

ROAR COVID-19 SAFETY PLAN

Roar is committed to delivering a safe environment for both guests and colleagues. Our goal is to implement protocols and processes to assist in this new environment while staying true to our core values.

Step 1: Assess the risks at your workplace

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.

Involve workers when assessing your workplace

Identify areas where there may be risks, either through close physical proximity or through contaminated surfaces. The closer together workers are and the longer they are close to each other, the greater the risk.

- We have involved frontline workers, supervisors, and the joint health and safety committee (or worker health and safety representative, if applicable).
- We have identified areas where people gather, such as break rooms, production lines, and meeting rooms.
- We have identified job tasks and processes where workers are close to one another or members of the public. This can occur in your workplace, in worker vehicles, or at other work locations (if your workers travel offsite as part of their jobs).
- We have identified the tools, machinery, and equipment that workers share while working.
- We have identified surfaces that people touch often, such as doorknobs, elevator buttons, and light switches.

Step 2: Implement protocols to reduce the risks

Select and implement protocols to minimize the risks of transmission. Look to the following for information, input, and guidance:

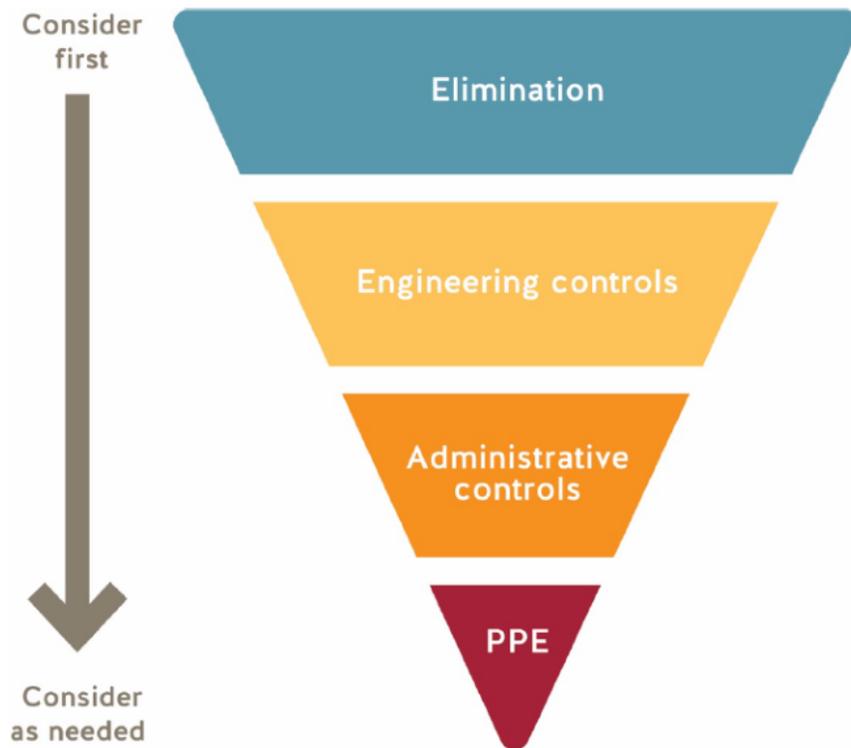
- Review [industry-specific protocols](#) on worksafebc.com to determine whether any are relevant to your industry. Guidance for additional sectors will be posted as they become available. If protocols are developed specific to your sector, implement these to the extent that they are applicable to the risks at your workplace. You may need to identify and implement additional protocols if the posted protocols don't address all the risks to your workers.
- Frontline workers, supervisors, and the joint health and safety committee (or worker representative).
- [Orders, guidance, and notices](#) issued by the provincial health officer and relevant to your industry.
- Your health and safety association or other professional and industry associations.

Second level protection (**engineering controls**) — If you can't always maintain physical distancing, install **barriers** such as plexiglass to separate people.

Third level protection (**administrative controls**) — Establish rules and guidelines, such as posted **occupancy limits** for shared spaces, designated delivery areas, cleaning practices, and one-way doors and walkways to keep people physically separated.

