



1.1 BACKCOUNTRY BREWING COVID-19 SAFETY PLAN

We are committed to welcoming our staff and guests back safely and have developed the following plan in response to the COVID-19 pandemic. Owners, managers, and workers are all responsible for implementing this plan and our goal is to mitigate the potential risk for transmission of COVID-19 in our workplace and community. This requires full cooperation from our team and our guests to establish and maintain the safety of everyone. This plan is subject to immediate change as per notices from the public health authority.

Our safety plan has been developed by utilizing the following resources:

Order of the Provincial Health Officer: [Food Service Establishments and Liquor Services](#)
Worksafe BC: [COVID-19 Safety Plan](#)

Thank you for your patience as we navigate ourselves through the changes to our service we will strictly follow. We ask that you follow the clear signage to do your part and keep yourselves and our employees healthy and safe.

For Our Guests

- Guest entry protocol – we ask that if you are feeling symptomatic, have travelled outside of Canada or have come into contact with anyone who has tested positive for COVID-19 that you do not enter the brewery.
- Guest sanitization – we have placed hand sanitizer stations and hand washing stations within the guests reach (retail entrance, patio and tasting room entrance and washrooms). Our policy will be to encourage all guests and suppliers to use hand sanitizer upon entering the facility as well as sign in with their name and number.
- Guest social distancing – we have a strict capacity between the patio and tasting room of 50 people. We have enforced social distancing between tables at least 2m apart as well as for guests waiting in line for pick up. We will have signage and placement markers to encourage social distancing. Our washrooms have a limit of 2 people at a time. Our retail area has clear signage in place advising limited number of guests and to stay behind the line until prompted forward for payment.
- Payment - We will encourage our guests to avoid separating bills, use contactless and card payment and we are not currently accepting cash payments.



For Our Staff

- New company illness policy – you will be asked to sign a one-time health check declaration form.
- PPE - we encourage our staff to wear gloves when handling dirty dishes & glassware from guests and sanitize hands after use. Re-useable face masks are available to staff to wear as an option.
- Personal hygiene – we will reinforce personal hygiene habits.
- Sanitization – we will give you the training to understand the process of sanitization & where our high traffic areas are.
- Check lists– we have now added some cleaning checklists to be filled out periodically throughout our shift.
- **TOOLS:** Refillable spray bottles with cleaning and disinfecting agents, cloths, sanitizer pails, paper towels
- **PRODUCTS:** ECOLAB peroxide multi surface cleaner & disinfectant, ECOLAB oasis 146 multi-quat sanitizer

Our Service

- Guest seating - we will be using a waitlist application if guests are unable to get a table straight away but encourage guests to wait near by (at their vehicle or walk near by) until their table becomes available and you are notified. We are no longer offering seating at the bar. There can only be a maximum of 6 guests in a group.
- We no longer offer bar service and will be offering table service. Servers will approach one side of the table kept clear for them to be able to maintain social distancing from guests.
- Single use items – in order to encourage frequent sanitization, our tables will be left empty until a guest arrives. Prewrapped cutlery, water and individual servings of hot sauce will be brought on request.
- Discontinued table condiments – we have minimized the number of menus and discontinued table caddies (hot sauce, cutlery, napkins, salt and pepper) and candles.
- Strategic limited menu - to minimize the amount of staff needed in the kitchen to help maintain social distancing.
- Pick up orders and pre-orders – we will no longer offer Squamish beer home delivery. We will continue to offer online store order pick up in our retail store with proper protocol & assigned areas differentiating between retail store and tasting room/patio to minimize traffic.
- The right to refuse service to any guest – similar to refusing to serve an intoxicated individual will have the same power if guests display symptoms of COVID-19 or refuses to abide by the protocols set in place to keep our staff and guests safe. Make sure that a manager is made aware and deals with this situation.



