



Health and Safety Playbook

Table of Contents

1. Section 1

- a. Forward
- b. Letter to the Reader

2. Section 2

- a. What is COVID-19?
- b. Understanding the Risk
- c. Controls for Reducing Transmission
- d. Protecting and Ensuring Mental Health
- e. Workers Right to Refuse
- f. Summary

3. Section 3

- a. Existing Policies
- b. Response to COVID-19
- c. Policy Development
- d. Policy Implementation
- e. New Policies
- f. Conclusion

1.a Forward

The Cider House is proud to present its Health 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 and clean environment.

The development of this play book 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. As employers, or workers, we 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 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 others in the workplace. In the context of COVID-19, this means workers are responsible for their own personal self-care, which includes frequent handwashing and staying home when sick. Workers are also responsible for reporting unsafe conditions to their employer and following the procedures put in place to control the risks associated with COVID-19.

1.b Letter to the Reader

On June 13, 2020 we, Aaron Armbruster and Jayden Grundy, took over the space at 1602 Yew Street. Each of us both have had to face the harsh realities that our long term careers for the past decade, and other respective businesses, would no longer exist the same way coming out of a global pandemic.

Through isolation, panic, and the biggest social-economic breakdown of our lifetime, we have found a way to create. We have never given up and will never give in.

Throughout this journey we have been truly blessed by every one of you in our community; our families, our friends, and our essential workers. While most of British Columbia was opening, and re-opening, we were able to solidify our brand, shift our roles as leaders, and create a plan that we hope will give back to this community.

With British Columbia doing its part we have come to a point where we are safe to conduct 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 who did their part to flatten the curve. We THANK our fellow restaurants and manufacturers for helping provide direction and examples of safe and continual business practices. We THANK our community for supporting us and providing feedback as we continue to grow.

This is an ever evolving situation for all of us. 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 guests is paramount. 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.

Regards,

Aaron Armbruster
Owner

Jayden Grundy
Owner

2.a What is COVID-19

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

While the majority of the people infected with COVID-19 are asymptomatic or experience mild symptoms, 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, sneezing, or speaking. The virus has many different entrances into the human body including; eyes, nose, and mouth, making it imperative that we avoid frequent contact with these areas of our body. There is no evidence that COVID-19 can be transmitted through the skin. Transmission also occurs 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.

2.b Understanding the Risks

The COVID-19 virus 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 Cider House and that you are open and transparent with 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 be looking to implement positive changes.

2.c Controls for Reducing Transmission

There are multiple levels of control for reducing transmission of the virus. The most effective way is to eliminate by social distance. Meaning, keeping 2 meters 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 levels of control that we can employ to help mitigate transmission.

- Engineering Controls - we have changed the physical layout to ensure social distancing.
- Administrative Controls - we have adopted new policies and procedures that will help reduce the risk of transmission by disinfecting high contact surfaces regularly, help enforce social distancing measures, and allow for less physical interactions.
- PPE - where clear social distancing cannot be achieved, we have employed PPE for our staff.

2.d Protecting and Ensuring Mental Health

We understand that these times are difficult and have put a serious strain on an individual's mental health. As employers, we have an obligation to provide a safe environment that will help enforce a positive mindset. We acknowledge that mental health is as important as physical health and are prepared to direct employees to the appropriate aid or services, as needed.

2.e Worker's Right to Refuse to 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, and '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 employer or supervisor must investigate the matter in the presence of the employee, and another available worker selected by the employee.

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

The refusal of unsafe work is both a fundamental right and a responsibility held by the employee. An employee'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.

2.f Summary

Through the information provided in the first section of this playbook, we feel that we have established a foundational understanding of COVID-19. With this information we can move forward with the opening of The Cider House.

3.a Existing Policies

The Cider House will continue to ensure that our environment is clean and safe. We have already planned to implement thorough checklists and routines, knowing that the upkeep of our environment is crucial to a successful business. Every morning, afternoon, and at the end of the night; our supervisors perform a routine store walk to ensure the building is either set up, maintained, or closed properly. We ensure that our staff has access to the correct cleaning supplies and are trained to use them correctly.

3.b 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 has been continually updated; and access to products that we once routine, are now in short supply to be diverted where they are needed most.

Our preliminary research 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 our decision making process, which we have come to realize as being different for each business. What works for us, may not work for another establishment. It is in our best interests to share our best practices and learn from one another.

3.c Policy Developments

We have used a collaborative approach that uses 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 flexible enough to change on the fly, as we discover some are more effective than others.

3.d Policy Implementation

We have used a collaborative approach to update existing SOP's and implement our new protocols in ensuring the safety of our staff and guests. We are strict in the 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 supervisors to ensure that all of our policies are implemented safely and effectively.

