



**RETURN TO WORK**

**PROMOSA**

ENGINEERING THE EXPERIENCE

## **WorkSafe BC Compliant COVID-19 Safety Plan**

**Developed for:**

**Las Margaritas**  
1999 W 4th Avenue,  
Vancouver, BC

**Updated: May 27th, 2020**

The following document outlines the operational plan to ensure that risk is mitigated to the fullest extent for both staff and patrons at Las Margaritas. Las Margaritas is prioritizing decontamination, social distancing, and cleaning efforts to maintain a welcoming and safe environment for all individuals.

This document will detail the 6 step process that Las Margaritas has developed to ensure safe operations amidst the COVID-19 pandemic. This document is compliant with the expectations of WorkSafe BC surrounding the current expectations of restaurant re-openings amidst the COVID-19 pandemic.

## Contents

|   |    |
|---|----|
| Step 1 – Assessing the Risks in the Workplace .....                 | 2  |
| Step 2 – Implement Protocols to Reduce the Risk .....               | 2  |
| Step 3 – Develop Policies .....                                     | 5  |
| Staff + Patron Health & Safety Policy .....                         | 6  |
| Staff Training and Onboarding Policy .....                          | 8  |
| Step 4 - Developing Communication Plans and Training .....          | 10 |
| Step 5 - Monitor your workplace and update plans as necessary ..... | 11 |
| Step 6 - Assess and Address risks from resuming operations .....    | 12 |
| Additional Measures Taken to Reduce the Spread of COVID-19 .....    | 13 |

## **Step 1 – Assessing the Risks in our Workplace**

Las Margaritas staff and management have been engaged on a consistent basis to assess the risks within the workplace. The risks assessed are inclusive of but not limited to the following and will be reassessed on an ongoing basis:

1. The following areas are recognized as high risk due to consistent contamination and high-volume patron/staff use
    - a. Tabletops
    - b. Bar tops
    - c. Door/Sink handles (at bathrooms, entry and exit points, and staff areas)
    - d. Bathroom
    - e. Table materials (condiments, cutlery, menus, marketing tools)
  2. Maintaining 2 metres of physical distancing between groups of patrons within the space
  3. Maintaining physical distancing measures within a restaurant/bar setting where movement and mingling is traditionally encouraged
  4. Addressing areas in the space where appropriate physical distancing is not feasible, both for staff and for patrons
  5. Ensuring that our staff are protected during all interactions with patrons
  6. Ensuring our staff are healthy and are low risk
  7. Ensuring our patrons are healthy and are low risk
  8. Ensuring that Las Margaritas does not become overcrowded
- 

## **Step 2 – Implement protocols to reduce the risk**

The following section highlights responses to each of the assessed risks. Las Margaritas ownership, management and staff are committed to reassessing risks in accordance with ongoing federal and provincial guidelines.

1. The high risks areas outlined in Step 1 will be cleaned at regular intervals by Las Margaritas staff members. Patron seating, tables, and bar tops will be cleaned and sanitized upon the patron's exit, in order to be decontaminated for future guests. Table materials will be provided upon patron arrival and will not be laid out on the table ahead of time. Single use condiments will be provided when available. When single use objects are not available, staff will decontaminate table materials upon each use. Las Margaritas has produced disposable menus for each patron to further to mitigate contamination risks. Capacity of patron bathrooms have been adjusted to account for safe use.
2. Las Margaritas will maintain 2 metres of physical distancing between groups of patrons by repositioning and removing excess seating. This will ensure no table has more than 6

people in their group and that no tables are closer than 2 metres apart, in accordance with the provincial health expectations.