At Backcountry Brewing we want you to know that we want you to feel as safe as possible to return to work and we have outlined the following safety plan to assist in this. Our goal is to also protect our customers and ensure you can communicate clearly and without hesitation about our guidelines that are put in place for your protection and theirs.

We encourage you to be honest and provide feedback to your managers about the new normal we are heading into. Please also have patience with them as we are working hard to provide you with a safe working space to return to.

1. WORKPLACE RISK ASSESSMENT

AREA'S WHERE PEOPLE GATHER

- a. OUTSIDE – SIDEWALKS, PARKING LOT, ENTRANCE, HOST DESK
- b. INSIDE- ENTRANCES, DOORWAYS, HOST DESK, RETAIL AREA
- c. WASHROOMS
- d. TABLES/BAR
- e. STAFF GATHERING – POS STATIONS, DRAUGHT TOWERS, GROWLER STATION, FRIDGE, STAFF WASHROOM, FOOD PASS, BUS STATIONS, KITCHEN, MEZZANINE
 - Maintain distancing where possible, limit work areas to 2-3 people and areas which are department specific should not have other staff enter.
 - Ensure scheduled cleaning of shared surfaces

AREA'S WHERE WORKERS ARE CLOSE TO MEMBERS OF THE GENERAL PUBLIC

- a. BAR/TABLES
- b. WASHROOM
- c. HOST STAND
 - Maintain distancing, allow for space on one end of the table for the server to approach
 - Use gloves and masks where preferred

IDENTIFY TOOLS, MACHINERY AND EQUIPMENT THAT ARE SHARED USE

- a. FRONT OF HOUSE STAFF SHARED USE – BREWERY EQUIPMENT(HOSES, CHEMICALS), HOST STANDS, COMPUTERS, PHONES, IPADS, DRAUGHT HANDLES, GLASS WASHER, FRIDGE DOOR, ROLLING STAIRWELL, DRINK TRAYS, LIGHT SWITCHES, PRINTERS, FOOD SERVICE BELL



- b. BACK OF HOUSE STAFF SHARED USE- KITCHEN TOOLS AND SMALL APPLIANCES, PHONE, DISHWASHER, OVENS, SINKS, LIGHT SWITCHES, PRINTERS, IPAD, FOOD SERVICE BELL, COOLERS, FRIDGE DOOR, CONTAINERS, PREP TABLES
- c. GUEST SHARED CONTACT SURFACES – RETAIL CAN FRIDGE, TABLES/CHAIRS, DOORS, BATHROOM DOORS, IPADS, SINK FAUCETS, MERCHANDISE
 - Ensure scheduled cleaning and sanitation of high contact surfaces
 - Staff to be assigned their own equipment where possible
 - Prop doors open where possible
 - Ensure proper handwashing is done
 - Provide PPE for staff members

2. IMPLEMENTED PROTOCOLS TO REDUCE RISKS

a. ELIMINATION

CONTROL MEASURES FOR GUESTS

- REDUCED CAPACITY OF 50 SEATS BETWEEN PATIO AND TASTING ROOM
- SPACING BETWEEN SEATING
- NO GROUPS LARGER THAN 6, NO LARGER PARTIES PERMITTED, BABIES ARE COUNTED AS PERSONS.
- LIMIT OF THREE PEOPLE IN RETAIL STORE AT A TIME

CONTROL MEASURES FOR STAFF

- CHANGE OF WORK SCHEDULES, REDUCED STAFFING AND COHORT SCHEDULING TO MINIMIZE CROSSOVER OF STAFF WHERE POSSIBLE
- ASSIGNED ROLES FOR STAFF
- OPEN SPACE AT TABLES FOR STAFF TO APPROACH AND LEAVE FOOD AND DRINK ITEMS TO AVOID CLOSE PROXIMITY WITH GUESTS