3.e 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 and redesigned the way that our space functions to ensure that we are observing social distancing. Traffic arrows and 2 Meter markings have been created and implemented to help, as well. Many of our windows and our 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 operate a take-out model, where we can provide guests our offerings in a grab-and-go fashion. We will also operate a counter-service model, where guests can order and pay, be seated, and have their fare brought to them.

We have employed many administrative controls, but still do ask that our guests and staff employ their own common sense practices; frequent handwashing, avoid touching their face, coughing or sneezing into a closed elbow.

We will be supplying The Cider House staff with PPE: non-medical grade face masks and single use nitrile gloves. Washable masks will be worn once and are to be washed before next use. Masks are not to be worn if overly soiled or moist.

Masks will be worn during the operating hours and throughout the shift. 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. There is to be no washing or sanitizing of gloves.

Selfcare is inclusive of frequent handwashing. Handwashing is required when:

- Entering and exiting the building
- Before the start of a shift
- 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 using shared equipment

We will be requiring staff to sign the BCRFA's "Employee Protocol and Commitment to Safety" waiver before the training process stating that they have not experienced any COVID-like symptom, or have been in contact with anyone who has. Employees must be willing to undergo a temperature check and it will be recorded and signed off by the supervisor on duty.

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

- Must self isolate for 14 days after travel outside of Canada
- If you have experienced COVID symptoms in the last 10 days, you must not return to work and wait an additional 4 days. Use the appropriate sources and contacts to ensure you are symptom-free
- If you experience COVID-like symptoms on shift, you will put a mask on, immediately notify the supervisor on

duty, return home to self-isolate and call HealthLinkBC at 811

- If you experience COVID-like symptoms at home, you will notify the supervisor on duty and self-isolate, get the appropriate medical attention, and call HealthLinkBC at 811
- Anyone under the direction of the provincial health officer to self-isolate must follow those instructions.

We will be using Oasis 137 Orange Force provided by EcoLab, this is a multi-surface cleaner and degreaser. This chemical, combined with active scrubbing from the individual, breaks down the cell wall of the virus and then renders it incapable of reproducing or spreading.

In addition to Orange Force, we will use Multi Quat Sanitizer provided by Ecolab to ensure all food contact surfaces are properly sanitized and food safe.

Sanitization of high-contact, non-porous, non-food contact surfaces will be done every hour on the 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 equipment:

- Scrub the equipment/surface with liquid dish soap and hot water.
- Wipe down the surface/equipment with a water cloth to remove the soap.
- Spray with Multiquat Sanitizer and wipe with a separate dry cloth.

The steps we will be taking to sanitize high-contact, non-porous, non-food contact surfaces and equipment:

- Apply the 80% alcohol sanitizer via spray bottle 6” away to a dry cloth and wipe the equipment/surface to thoroughly disinfect.

All glass surfaces, including POS screens and debit terminals, will be sprayed with 80% alcohol sanitizer solution and left disinfected.

As per the recommendation of our Public Health Officer and WorkSafeBC, we are going to implement a Guest Book where a least one guest from each table will leave their name and contact information, to be held for 90 days.

We also have a Delivery Driver Contact Sheet. Each driver will be required to sign in with their name, date of delivery, and contact number. These records will be retained for a minimum of 90 days.

3.f Conclusion

Through the information provided in this playbook, we feel that we have established a foundational understanding of COVID-19, the breakdown of our systems and safeguards, and our commitment to training and growing as new procedures develop. This document will stand to prove that we are committed to creating a safe and healthy environment for our guests, employees, and vendors.

The Cider House

Standard Operating Procedures

Welcome to The Cider House! Here we plan to make working fun, safe, and inclusive for all staff and patrons. These are our guidelines to ensure continuity and communication between all staff members: front and back of house.

Shifts:

- For shifts staff are asked to arrive 10-15 minutes before their shift. This ensures the staff member has time to put their personal items away, wash their hands, and prepare for their shift. Staff are expected to clock in/out for their shifts through our online scheduling app *Sling*.
 - *Sling* is a free app for staff to download onto their smartphones.
 - Staff without smart phones can access the app through an internet browser and/or the management will provide a paper copy.
- Schedules are posted on Sundays. This ensures a full week of notice for shifts that begin on the following Monday. Staff are responsible for their assigned shifts. If a staff member cannot work their assigned shift, they must find a suitable replacement for their shift otherwise they are liable for the missed shift. One missed shift will result in a formal write-up. Three write-ups result in immediate termination of employee.
 - Staff are responsible for informing management on unavailability and time off requests BEFORE the schedule is posted. Management will accommodate accordingly with proper notice.
- Staff are allowed to eat on their shift during a break. Staff will receive 50% food ordered on shift and 20% of food ordered off shift.
- Staff are **NOT** allowed to drink alcoholic beverages while on shift. Once a staff member has clocked out, they may enjoy a beverage in The Cider House at a seated table.
- Staff are not to be on their personal devices while on shift. Staff may have their phones for emergency contact and check on a break off the floor.
- Staff are not to come into work intoxicated or after consuming any substances that may alter their work state.