3. Las Margaritas will ensure proper physical distancing amongst patrons by limiting capacity to 50% of normal capacity regulations. Las Margaritas will also temporarily remove bar seating to discourage mingling. Las Margaritas reserves the right to assess the importance of this on an ongoing basis in accordance with federal and provincial recommendations.
4. Las Margaritas will install a protective barrier at the hostess station where physical distancing is not feasible. Kitchen, bar, and table staff will be equipped with facial protection as physical distancing amongst colleagues is impossible. When staff are required to take breaks to eat, they will be instructed to do so outside the back of the facility to mitigate risk of contamination.
5. Las Margaritas staff will be equipped with proper techniques, education, and internal protocols upon re-entering the workplace. Staff and customer safety is of the utmost priority and our team is trained on what to look for within our daily operations.
  - a. Our staff will be equipped with facial protection when necessary in bussing, serving, and BOH situations
  - b. Staff understand and are encouraged to wash their hands frequently and to avoid touching their face.
  - c. Hand sanitizer and hand soap will be readily available to all staff, both FOH and BOH. Hand sanitizing dispensers will be available for staff and patron use throughout the facility.
6. Las Margaritas ownership, management and staff are required to complete a basic document highlighting that they are free from potential COVID-19 symptoms and are of low risk. Staff members are required to do the following prior to returning to work at Las Margaritas:
  - a. Have been in BC for the past 14 days with no plans to leave
  - b. Have not come in contact with a person or area known to have an outbreak of COVID-19
  - c. Have shown no symptoms of a fever, sore throat, cough, or other flu like symptoms
  - d. Will be made aware of situations within the workplace requiring facial protection
  - e. Will be provided with expectations on handwashing, sanitation procedures, and best practices in the workplace.
7. Las Margaritas reserves the right to respectfully refuse service to guests displaying symptoms of COVID-19, as well as patrons that do not follow basic social distancing protocol within the space.
  - a. Signage will be utilized at entry to ensure guests are aware of expectations. As a COVID-19-free area, signage will deter patrons with recent travel histories, exposure to outbreaks, or basic flu-like symptoms from entering the premises.
  - b. Patrons that do not respect Las Margaritas' commitment to maintaining a safe space for both patrons and staff will be asked to leave the premises if warnings do not suffice.

8. In accordance with current guidelines, Las Margaritas will limit capacity to 50% of their usual capacity prior to the outbreak of COVID-19. With a liquor licence for 186 patrons in the restaurant and on the patio, Las Margaritas will employ a strict maximum capacity of 93 patrons in the establishment.

Internal Use Only

### **Step 3 – Develop Policies**

Las Margaritas is committed to mandating workplace policies ensuring that all management, staff and clients remain safe amidst reopening.

The policies outlined in this document are as follows, and can be reviewed further below:

#### **Staff + Patron Health & Safety Policy**

Responsible Executive: Daniella Rodriguez, Operations Manager

Effective Date: May 27<sup>th</sup>, 2020

#### **Staff Training & Onboarding Policy**

Responsible Executive: Daniella Rodriguez, Operations Manager

Effective Date: May 27<sup>th</sup>, 2020

\*The policies included in this document have been developed by Las Margaritas in direct response to the changes required surrounding the COVID-19 pandemic. All other standards and expectations are to be maintained and are not included in the development of these policies

## Staff and Patron Health & Safety Policy

|                              |   |
|------------------------------|---|
| <b>Policy Title</b>          | Staff and Patron Health and Safety Policy |
| <b>Responsible Executive</b> | Daniella Rodriguez, Operations Manager    |
| <b>Contact</b>               | Daniella Rodriguez, Operations Manager    |
| <b>Effective Date</b>        | May 27 <sup>th</sup> , 2020               |
| <b>Last Update</b>           | May 27 <sup>th</sup> , 2020               |

---

### **I. Policy Statement**

The purpose of this policy is to provide a framework of individual expectations and responsibilities that will ensure the health and safety of both staff and patrons of Las Margaritas amidst the COVID-19 pandemic. Standards and procedures related to maintaining levels of health and safety for all parties will be developed separately.

Failure to comply with this policy may subject staff or patrons to disciplinary action, including but not limited to their removal from Las Margaritas.

