing everything in our power to ensure their well being and safety.

*Thank you!*

