

The Mexican Corner Workplace COVID-19 Safety Plan

The Mexican Corner
#12-4340 Sundial Crescent, Whistler, BC
Plan Created: June 9st, 2020

The Mexican Corner has created this workplace COVID-19 Safety Plan by following the processes outlined in the WorkSafe BC COVID-19 Safety Plan Checklist. We are in compliance with the WorkSafe BC and the Provincial Health Officer (PHO) orders for physical distancing between customers and staff.

We have taken a 4 step approach to ensuring the safety of our guests and staff consisting of the following:

1. Elimination Controls
2. Engineering Controls
3. Administrative Controls
4. Personal Protection Equipment (PPE)

Elimination Controls

The maximum number of guests allowable INSIDE the premises at any given time will be **42**.

We are maintaining physical distancing IN OUR ESTABLISHMENT by:

- Staying at home when exhibiting symptoms of illness
- Working remotely wherever possible
- Eliminating in-person meetings/huddles and holding meetings outside
- Pre-Shift communication will happen via Whats App to reduce staff contact
- Staggering start times to eliminate staff contact at points of entry via common areas
- Eliminating hand to hand contact with guests and other employees
- Creating separate areas for dine-in customers and pick-up customers
- Having guests wait outside for a table and notifying guests via text when their table is ready
- Assigning POS station to each server to minimize contact points between staff
- Scheduling same staff together to keep closed circles

We are maintaining physical distancing during TABLE SERVICE by:

- Ensuring there are at least two metres between customers seated at the same table unless they are from the same party
- Ensuring there are at least two metres between customers seated at one table and customers seated at other tables

- Ensuring there are two metres between customers seated or standing at bars and counters, unless they are from the same party

We are maintaining physical distancing in the KITCHEN by:

- Wherever possible, ensuring employees remain two metres apart
- Limiting the number of staff allowed in the kitchen at one time
- Restricting access to food preparation areas for delivery agents, members of the public, and other staff who are not kitchen employees

Engineering Controls

We have made the following changes to the design and layout of our dining areas:

- Signage to facilitate the flow of people at the front door
- Ensure we run a waitlist and use a text notification system to reduce people in waiting area
- Providing hand sanitizer for customer use at front and back door
- Eliminating storage of personal belongings in common areas
- Designated waiting area outside for takeaway/pickup orders
- Plexiglass installed to create a barrier/splashguard between the dishwasher area and kitchen
- Plexiglass barrier between the Kitchen station and the glasswasher/bar area
- Plexiglass barrier at the server station to create a barrier between staff and tables
- Installed touch free paper towel dispenser where possible

Administrative Controls

We have implemented the following additional administrative controls IN OUR ESTABLISHMENT:

- Our staff sick policy supports workers to stay at home if symptomatic.
- All employees will undergo health checks before entering the restaurant. If they present signs of illness, they will not enter the building
- We have provided worker training and orientation on COVID-19 safety protocols
- We have provided workers with medical resource information that includes telephone numbers and website addresses for key medical, mental health and bullying resources, with approved COVID-19 information
- Workers have a health and safety contact person available for every shift (Joint Occupational Health and Safety Representative) to ensure protocols are understood and being followed
- All workers are encouraged to be involved in monitoring our Safety Plan and ensuring its execution in accordance with aforementioned policies and procedures
- We have organized our staff members into working groups or teams to facilitate reduced interaction between groups
- We are posting our key COVID-19 protocols to our website and social media channels

We have the following administrative controls for TABLE SERVICE:

- Providing a QR code on tables for guests to access menu's online
- Communicating with guests, regarding where the server will approach the table and how the beverages and food will be presented to the table
- Communication with guests about how dirty items will be cleared from the table and who will be doing so
- Serving drinks in bottles and having guests pour their own drinks when possible
- Providing cutlery once the table has ordered, handled correctly
- Water jugs will be provided to tables for them to refill their own glasses
- Having servers leave food at the front of the table and letting guests distribute them after the server has stepped away
- Decreasing server contact with dirty dishes by having servers bring out food and having a busser remove dirty dishes
- Providing packaging and letting guests wrap up their own leftovers

We have the following administrative controls for the KITCHEN:

- Chefs and cooks use their own high-use tools such as knives, as much as possible
- Established a system to minimize sharing of other communal equipment and small tools

We have implemented the following administrative controls to ensure enhanced CLEANING, DISINFECTING AND PROPER HYGIENE practices throughout the establishment:

- Established hand washing procedures for all staff
- Handwashing signage is provided near all sinks
- Stringent Hygiene Protocol training has been implemented for all employees
- All surfaces within the restaurant will be sanitized thoroughly between each use
- Increased cleaning between table seating's
- Increased and standard training procedure for cleaning laminated menus
- Clarified procedures for cleaning staff areas and training employees accordingly
- Constant bathroom checks to ensure the shared bathrooms are being maintained by the hotel
- Provide standard protocols for the entrance and exit of high traffic areas such as the kitchen and bar areas
- Provide two sets of trays – one for delivering drinks and one for clearing tables along with a set cleaning protocol
- Enhanced cleaning of all frequent touchpoints in common areas
 - Walls
 - Tables
 - Chairs
 - Door handles
 - POS and handheld CC machines
- Incorporating additional regular and end-of-shift cleaning and disinfection for all shared spaces and surfaces in public serving zones

- Staff assigned to nightly cleaning duties to ensure completion of all tasks
- Ensure workers are provided with appropriate cleaning supplies

Personal Protective Equipment

We have reviewed WorkSafe BC's Guidance on Selection and Use of Masks and have developed a personal protective equipment policy for employees and customers.

- We have disposable gloves available for customers, to use at payment stations (PIN PAD terminals)
- Our dishwashers will be equipped with a Face Shield, gloves and full length apron in accordance with WorkSafe BC

In Summary:

Our staff have been trained in accordance with the new safety, sanitization and social distancing requirements as outlined by provincial health directives.

Our workspace sanitization processes have been updated to accommodate specific sanitization needs, with training provided to staff.

Our operations have been adjusted to address the safety of staff and customers in accordance with the assessed risks at this time and will continue to be amended as required

We know that these measures will make dining in our restaurant look a little different than it used to, but our commitment is to providing you with an exceptional experience through high quality Mexican Cuisine, with friendly and professional service, in a clean and safe environment. For those of you who aren't ready to dine with us just yet, we will be offering a takeout menu so that you can enjoy the Mexican food you have known and loved at home. When you choose to dine at our restaurant again, we want you to know that we will do everything necessary to ensure you feel just as safe with us as you do at home.