### **II. Who is Affected by this Policy**

The Staff and Patron Health and Safety Policy applies to all Las Margaritas ownership, management and staff, as well as the patrons of the establishment. The policy also applies to all other individuals and entities that are granted access to Las Margaritas, including but not limited to those completing deliveries or inspections.

### **III. Terms of Expectations**

Las Margaritas reserves the right to expect the following from all ownership, management, staff, patrons, and all other individuals and entities that enter Las Margaritas. The expectations are inclusive but not limited to:

- i. The individual/entity should show no signs of respiratory illness, including but not limited to a fever, cough, runny nose, or trouble breathing
- ii. The individual/entity should have no recent exposure to individuals with symptoms of COVID-19
- iii. The individual/entity should have no recent exposure to potential sites of COVID-19 outbreaks

- iv. Ownership, management and staff are expected to stay home when ill. Work responsibilities are to be adjusted accordingly.
- v. The individual/entity will behave in a manner that aligns with the operational plan of Las Margaritas in order to limit the spread of COVID-19, including but not limited to
  - i. Appropriate physical distancing measures
  - ii. Appropriate personal sanitation
  - iii. Appropriate cleaning measures

Las Margaritas reserves the right to amend policies as a result of amendments to rules or guidelines from the federal and provincial government and to reassess policies on an ongoing basis.

#### **IV. Issue of Staff and Patron Health and Safety Policy to Employees**

- i. All employees will be provided with an electronic copy of the Staff and Patron Health and Safety Policy and are required to read it.
- ii. The Staff and Patron Health and Safety Policy will be available via internal staff communication
- iii. Staff will ensure safety of all staff and patrons through the measures outlined in this policy and the internal standards and procedures that have been developed.

**END OF POLICY**

This policy will be reviewed on an ongoing basis as provincial and federal regulations surrounding COVID-19 are changed and will be managed by the Health & Safety contact, Daniella Rodriguez.



## Staff Training and Onboarding Policy

|                              |  |
|------------------------------|--|
| <b>Policy Title</b>          | Staff Training and Onboarding Policy   |
| <b>Responsible Executive</b> | Daniella Rodriguez, Operations Manager |
| <b>Contact</b>               | Daniella Rodriguez, Operations Manager |
| <b>Effective Date</b>        | May 27 <sup>th</sup> , 2020            |
| <b>Last Update</b>           | May 27 <sup>th</sup> , 2020            |

---

### **I. Policy Statement**

The purpose of this policy is to provide a framework of measures to ensure that appropriate training including but not limited to proper disinfection and cleaning methods are provided to staff by Las Margaritas amidst the COVID-19 pandemic. Standards and procedures related to training will be developed separately.

\*Training standards already in place relating to areas including but not limited to hospitality, alcohol service, and food service will not be addressed in this policy.\*

### **II. Who is Affected by this Policy**

The Staff Training and Onboarding Policy applies to all Las Margaritas management and staff.

### **III. Terms of Expectations**

Las Margaritas has amended its training and onboarding expectations to be inclusive of extensive, preventative measures against the spread of COVID-19 and other infectious spreads. The following expectations are to be met by all management and all present or future staff, and proper training in the following is inclusive but not limited to:

- i. Appropriate cleaning practices of high traffic areas, including but not limited to:
  - a. Bathrooms
  - b. Bar tops
  - c. Tabletops
  - d. Patron seating

- ii. Appropriate physical distancing/protection with patrons while serving
- iii. Appropriate use of personal safety equipment when necessary, including but not limited to
  - a. Face masks
  - b. hand protection
- iv. Appropriate hand washing expectations in the workplace
- v. Appropriate management of restaurant responsibilities while mitigating the risk of infectious spread, inclusive but not limited to:
  - a. Food service
  - b. Bussing
  - c. Table Clearing
  - d. Drink Service

Las Margaritas reserves the right to amend policies as a result of updates from the federal and provincial government and to reassess policies on an ongoing basis.