Fourth level protection (**PPE**) — If the first three levels of protection aren't enough to control the risk, consider the use of masks. Ensure masks are **selected and cared for appropriately** and that workers **are using masks correctly**.

Different protocols offer different levels of protection. Wherever possible, use the protocol that offers the highest level of protection. Consider controls from additional levels if the first level isn't practicable or does not completely control the risk. You will likely need to incorporate controls from various levels to address the risk at your workplace.



First level protection (**elimination**) — Limit the number of people in your workplace where possible by implementing work-from-home arrangements, establishing occupancy limits, rescheduling work tasks, or other means. Rearrange work spaces to ensure that workers are at least 2 m (6 ft.) from co-workers, customers, and members of the public.

First level protection (elimination): Limit the number of people at the workplace and ensure physical distance whenever possible

- We have established and posted an occupancy limit for our premises. Public Health has advised that the prohibition on gatherings of greater than 50 people refers to “one-time or episodic events” (weddings, public gatherings), and is therefore not intended to apply to workplaces. However, limiting the number of people in a workplace is an important way to ensure physical distancing is maintained. [Public Health has developed [guidance for the retail food and grocery store sector](#) that requires at least 5 square metres of unencumbered floor space per person (workers and customers). This allows for variation depending on the size of the facility, and may be a sensible approach for determining maximum capacity for employers from other sectors that do not have specific guidance on capacity from Public Health.]
- In order to reduce the number of people at the worksite, we have considered work-from-home arrangements, virtual meetings, rescheduling work tasks, and limiting the number of customers and visitors in the workplace.
- We have [established and posted occupancy limits](#) for common areas such as break rooms, meeting rooms, change rooms, washrooms, and elevators.
- We have implemented measures to keep workers and others at least 2 metres apart, wherever possible. Options include revising work schedules and reorganizing work tasks.

- Modify in-person meetings and pre-shift briefings to enable distance to be maintained. Conduct them virtually or outside if and when possible
- Work closely with the hotel team to ensure lunch breaks are at staggered times, while encouraging those staff who live on property to go home for their break. Provided staff meals will be take out only.
- All back of the house areas, if necessary, have occupancy limits posted inside the room as close as possible to the door
- Colleagues to use the stairs when possible. Exceptions being when pushing a cart of any kind or when carrying objects in both hands
- Colleagues to avoid using the elevator with a guest and wait for the next one even if it means a delay, refer to **Covid Protocol – Elevator**
- All colleagues trained and encouraged to remind guests to maintain two metres from other guests
- Restaurant floor plan has been adapted to reduce the number of guests and to enable physical distancing.
- For all guests remaining on premises, seating will be provided that maintains two metres or is separated by physical barriers
- Roar will be adequately staffed to ensure guests remain seated and do not congregate in areas
- Guest who are not in the same party will be seated apart from one another
- There will be no more than six guests at a table, booth, or counter, even if they belong to the same party
- There are physical barriers between bar and counter seating, unless the guests are in the same party
- Signs and floor decals will be posted in Roar and Beachside Provisions to help facilitate the flow of guests, avoid congregation, and to remind to maintain a two-metre distance

Second level protection (engineering): Barriers and partitions

- We have installed [barriers](#) where workers can't keep physically distant from co-workers, customers, or others.
- We have included barrier cleaning in our cleaning protocols.
- We have installed the barriers so they don't introduce other risks to workers (e.g., barriers installed inside a vehicle don't affect the safe operation of the vehicle).

- Plexiglass shields are in place to keep guests and coworkers physically distanced

- All physical barriers are positioned so that they block the transmission of droplets between guests who are seated adjacent to one another
- Electrostatic sprayers are used to spray disinfectant throughout the public areas in the hotel and restaurant

Third level protection (administrative): Rules and guidelines

- We have identified rules and guidelines for how workers should conduct themselves.
- We have clearly communicated these rules and guidelines to workers through a combination of training and signage.

