



## **COVID-19 Safety Plan**

*Last updated on December 19, 2020*

In accordance with Worksafe BC and the Public Health Officers requirements for opening restaurant facilities in Phase 2 of the BC re-start plan. We have comprised our COVID-19 Safety Plan which addresses the 6 points listed below provided by Worksafe BC. This document was created and approved by Ownership, Management, and Front Line Workers of The Adventure Hotel's safety committee. This document encompasses all areas for The Uptown Sportsbar, Louie's Steakhouse, Empire Coffee, The Grand Liquor Merchants, The Hotel Rooms Division, The Banquet Facilities, Take Out and Delivery for Louie's at Home.

### **Contact Information for COVID-19**

WorksafeBC	1-888-621-7233
Interior Health	1-250-352-3111
Shannon Hardy(Hotel safety representative)	1-250-505-6605

**The Adventure Hotel Safety Committee Members:** Robert Little, Rhonda Comeau, Graham McKenzie, Kent Rode, Clay Rickaby, Glen Townend, Shannon Hardy, Mandie Cleland, Karl Nygren, Shane Rella

### **Introduction**

The Adventure Hotel is committed to the safety of our Staff and Guests. Within our Company we have a variety of departments with special safety requirements in each. In this document you will find a comprehensive list of all of our safety procedures to protect people from the spread of COVID-19. If at any time you have further questions relating to this document, our Front Desk agent is the appointed safety officer for all shifts in the hotel and is open 24 hours a day. The safety representative is Shannon Hardy, our Guest Services Manager. All management staff are also heavily versed in our policies and procedures. Below is a list of policies. This is a working document and is subject to change based on new risks assessed by staff and management.

## **Section #1 Risk Assessment of Areas**

- We have involved frontline workers, supervisors, and the joint health and safety committee in this risk assessment.

### **Gathering areas**

Uptown Sportsbar Bar Area, Uptown Patio Area, The Rickaby Room, Louie's Steakhouse Lounge, Louie's Steakhouse Patio, Louie's Steakhouse Dining Room, Louie's Steakhouse patio, Empire Coffee indoor seating area, Empire Coffee Atrium Area, The Grand Liquor Merchants Retail Area, All public Washrooms, The Banquet Room, Entrances and Exits to all locations, Servery, Kitchen, The Bakery, Administrative Offices, Front Desk Lobby Area, Guest Lounge, Guest Patio, Guest Gym

### **Phase 3 changes (Inclusive of November Public health order and extension)**

- Uptown Sportsbar open with limited hours and reduced seating
- The Rickaby Room open with limited hours and reduced seating
- Louie's Steakhouse Lounge open with limited hours and reduced seating
- Louie's Steakhouse patio is open with limited hours and reduced seating
- Louie's Steakhouse Dining Room open with limited hours and reduced seating
- Empire Coffee open with limited seating. Take out available.
- Empire coffee atrium area open with reduced seating
- The Grand Liquor merchants open with limited occupancy
- All public washrooms have limited occupancy
- The Banquet Room is temporarily closed
- The Guest Lounge has seating for 6 people
- The Guest Gym is temporarily closed
- The Guest patio is open

### **Job Tasks and Processes where people work closely together**

Table Service, Uptown Bar Area, Louie's Steakhouse, Empire Coffee, The Hotel Front Desk, The Grand Liquor Store, Kitchen, Housekeeping, Office

### **Tools and Equipment shared while working**

Kitchen utensils and cooking equipment, POS Terminals, Credit/Debit Card Machines Pop Gun, Liquor Gun, Draft Taps, Server Trays, TV remote controls, Telephone, Hard liquor bottles

### **Surfaces that people touch often**

Door handles, Counter tops, Table tops and backs, Light switches

## Section #2 Implement Measures to reduce the risk

Below is a list of protocols that have been adopted to reduce the spread of COVID -19

### General Staff Requirements

- Mandatory Hand washing or sanitizing when entering the building
- All hand to hand contact has been eliminated
- Maximum occupancy for all departments have been reduced and signs posted
- Staff have stations where possible. Staff are assigned to a specific POS terminal, and must sterilize it regularly
- Hand sanitizer is provided at all entrances
- Staff schedules and breaks have been staggered to avoid overcrowding
- Non staff are not permitted in employee areas
- Staff have been scheduled into clusters, so the same staff are working together whenever possible
- Staff wash their hands every 20 minutes
- Hand washing protocol is posted at all hand wash stations
- Guests and staff are asked to stay away should they show any signs of illness
- Staff reserve the right to refuse service to anyone showing signs of illness
- Staff are to maintain a 2 meter distance from one another and guests as much as possible
- Restaurant and Bar guests must now wait outside for a table. A server will be happy to take your number and phone/text you when a table is ready
- Gloves and masks will be provided for any staff to wear. It is now a mandatory requirement that all staff and guests wear them indoors.

### Food and Beverage Front of House Staff Requirements

- Staff are to maintain a 2 meter distance from one another as much as possible
- Staff may not use cell phones while in employee areas, and must sanitize if using at any other time
- Staff may not touch any guest materials. This includes charging phones for guests behind the bar
- All tables are to be placed 2 meters from each other
- Tables are to be completely clear of all items when not seated. This includes candles, cutlery, salt and pepper shakers, and tent cards.
- Menus are single use. Menus are also accessible on our web site and QR code on tables
- Tables are to be cleaned after every use with quat sanitizer. This includes the table top, underside, chairs and backs of the table.
- Servers will use a bussing cart and have patrons place their dirty dishes in the cart, and maintain a distance while this is happening.
- Servers will drop food in the Uptown Sportsbar at the food drop off point, where guests will pick up their own plates. **(Update: staff will now drop food at the table in accordance with people needing to remain seated due to the public health order. Uptown staff are now to follow the same procedure as Louie's)** In Louie's

servers will drop food at the end of the table and guests will pass their own food down.