**V. Issue of Staff and Patron Health and Safety Policy to Employees**

- iv. All employees will be provided with an electronic copy of the Staff and Patron Health and Safety Policy and are required to read it.
- v. The Staff and Patron Health and Safety Policy will be available via internal staff communication
- vi. Las Margaritas will ensure appropriate training to all current and future staff in response to the COVID-19 pandemic through the measures outlined in this policy and the internal standards and procedures that have been developed.

**END OF POLICY**

This policy will be reviewed on an ongoing basis as provincial and federal regulations surrounding COVID-19 are changed and will be managed by the internal Health & Safety contact, Daniella Rodriguez.

#### **Step 4: Developing Communication Plans and Training**

Las Margaritas has ensured that all staff are confident in protocols and procedures to keep themselves safe in the workplace.

All staff have been provided with updated policies on the prevention and mitigation of risks COVID-19.

Las Margaritas ownership, management and staff are empowered to communicate concerns in the workplace surrounding the spread of COVID-19.

Ownership and management have made staff aware that safety in the workplace is of the utmost importance, and that coming to work sick, or having been potentially exposed to high risk individuals or outbreak sites will not be tolerated in the workplace. Las Margaritas has made staff aware that those who follow these rules and do not come to work as a result will not be reprimanded.

Las Margaritas has the current occupant capacity posted.

\*Las Margaritas reserves the right to adjust the occupancy based on updated federal and provincial health guidelines.

Las Margaritas has posted signage at the throughout the facility restricting entrants based on behaviour and individual health inclusive but not limited to:

- i. Social distancing expectations
- ii. Hand washing expectations
- iii. Individual health expectations; free of respiratory illness symptoms

---

Las Margaritas has appointed Daniella Rodriguez as the acting Health and Safety manager during the reopening amidst the COVID-19 pandemic. Daniella has been appropriately trained to monitor employees and the workplace to ensure that the policies and procedures laid out by Las Margaritas are being followed.

### **Step 5: Monitor your workplace and update plans as necessary**

By appointing an internal Health and Safety manager, Las Margaritas plans to be nimble in the approach to safe practice that surrounds COVID-19. Las Margaritas is committed to following provincial and federal guidelines and is committed to adjusting and implementing protocols and procedures when required within various daily operations.

The Health and Safety manager will collaborate with ownership and staff on a consistent basis to monitor, assess, and reassess risks.

Amendments will be made to policies and procedures surrounding COVID-19 as necessary.

Ownership, management and staff are aware of the new Health and Safety Manager role, and have been encouraged to go to Daniella with all health and safety concerns

When resolving safety issues, Las Margaritas will ensure that all parties that contribute to daily operations are both present and active in the creation of solutions. This will empower all of those in the workplace to maintain health and safety as the top priority of Las Margaritas moving forward.

Las Margaritas will involve health and safety professionals and Occupational Health and safety professionals when necessary.

The Health and Safety Manager of Las Margaritas will consistently seek information regarding the effectiveness of the current health and safety plans from staff from all areas of operation, including but not limited to:

- Kitchen staff
- Cleaning staff
- Front of House Staff

---

Consistent monitoring and assessment of workplace risks will be taken by Daniella Rodriguez, the Operations Manager and Health and Safety Manager of Las Margaritas. Daniella will train management on protocols and procedures for when Daniella is off site.

## **Step 6: Assess and Address risks from resuming operations**

Las Margaritas recognizes that, as a result of reopening after a long closure, there will be risks that require consistent management.

As a result of the COVID-19 pandemic, Las Margaritas has amended its training program for new staff to be inclusive but not limited to necessary cleaning practices, and proper social distancing measures with patrons and colleagues.

Upon reopening, Las Margaritas has a plan to ensure that all returning staff are aware of the importance of additional measures taken to mitigate risks surrounding the spread of COVID-19. Training for each staff will take place and specifics of training will be dependent on the roles and responsibilities of the employee.