- Roar have joined the Hotel Zed Health and Safety Committee and meet monthly to continue to identify and address areas where there may be risks
- All staff members complete the **Covid Self Assessment** daily prior to starting work
- Alternated scheduling and remote working have been implemented where feasible to maintain physical distance
- The arrival of new team members will be staggered and their onboarding facilitated virtually where possible
- All staff training will be scheduled considering occupancy limits, maintaining working cohorts and adapting how tasks are done to minimize risk
- All new staff members will review the **Being Safe Together is Awesome** deck and be trained on our restaurant safety and cleanliness protocols

Fourth level protection: Using masks (optional measure in addition to other control measures)

- We have reviewed the information on [selecting and using masks](#) and [instructions on how to use a mask](#).
- We understand the limitations of masks to protect the wearer from respiratory droplets. We understand that masks should only be considered when other control measures cannot be implemented.
- We have trained workers in the proper use of masks.

- Mandatory mask policy has been implemented for all colleagues and guests while on property

Implement effective cleaning and hygiene practices

- We have reviewed the information on [cleaning and disinfecting surfaces](#).
- Our workplace has enough handwashing facilities on site for all our workers. Handwashing locations are visible and easily accessed.
- We have policies that specify when workers must wash their hands and we have communicated good hygiene practices to workers. Frequent handwashing and good hygiene practices are essential to reduce the spread of the virus. [[Handwashing](#) and [Cover coughs and sneezes](#) posters are available at [worksafefbc.com](https://www.worksafefbc.com).]
- We have implemented cleaning protocols for all common areas and surfaces — e.g., washrooms, tools, equipment, vehicle interiors, shared tables, desks, light switches, and door handles. This includes the frequency that these items must be cleaned (number of times per day) as well as the timing (before and after shift, after lunch, after use).
- Workers who are cleaning have adequate training and materials.
- We have removed unnecessary tools and equipment to simplify the cleaning process — e.g., coffee makers and shared utensils and plates

- Continue to train staff on routine cleaning and sanitizing procedures for high touch surfaces, as well as appropriate linen handling procedures

- Create a list of cleaning duties and train and assign who is responsible for completing cleaning tasks and ensuring these tasks are completed
- Ensure all staff members know where the dedicated handwashing sinks are located, and they are easily accessible
- All colleagues entering the staff room will wash their hands before touching any equipment or furniture. Before returning to work all colleagues will need to wash their hands
- All common areas in the hotel to be sanitized at least twice a day with special attention given to the lobby, front desk, elevator, staff room, public washrooms, door handles, handles, light switches, elevator buttons, luggage carts, etc.
- All restaurant high touch points to be sanitized hourly, with special attention given to handles, point of sale terminals, iPads, work surfaces, service trays, etc.
- All office areas to be sanitized frequently, with special attention given to door handles, keyboard, mouse, desk service, chair arms, railings, etc.
- Disinfectant not used in food service and food prep areas and have separate cleaning and sanitizing equipment for guest and kitchen areas
- All plexiglass barriers have been included in our cleaning protocols
- All shared equipment and appliances to be cleaned between use and staff should wash their hands
- Remove all tabletop items as well as those items that cannot be easily cleaned and disinfected

Step 3: Develop policies

Develop the necessary policies to manage your workplace, including policies around who can be at the workplace, how to address illness that arises at the workplace, and how workers can be kept safe in adjusted working conditions.

Our workplace policies ensure that workers and others showing symptoms of COVID-19 are prohibited from the workplace.

- Anyone who has had symptoms of COVID-19 in the last 10 days. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.
- Anyone directed by Public Health to self-isolate.
- Anyone who has arrived from outside of Canada must **self-isolate for 14 days and monitor** for symptoms.
- Visitors are prohibited or limited in the workplace.
- First aid attendants have been provided **OFAA protocols** for use during the COVID-19 pandemic.
- We have a **working alone policy** in place (if needed).
- We have a **work from home policy** in place (if needed).
- Ensure workers 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. Ensure an appropriate **violence prevention program** is in place.