b. ENGINEERED CONTROLS

- DETAILED SIGNAGE FOR RESTRICTIONS IN PLACE
- PLEXI GLASS BARRIERS AROUND BAR SERVICE AREA, RETAIL CHECK OUT AND HOST STAND
- NO MENUS (QR CODES AND MENU AVAILABLE FOR PHOTOS)
- FLOOR DIRECTIONS
- SIGNAGE NOTING REDUCED CAPACITY AND DIRECTIONS FOR SERVICE
- SIGNAGE FOR HANDWASHING AND WASHROOM LIMITS
- SANITATION STATIONS
- SEPARATION OF RETAIL AND TASTING ROOM AREA FOR TAKEOUT/PICKUP OPTIONS AND DINE IN OPTIONS



c. ADMINISTRATIVE CONTROLS

- ALL STAFF TO SIGN OFF ON HEALTH CHECK DECLARATION FORM BEFORE STARTING WORK AND GIVEN TRAINING/ORIENTATION FOR NEW PROTOCOLS IN PLACE
- CLEANING SCHEDULES PROVIDED PER DEPARTMENT AND SIGN OFF FOR COMPLETED TASKS MUST BE DONE
- STAFF ARE ASSIGNED TO A ROLE FOR THEIR SHIFT AND MUST CONTINUOUSLY WASH HANDS THROUGHOUT THEIR SHIFT BETWEEN TASKS AND GUEST INTERACTIONS
- MANAGERS MUST SUPERVISE STAFF TO ENSURE THEY ARE ASSIGNED ROLES, FOLLOWING PROTOCOL AND ARE AWARE OF WHAT TO DO

d. PPE

- ALL STAFF WILL BE PROVIDED WITH MASKS AND GLOVES AND ARE STRONGLY ENCOURAGED TO USE THIS WHERE PHYSICAL DISTANCING IS NOT POSSIBLE
- ANY GLOVES MUST BE DISPOSED OF AFTER SINGLE USE
- HAND SANITIZER IS PROVIDED AT EACH ENTRANCE OF THE BREWERY FOR STAFF AND GUESTS

REDUCE THE RISK THROUGH EFFECTIVE CLEANING AND SANITIZING:

- THOROUGH CLEANING AND DISINFECTING OF SURFACES – ESPECIALLY HIGH TOUCH AREAS SUCH AS SHARED TOOLS, IPADS AND DOOR HANDLES
- THOROUGH HAND WASHING
- CLEANING SCHEDULES IMPLEMENTED PER DEPARTMENT
- EQUIPMENT AND OTHER SHARED USE ITEMS REMOVED TO REDUCE THE RISK OF TRANSMISSION

REDUCED SHARED ITEMS:

- MENUS – GUEST CAN TAKE PHOTOS OR LOOK ONLINE
- NO TABLE CADDIES, ITEMS AVAILABLE ON REQUEST (COASTERS, HOT SAUCE-SINGLE SERVE, SALT AND PEPPER, PRE-WRAPPED CUTLERY)
- WATER STATION SHUT DOWN – WATER CAN BE PROVIDED ON REQUEST
- TO-GO CONTAINERS PROVIDED, GUEST MUST PACK THEMSELVES
- COLOURING AND CRAYONS NO LONGER AVAILABLE



3. POLICIES

Employees, suppliers and guests are prohibited from visiting Backcountry Brewing if;

- They have had symptoms of COVID-19 in the last Ten(10) days. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat and new muscle aches or headaches
- Anyone directed by Public Health to self-isolate.
- Anyone who has arrived from outside of Canada or who has had contact with a confirmed COVID-19 case must self-isolate for 14 days and monitor for symptoms.

COVID -19 Sickness Protocol must be followed if employee is exposed or feeling symptoms

- Staff, management or ownership will cover shifts should staff be unable to come to work

We have limited seating capacity inside and on the patio to ensure social distancing – this must be followed.