- Condiments will be provided on request in single use containers
- Servers will remain 2 meters from table when taking orders
- Servers in Louie's are to get a contact number and name from one person in every party. This is to be kept in our log book for 30 days.
- Mandatory masks to be worn by guests when they are not seated eating and drinking
- Credit card machines will be sanitized between transactions
- Servers will explain the new dining rules to guests
  - Traffic flow
  - Maximum occupancy for the bathrooms
  - To stay in their seat when not using rest room facilities or leaving
  - Payment is to be made at the table
  - Credit card machines will be wiped
  - Safety is our priority right now above service
  - We are working with interior health and WorksafeBC to ensure your safety
  - How food and drinks will be distributed
  - That menus are single use
  - Quality checks will not happen in an effort to minimize movement. Please raise your hand if you need us
  - Guests will be expected to package up their own left overs

### **Food and Beverage Back of House Staff Requirements**

- Staff will maintain a 2 meter distance whenever possible
- Staff working in close proximity will wear a mask
- Access to the kitchen will be restricted to on shift staff only
- Kitchen staff are to use their own tools for the duration of their shift
- If there is even the remote possibility of food contamination from coughing, sneezing or any other agent. Food must be immediately discarded and the entire work area sterilized
- Kitchen dishwashing staff are to wear gloves at all times
- Staff are not to use cell phones at any time in the kitchen area

### **Housekeeping & Maintenance Staff Requirements**

- Mandatory Hand washing when entering the building
- All hand to hand contact has been eliminated
- Gloves must be worn at all times
- Gloves must be changed between room services
- Rooms are only to be fully cleaned on check out.
- Stayover service to only include towels and toiletries
- Room sanitization standard in accordance with our cleaning list must be rigorously followed

### **Front Desk and Retail Staff Requirements**

- Mandatory Hand washing when entering the building
- All hand to hand contact has been eliminated

- Gloves must be worn when leaving the desk area to go to guest rooms
- Gloves must be changed when leaving the service area to a guest area
- Sanitization standard in accordance with our cleaning list must be rigorously followed

### Cleaning Requirements

- All department cleaning protocols are to be rigorously followed with provided checklists by department manager
- In addition to this, all public washrooms will be cleaned and sanitized no later than every 2 hours. This will be handled by front desk agents.

## Section #3 Implementation of Policies

We have adapted our policies in our manuals to reflect the changes since Covid 19.

This includes documentation from the City of Nelson on symptoms and recommended policies.

# COVID –19

## Spot the Symptoms

● Very Common

● Sometimes

**HEADACHE**  
Some COVID-19 patients will experience headaches

**FATIGUE**  
Some patients with COVID-19 will experience tiredness and fatigue

**SORE THROAT**  
Some COVID-19 patients will experience sore throat

**BODY ACHES AND PAINS**  
Some COVID-19 patients will experience mild to severe body aches and pain.

**DIARRHEA OR SEVERE VOMITING**  
Some COVID-19 patients will experience diarrhea and/or severe vomiting

**FEVER**  
Is very common among COVID-19 patients and can range from mild to severe.

**COUGH**  
Most COVID-19 patients will experience a cough and it will usually be dry.

**SHORTNESS OF BREATH**  
Most COVID-19 patients will experience shortness of breath, ranging from mild to severe.

**LESS COMMON SYMPTOMS**  
Runny or stuffy nose, as well as diarrhea are less common among patients diagnosed with COVID-19, but may be experienced by some patients.

In adults, emergency warning signs\* of COVID-19 include, but are not limited to:

- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- More severe difficulty breathing
- Bluish lips or face

\*If you develop emergency warning signs, consult your medical provider immediately

## **Section #4 Communication Plans and Training**

All staff have been provided this document as well as additional training resources associated with this and other manuals

Department managers are required to train all staff on the aforementioned documents and staff must mark that they have understood the plans on Basecamp (our internal communication board)

## **Section #5 Monitoring Plan and Updates**

The current plan will be dated, with updates being made weekly at our department managers meeting, which will now include a section for our Safety representative

## **Section #6 Monitoring Plan and Updates**

The only area of our operations that will be resuming are dine in in Louie's Steakhouse and The Uptown Sportsbar. All other areas of the Hotel property continued to operate since the beginning of the COVID 19 Pandemic. All risks have been assessed in prior sections of this document, and will continue to be updated based on guest and staff feedback, which will be reviewed on a weekly basis.

## **Food and Beverage Occupancies**

In accordance with the Provincial Health officer order. Here are the occupancies for each Food and Beverage department as it relates to their Maximum occupancy; taking social distancing of 2 meters into consideration.

THE UPTOWN SPORTSBAR: Maximum Occupancy including lounge, and all patio space inclusive of staff is 154. Normal occupancy as per the liquor licenses is 197.

LOUIE'S STEAKHOUSE: Maximum Occupancy including lounge, and all patio space inclusive of staff is 84. Normal occupancy is 141.

EMPIRE COFFEE: Maximum Occupancy including all patio space inclusive of staff is 43. Normal occupancy is 55.