Our policy addresses workers who may start to feel ill at work. It includes the following:

- Sick workers should report to first aid, even with mild symptoms.
- Sick workers should be asked to wash or sanitize their hands, provided with a mask, and isolated. Ask the worker to go straight home. [Consult the **BC COVID-19 Self-Assessment Tool**, or call 811 for further guidance related to testing and self-isolation.]
- If the worker is severely ill (e.g., difficulty breathing, chest pain), call 911.
- Clean and disinfect any surfaces that the ill worker has come into contact with.

-We have created a separate **Staff Accommodation Covid Safety Plan**

-Any employee who develops any symptoms of COVID-19 are expected to NOT come to work and to self isolate at home away from other others.

-Employees showing symptoms will be tested with our on-site rapid tests and if positive; asked to self-isolate for at 5 days since the start of symptoms if fully vaccinated and 10 days if unvaccinated.

-Disinfect all surfaces of any potential areas that the person has contacted – process to be managed by GM and Assistant Managers

-For call ins with symptoms, advise staff to stay home and offer them a rapid test

-A colleague is allowed back after 5 days of self-isolation and being symptom free. Also refer to **Covid Protocol – Staff Health & Wellness**

Step 4: Develop communication plans and training

You must ensure that everyone entering the workplace, including workers from other employers, knows how to keep themselves safe while at your workplace.

- We have a training plan to ensure everyone is trained in workplace policies and procedures.
- All workers have received the policies for staying home when sick.
- We have posted signage at the workplace, including occupancy limits and effective hygiene practices. [A customizable [occupancy limit poster](#) and [handwashing signage](#) are available on [worksafebc.com](#).]
- We have posted signage at the main entrance indicating who is restricted from entering the premises, including [visitors](#) and [workers](#) with symptoms.
- Supervisors have been trained on monitoring workers and the workplace to ensure policies and procedures are being followed.

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

Things may change as your business operates. If you identify a new area of concern, or if it seems like something isn't working, take steps to update your policies and procedures. Involve workers in this process.

- We have a plan in place to monitor risks. We make changes to our policies and procedures as necessary.
- Workers know who to go to with health and safety concerns.
- When resolving safety issues, we will involve joint health and safety committees or worker health and safety representatives (or, in smaller workplaces, other workers).

Step 6: Assess and address risks from resuming operations

If your workplace has not been operating for a period of time during the COVID-19 pandemic, you may need to manage risks arising from restarting your business.

- We have a training plan for new staff.
- We have a training plan for staff taking on new roles or responsibilities.
- We have a training plan around changes to our business, such as new equipment, processes, or products.
- We have reviewed the start-up requirements for vehicles, equipment, and machinery that have been out of use.
- We have identified a safe process for clearing systems and lines of product that have been out of use.

-Limit the number of staff in food preparation areas and keep workspaces separated in the kitchen

-Train all staff members on the flow of traffic in the kitchen and avoid interaction between food being served and dishes being cleared

- Access restricted into the food preparation area by delivery agents, members of the public and other staff
- Cooks and chefs should use their own high-use tools, such as knives, as much as possible
- Delivery practices adjusted to prevent crowding at dispatch location and to reduce contact

- Guests will be assigned to a table and be shown to their seats in which they should always remain unless using washroom facilities, paying at a station, or when leaving the premises
- Eliminate hand to hand contact with guests
- Alcohol-based sanitizers will be provided for guests and staff at entry to Roar and Beachside Provisions, after checkout, and throughout the establishment
- Single use disposable menus will be used as well as encouraging guests to view online on their own device
- Staff to avoid touching mugs, cups and glassware when refilling
- We will provide single use containers for take-away foods and prevent guests using their own containers
- If guests ask to take unfinished food with them, provide packaging and let the customer put the food in to the container
- Background music will not be played louder than the volume of a normal conversation
- We will follow The Gatherings and Events Order and will not promote, permit, or engage in such on our premises
- Card payment and especially tap to pay will be encouraged for all transactions