Las Margaritas has a training plan around the changes to operations, including but not limited to training around:

- Cleaning processes
- Social distancing measures
- Safety around cleaning products
- Table disinfection

Las Margaritas has ensured all equipment has been both audited and appropriately cleaned to ensure safe use upon reopening on May 27<sup>th</sup>, 2020. This includes but is not limited to:

- Kitchen Equipment
- Bar equipment
- Furniture

Las Margaritas has identified and executed safe practices to ensure that all systems and products that have been out of use will be safe and fully operational upon reopening on May 27<sup>th</sup>, 2020. This includes but is not limited to:

- Kitchen products
- Bar products

Due to Las Margaritas operating as a take-out service throughout the COVID-19 pandemic, all required equipment and processes have been continuously monitored and assessed on a daily basis.

---

All risks from resuming operations have been reviewed by Las Margaritas ownership and management team, and will be reviewed on a consistent basis by Daniella Rodriguez.

## **Operational Measures Taken to Reduce the Spread of COVID-19**

Las Margaritas and its ownership, management and staff are committed to mitigating risks surrounding the spread of COVID-19. At the expense of operational success, Las Margaritas will maintain a safety-first approach, and will continue to review and amend policy, procedure, and protocol in accordance with federal and provincial recommendation surrounding COVID-19. The following additional operational measures are being taken as of May 27<sup>th</sup>, 2020 and include but is not limited to:

---

|                                |  |
|--------------------------------|--|
| <b>Occupancy</b>               | Las Margaritas will allow for a maximum occupancy of 93 patrons, meeting the current WorkSafe BC guideline of 50% of maximum capacity  |
| <b>Signage and Visual Cues</b> | Las Margaritas has purchased and installed new signage related to queueing, as well as installing visual reminders such as floor decals and informative signage to remind staff and patrons of physical distancing measures, hand washing techniques, and other reminders to mitigate the risk of infectious spread. |
| <b>Menu</b>                    | Las Margaritas will limit its bar and kitchen menu offerings to allow for simplicity with distribution, delivery, cooking, and serving methods to mitigate risk of contamination   |
| <b>Bar seating</b>             | Las Margaritas will eliminate bar seating at this time   |
| <b>Table Products</b>          | Las Margaritas will mitigate risk of transmission by removing products from all tables such as cutlery, condiments, spices, and menus. The table products will be provided to patrons when required. Single use products will be used when available and proper sanitation will occur after use.                     |
| <b>Disposable Menus</b>        | Las Margaritas will mitigate cross contamination of menus by providing disposable menus for patrons.   |
| <b>Bathrooms</b>               | Las Margaritas will adjust the capacity of patron bathrooms to accommodate safe physical distancing. In both the male and female washrooms, capacity will be limited to 2 patrons, and facilities have been closed accordingly   |

|                            |   |
|----------------------------|---|
| <b>Unfinished Food</b>     | If patrons wish to take home unfinished food, they will be provided with a container and asked to box it themselves in order to limit touching  |
| <b>Physical Protection</b> | Las Margaritas will provide masks to all staff when physical distancing is not feasible. Hand sanitizer will be available to all patrons and staff and will be encouraged on a frequent basis. Las Margaritas has invested in physical barriers to separate staff from patrons where physical distancing is not possible. Food runners will be equipped with disposable gloves when necessary |
| <b>Waiting Area</b>        | Las Margaritas has eliminated its indoor waiting area at this time. This will limit the number of people in the facility while eliminating potential pinch points at the restroom area.   |
| <b>Staffing</b>            | Las Margaritas will employ extra cleaning staff to ensure appropriate commitment to facility disinfection. All staff will be trained by Las Margaritas to appropriately seat and interact with patrons while maintaining physical distancing where possible.  |
| <b>Kitchen Operations</b>  | Las Margaritas will adjust the current structure of food service to appropriately accommodate COVID-19. Procedures will be in place for food running as well as takeout procedures for delivery service to mitigate risks.  |
| <b>Staff Breaks</b>        | When staff require breaks, Las Margaritas will instruct staff to do so outside of the facility. Upon re-arrival, hand washing will be required.   |