- Limit of two guests in the washroom at a time

4. COMMUNICATION PLANS AND TRAINING

- Staff will receive training/orientation on new policies and procedures prior to returning to work to be able to feel safe and keep our customers informed and safe
- Staff returning to work and new staff members will need to review and sign a one-time health declaration form
- We have posted clear signage for customers and staff to follow new guidelines and restrictions

5. MONITOR THE WORKPLACE

- We have a plan in place to monitor risks and we will make changes to our policies and procedure if needed for each individual department.
- All policies are subject to change based on new information provided by public health authority



- Workers can approach our health and safety team with their concerns

Stacey Whittaker – General Manager

Alison Sokalski- Front of House

Koa Inn – Brewery

Adam Steinberg – Owner

Stefan Hebert- Front of House

- We must identify if there are new areas of concern and involve our workers in our safety process as well as our JHSC
- All workers have access to contact information in regard to COVID-19
- We have displayed a list of emergency numbers, help numbers such as counseling, mental illness or bullying, contact numbers and links to websites etc. that explain COVID-19.
- Staff have the right to refuse unsafe work, we will have continuous assessment of safety measures in place as well as communication with our staff about them

6. ASSESS AND ADDRESS RISKS FROM RESUMING OPERATIONS

- Training plan is in place for all staff to resume operations with new roles and responsibilities dedicated to new procedures to keep staff and customers safe and healthy
- Training plan is in place for all staff around new equipment and ppe needed to resume operations
- Monitor the sharing of items and continually adapt to the situation to maintain the safety of patrons and workers
- We will train on any new measures and have regular communication with our staff to ensure the effectiveness of our procedures



BACKCOUNTRY BREWING EMPLOYEE HEALTH CHECK FORM

This return-to-work form asks employees to self report and verify that they are in good health and can work while keeping Backcountry’s guests and all of their co-workers safe.

I, _____, certify the following:

- I have not travelled outside of Canada in the past 14 days.
- I have not been in contact with a person who has a confirmed case of COVID-19 in the past 14 days.
- I have had no symptoms of COVID-19 in the past 10 days. According to WorkSafe BC symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.
- I have not been directed by a public health office or a doctor to self-isolate.
- I will inform management if this changes immediately.

EMPLOYEE’S SIGNATURE: _____

Date: _____

MANAGER: _____



MEDICAL RESOURCES AVAILABLE FOR BACKCOUNTRY STAFF

- If you think you have Covid-19 Symptoms please use the:
[COVID-19 Self-Assessment Tool](https://bc.thrive.health/) <https://bc.thrive.health/>

OR CALL HEALTH LINK BC ON 8-1-1

- Visit - [Vancouver Coastal Health](http://www.vch.ca/covid-19/about-covid-19) <http://www.vch.ca/covid-19/about-covid-19> **for:**
 - Daily and Situation Updates
 - If you have a Covid question and you aren't sure who to call
 - Prevention
 - Symptoms
 - How it spreads
 - Covid-19 Testing
 - Self Isolation Rules
 - Shareable Resources
- [BC Centre for Disease Control](https://bit.ly/3eO2yfA) <https://bit.ly/3eO2yfA> **has information on:**
 - Handwashing
 - Masks
 - Physical Distancing
 - Covid-19 and Sex
 - Vaping, Smoking and Covid-19
 - Cleaning and Disinfecting
 - Treatments
 - Self Isolation
- [Virtual Mental Health Support During Covid](https://bit.ly/2A1ofK9) <https://bit.ly/2A1ofK9> **Provides Access To:**
 - BounceBack provides access to online, video and phone based coaching for adults and youth experiencing low mood, depression, anxiety, stress and worry
 - Virtual Counselling Services
 - Covid-19 Psychological Support Services
 - Info on Gender and Sexuality alliance meetings for LGBTQ2S+



- [World Health Organisation](https://bit.ly/303cttu) <https://bit.ly/303cttu> - **Mental Health Resources:**
 - Looking After Our Mental Health
 - Healthy Parenting
 - Healthy Diet
 - Physical Activity During Covid
 - Backcountry Brewing
 - On shift questions or concerns can be relayed to management on duty or department manager
- Pulse Human Resources – Renee Cowling** (renee@backcountrybrewing.com)
- Any HR related concerns or suggestions



To limit the transmission of viral diseases, such as COVID-19, cleaning protocols should be used to clean and disinfect common contact surfaces within the workplace.