Illness or Injury

Staff members who are ill need to inform their supervisor immediately and follow the COVID-19 procedures listed earlier in this manual. If a staff member injures themselves on site, they need to inform their supervisor immediately and receive the necessary medical treatments. If a staff member is injured, the necessary food safe steps must be taken by the supervisor to ensure the space is food safe ready. Staff should ensure they wear gloves when working with food if they have any cuts or abrasions on their hands.

Personal Items

Staff's personal items should be kept off the floor in the staff room or tucked away. Staff should wash their hands after touching personal items and before returning to the floor. This includes cell phones. Staff are responsible for their personal items they bring to work. The Cider House is not liable for stolen or misplaced staff items.

Dress Code/Standard of Appearance

Here at The Cider House, we want you to be yourself and showcase that to the world! We encourage all our staff to feel confident in themselves and that we accept them for who they are. Our only guidelines are to ensure safety and brand awareness, they include:

- No sweatpants or workout clothing.
- Shoes MUST be closed toe as per Work Safe.
- Kitchen staff must have long hair tied back, aprons, and closed toe shoes.
- We do not allow clothing with any racist, homophobic, bigotry, or sexist sayings. The Cider House is an inclusive space, we will not stand for any hate speech whether verbalized written, or visually displayed.
- Clothing and jewelry should not be loose hanging to avoid a work safe hazard.

Personal at-work Hygiene

When to wash your hands at work:

- Immediately before engaging in a food handling task
- After touching hair or other body parts that are high contact areas
- After using the washroom
- After coughing, sneezing, using a handkerchief or tissue
- After eating, drinking, or smoking
- After clearing dirty dishes from a table
- After touching high contact areas like a terminal, POS, cash, etc.
- *Staff should be frequently washing their hands while handling food and beverages for patrons.*

Hand sinks should always be stocked with soap, hot water, and paper towel.

How to wash your hands:

1. Turn on the faucet; use hot water
2. Wet your hands
3. Put soap on your hands and rub them together for 20 seconds. Make sure to get all surfaces,

including thumbs, under nails, and wrists.

4. Rinse hands under hot running water.
5. Dry your hands with a paper towel.
6. Use a paper towel to turn off water.
7. Dispose of paper towel in appropriate receptacle.

Harassment Procedures and Policies

As an employee you have a responsibility to yourself and the team to report any harassment, discrimination, and violence that you experience or witness to a supervisor/manager or owner. If you experience this kind of harassment from a manager or owner, pick another member of the management team to talk with.

- Those you can bring your concerns to:
 - Drew Scott, Head Chef
 - Aaron Armbruster, Owner
 - Jayden Grundy, Owner
 - Shanna Albrecht, Manager
 - The shift leader on individual shifts

What is harassment?

- In the workplace, harassment can involve relationships of unequal power, where putting up with harassing behaviour is either an explicit or implicit condition for granting work or promotion
- In the workplace, harassment can also involve relationships between co-workers with equal power, where the harassing behaviour creates a toxic atmosphere that affects a person's ability to do their work
- Harassment can occur between people of different sexes and between those of the same sex
- Harassment can exist even where there is no intention to harass or offend
- Harassment can be conduct that is directed at a particular person or it can be behaviour that is offensive
- Harassment can take place in the workplace itself, or outside of the workplace in a situation that is in some way connected to work. For example, during off-site meetings, company parties or business trips
- Harassment can be caused by the behaviour of customers or outside suppliers and contractors too
- Unwelcome remarks, jokes, innuendos or taunting on the basis of any of the characteristics referred to above (e.g. age, race, sex, etc.)
- Mocking someone's physical weight or size
- Displaying, circulating or electronically transmitting pornography, racist pictures or other offensive material
- Offensive religious-based gestures or other actions
- Refusing to converse or work with a person because of his/her disability or due to the person's sexual orientation

What constitutes sexual harassment?

Sexual harassment is one of the most common forms of human rights-based harassment. This type of harassment includes offensive or humiliating behaviour that is related to a person's sex, as well as behaviour of a sexual nature that creates an intimidating, hostile or poisoned work environment. It also includes any behaviour that could reasonably be thought to put sexual conditions on a person's job or employment opportunities.

Examples of sexual harassment include:

- Persistent and unwelcome invitations or requests for dates (i.e. repeatedly asking someone out who has already indicated they are not interested)
- Inappropriate questions or sharing of information about a person's sexual life
- Sexually suggestive emails or text messages
- Sexist remarks, jokes or innuendoes
- Leering, ogling, or other sexually oriented gestures
- Unwelcome physical contact such as hugging, kissing, pinching or patting
- Outright demands for sexual favors

What constitutes discrimination?