Cleaning is defined as the physical removal of visible soiling, such as dust, soil, blood, mucus. Cleaning removes viruses and bacteria but does not kill them. Disinfecting kills viruses and bacteria. Chemicals which are listed under Health Canada's List of Hard Surface Disinfectants should be used for disinfecting processes.

Always ensure the following:

- Use of approved hard-surface disinfectants, which have the Drug Identification Number (DIN)
- Refer to the Safety Data Sheet and follow directions
- Workers are trained on WHMIS 2015
- Workers have the required PPE to do the task safely

Carry out a site-specific risk assessment to determine frequency of cleaning. Factor in how often areas are used by employees/guests, and for how long. Frequency of cleaning and disinfecting can be set, for example, as daily, once per shift, twice per shift, or even before or after breaks/lunch. It is also a good practice to identify who is responsible to carry out these cleaning protocols.

BOH BACKCOUNTRY BREWING CLEANING/DISINFECTING PRODUCTS:

MULTI-QUAT LIQUID SANITIZER – SANITIZE SURFACES

LIQUID DISHMACHINE DETERGENT– CLEANING DISHES

LIQUID RINSE ADDITIVE – RINSE DISHES

POT & PAN DETERGENT- SOAKING DISHES AND CUTLERY

FOH BACKCOUNTRY BREWING CLEANING/DISINFECTING PRODUCTS:

ORANGE MULTI-SURFACE CLEANER – CLEAN SURFACES

ECOLAB PEROXIDE MULTI SURFACE DISINFECTANT AND CLEANER – DISINFECT SURFACES

MULTI-QUAT LIQUID SANITIZER – FOR CUTLERY AND FLIGHT PADDLES



BACK OF HOUSE

Item/Area	Time	Who is responsible?
PIZZA OVEN		
SAUTE LINE		
FOOD PASS		
PIZZA LINE		
HAND SINK		
2-BAY SINK		
DOUGH COOLER		
DOUGH MIXER		
GARDE MANGER LINE		
COMBI-OVEN		
DISH AREA		
DISH CART		
PREP TABLE		
DOUGH SPEEDRACK		
UTENSILS & TOOLS		



FOH Cleaning Protocol

Hourly Sanitization for High-Contact Surfaces:

Date:

To be initialed after completion.

	11am	12pm	1pm	2pm	3pm	4pm	5pm	6pm	7pm	8pm	9pm	10pm	11pm
Host stands													
POS													
Tap handles													
Offsales fridge													
Door handles													
Drink trays													
Change rags													

Open /Close Cleaning Duties:

	AM	PM
Sanitize tables and chairs		
Sanitize glasswasher exterior		
Sanitize water station		
Sanitize sinks behind bar		
Change flight paddle sanitizer		
Check glasswasher fluid		
Sanitize light switches		

Staff must continuously wash hands throughout their shift between tasks and guest interactions including:

- When they arrive



- Before and after any breaks
- Before and after eating
- Before and after using the washroom
- Before and after handling shared equipment
- Before and after handling PPE
- After handling any dirty glassware or dishes without gloves
- When leaving

Opening MOD:

Closing MOD:



TRAINING AND EDUCATION

For cleaning and disinfecting protocols, ensure workers who are responsible are trained on the hazards related to the chemicals.

Safe work procedures should be developed for these chemicals, including what personal protection equipment is to be worn (ex. disposable gloves, masks, safety glasses/goggles), method of cleaning, and any other health/safety concern. Workers should also be trained on the use, storage, maintenance, and limitations of required personal protective equipment, as well as proper hand hygiene procedures to help keep surfaces clean.

1.2 AUDITING AND REVIEW

A regular audit should check on cleaning and sanitization efforts to ensure that the tasks are

being completed on schedule and that are adequate to maintain sanitization standards set out by the company.

Cleaning protocols should be reviewed and updated regularly, to ensure any changing work practices and procedures are accounted for.



FOH Service Guidelines:

Table Service

- Servers to wear PPE where they feel comfortable, and only stand at the designated service station for each table.
- No more than 6 people at a table.
- Menus provided through website and at the host stand for guests to take a photo of.
- Leave drinks and plates at the designated service area at each table. Avoid going around the table for each guest.
- The first name, last name and phone number of one member of each party will be stored on Square POS (password protected) for contact tracing.
- Servers will pour their own drinks and hosts/retail will run food with single use gloves where possible.
- Trays and an iPad will be assigned to each server for the duration of their shift.
- Water will be provided upon request.
- No cash will be accepted, card only.
- Each iPad will be sanitized after every transaction or between use with guests.

Serving and Clearing Drinks

- Each server to pour their own drinks, using their designated tray. Drinks to be distributed and cleared from designated service section at each table.
- Servers will avoid pouring drinks at the same time as other servers to avoid crowding.
- Dirty glassware to be immediately taken to the glasswasher to be cleaned and sanitized and put away once clean.

Filling Growlers

- Any staff member handling a growler fill must wear gloves.
- Staff must use a fresh new glass growler and sanitized hose. No used growlers will be accepted.
- Only fresh caps will be used to seal a new growler fill.
- Staff to sanitize growler purging hose after every fill.
- Staff to sanitize Square POS after every transaction.

Bussing Tables



- Servers to wear PPE when clearing glassware, gloves will be worn and facemasks available if preferred.
- When bringing back dirty glassware, place it immediately into the glasswasher. No dirty glassware to accumulate behind the bar.

Running and Bussing Food Dishes

- Servers to wear PPE (gloves and facemasks if preferred) when handling any food to be ran or dirty dishes when bussing.
- When the kitchen rings that a food order is ready, servers will put on their PPE and head to the kitchen. In an effort to avoid any contact with staff preparing food with the public, servers will continue to run all food dishes to tables.
- Front of house staff will not enter the kitchen, unless asked to or if they are entering a bussing area to put dirty dishes in the dish pit.
- Servers to bring food to the designated service station at each table, return to the bar and dispose of the gloves you handled the dishes with. Gloves are single use for food service.
- When servers are done bussing tables, they must dispose of gloves and wash or sanitize hands before touching anything else. Any surfaces that have been touched while wearing gloves after bussing will need to be sanitized immediately.

Sanitation of High Traffic Areas

- Periodic sanitizing of high traffic areas to be completed according to the outlined cleaning protocol and logged appropriately, staff to wear PPE – facemask if preferred and gloves.
- When staff are done with their sanitation cycle, they are to sign their name and put down the time that the task was completed and to communicate this with their coworkers on shift.

Retail Counter & Take Out

- Staff member to take name and license plate/vehicle description for all orders.
- Payment to be taken over the phone for phone orders – credit only.
- Staff to ask customers to wait outside or in their vehicle for any to-go orders.
- Staff member will bring the to-go order to the customer's vehicle when ready, while using PPE (gloves and masks if preferred). Gloves to be discarded after use.

When at Capacity



1. The host on duty during busier days are to keep track of the head count. The host will ensure the team adheres to the restrictions of capacity for social distancing in reopening Phase 2. They will keep track of a head count via a clicker provided by the company.
2. All staff are to follow instructions regarding bussing tables, running food, keeping the tasting room clear of accumulating dirty dishes and sanitizing countertops, tables, handles, bathrooms, etc. as outlined in the front of house cleaning protocol.