Discrimination is the unjust or prejudicial treatment of different categories of people or things on the grounds of race, age, religion or sex. It may be intentional or unintentional. It may involve direct actions that are discriminatory to their face, or it may involve rules, practices or procedures that appear neutral, but have the effect of disadvantaging certain groups of people.

What is violence or bullying?

Not dissimilar to harassment or discrimination, violence or bullying relates more to the psychological violence and harassments that threatens a partner's workplace. Offenses can appear in the form of repeated and hostile or unwanted conduct, verbal comments, actions or gestures. A single serious incidence of such behaviour that has lasting harmful effective on a partner may also constitute psychological harassment.

Some examples of violence or bullying include:

- Repeated incidents of yelling, screaming or name-calling
- Repeated incidents of unjustified ridicule or malicious gossip
- Repeated insults, mocking, belittling or abusive comments and behaviour, especially in front of others
- Verbal or written abuse or threats

Here at The Cider House, we have a ZERO tolerance policy for harassment, discrimination, bullying, and violence. Any claim will be investigated, and the employee will remain off the schedule until the investigation has been completed. If the claim is towards a manager or owner, they will remain out of office

until the investigation is completed.

Alcohol Service Protocols

IDing Tables

- Ask for 2 pieces of ID from anyone who looks under the age of 25
- The first piece of ID must be government issue and include: name, photo, birth date and signature.
- The second piece must include a name imprinted on the card and the card must contain a signature or photo.
- Run a thumb over the ID to check that it has not been tampered with
- Watch for guests buying liquor for minors
- If a guest does not have their ID and you asked, you cannot serve them.

Entry of intoxicated guests

Hosts should make common sense judgements based on the entry of intoxicated guests to kindly refuse service. If an intoxicated guest is seated, the server has the RIGHT to refuse service and can offer water, non-alcoholic beverages, and food to the guest or ask them to leave. Staff will always be polite and offer to order a cab or Uber for the patron.

Handling intoxicated guests

Intoxicated guests will not be served or permitted to remain in The Cider House.

Watch for the 10 main signals that indicate intoxication. As people become intoxicated, they will show more signs. Guests showing at least three of these signs can almost certainly be considered intoxicated.

1. Inappropriate speech volume
2. Fine motor control deteriorates (reduction in reaction time, coordination)
3. Pace of speech may change from slow fast
4. Alertness decreases - takes longer to respond or react
5. Inappropriate sweating
6. Red eyes (e.g. bloodshot eyes)
7. Gross motor control deteriorates (weave, misstep or stumble)
8. Poor enunciation, slurring words
9. Noticeably shallow breathing
10. Fatigue or sleeping

Look out for signs of intoxication during initial conversations with guests and at table checks. Also conduct regular passes throughout the house to monitor the crowd and alcohol consumption.

Refusal of service

The Cider House reserves the right to refuse service in the following situations:

- Guests who are intoxicated or nearing intoxication
- Guests who display inappropriate or rude behaviour to staff or other guests
- Guests who exhibit inappropriate dress (e.g. no shoes, no shirt)

If a guest is refused service and asked to leave (e.g. for belligerent behaviour), steps should be taken to ensure that the patron makes their way home safely. This can be done by ensuring that the patron has left in the care of a sober friend, by calling a taxi or by calling the police.

Be assertive and nonjudgmental while communicating why you can't serve a guest alcohol.

- Communicate with other staff members to avoid the guest from doubling up on drink orders
- Identify a staff member or manager to support you if a guest must be denied service and asked to leave
- Advise the guest that it is against the law to provide service and they must leave. Advise that it's for their own safety and well-being that you are taking this action.
- Enlist the support of the guest's friends in asking them to leave.
- If someone is asked to leave and refuses, you may call the police. Do not wait for the situation to get out of control.
- If an intoxicated guest is on the premises, you must take steps to ensure they are not driving when they leave. Confirm there is a designated driver with their party, otherwise call a cab for them. If they refuse and insist on driving, call the police.
- Report all incidents to your supervisor/manager/owner on duty.

Serving liquor

- Limit drink orders to one per guest at a time. Confirm that the customer receiving a drink ordered by another guest actually wants the drink.
- Only liquor purchased at the restaurant can be consumed in the restaurant. Watch for illegal drinks such as personal water bottles, flasks, unmarked bottles, or bottles of a brand that we do not sell.
- Make sure the guests have water at all times.
- Offer food during service.
- Liquor may only be sold during the hours noted on the license.
- Give 15 minutes for last call prior to the end of liquor service.