

This document is intended to provide general guidelines on social distancing in store during the COVID-19 pandemic.

Symptoms of COVID-19

Human coronaviruses are common and are typically associated with mild illnesses, similar to the common cold. Symptoms of COVID-19 include fever, cough, sneezing, and sore throat. If you are displaying any of these symptoms, please speak with your manager about self-isolation protocol.

More severe symptoms may include difficulty breathing, body aches, and fatigue. If you are experiencing any of these symptoms, please call 9-1-1 or go directly to your nearest emergency department.

Please refer to BC Covid-19 symptom self-assessment for most current guidance on self-isolation protocol based on symptoms: <https://bc.thrive.health/covid19>

Spread of COVID-19

Coronaviruses are most commonly spread from an infected person through:

- respiratory droplets when you cough or sneeze
- close personal contact, such as touching or shaking hands
- touching something with the virus on it, then touching your eyes, nose or mouth before washing your hands

These viruses are not known to spread through ventilation systems or through water.

Prevention of COVID-19

The best way to prevent the spread of infections is to:

- wash your hands often with soap and water for at least 20 seconds
- avoid touching your eyes, nose or mouth, especially with unwashed hands
- avoid close contact with people who are sick
- when coughing or sneezing:
 - o cover your mouth and nose with your arm or tissues to reduce the spread of germs
 - o immediately dispose of any tissues you have used into the garbage as soon as possible and wash your hands afterwards
- clean and disinfect frequently touched objects and surfaces, such as toys, electronic devices and doorknobs
- stay home if you are sick to avoid spreading illness to others

Hand Hygiene

Employees must wash or sanitize their hands on a regular basis, or at least every 30 minutes, for a minimum of 20 seconds. Cashiers must sanitize hands or gloves after each transaction. Hand sanitizer stations have been placed around the store for employee and customer use.

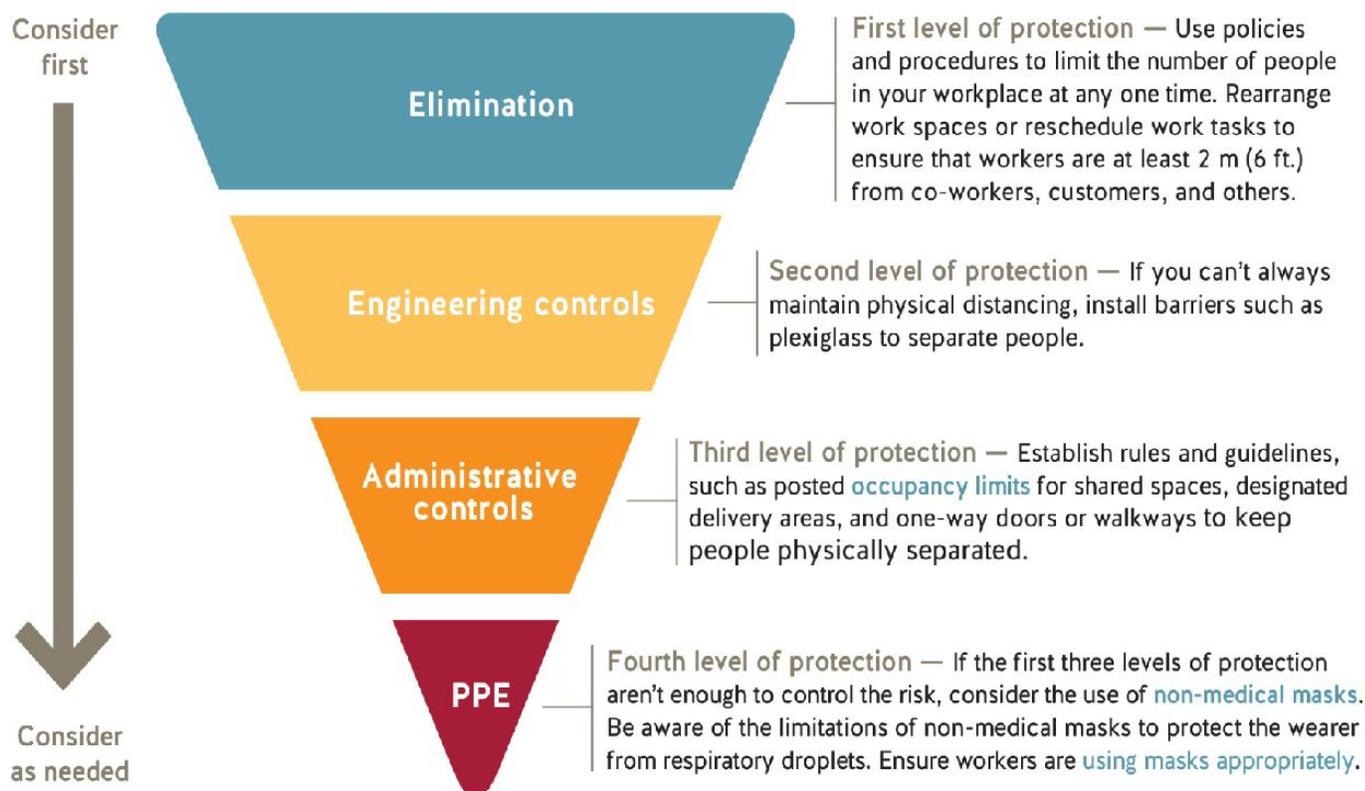
Hand washing signs have been placed in washrooms, break rooms and lunchrooms for staff members and customer reference.

COVID-19 SAFETY PLAN

This document is intended to provide general guidelines on social distancing in store during the COVID-19 pandemic.

This document should be used in conjunction with any guidance that may have been provided by your provincial Ministry of Health and/or Regulatory body.

Since the onset of Covid-19 we have taken significant measures to ensure the safety of our employees and customers during this pandemic. We have adhered to the guidance of the health and safety professionals and followed the recommended course of action below:



FIRST LEVEL OF PROTECTION (ELIIMINATION):

We have taken the following measures for maintaining physical distance in our workplaces. For example:

In stores:

- a. Even though we have been considered an essential service by the government and are not limited to gatherings of 50 people, we are following the calculation measures provided to ensure that our stores do not exceed limits where physical distancing would become a problem. The table below sets out the recommended limit on customers allowed based on the store size (Totals are to include employees in store as well):

Store Size	# people in store
10,000	80
15,000	120
20,000	160
25,000	200
30,000	240
35,000	280
40,000	320

- b. **Security Guard or Team Member at the entrance** – In addition to disinfecting the buggies, they remind customers of the need for social distancing as they enter the store and control the number of customers who enter.
- c. **Elimination of hand baskets** – We eliminated all hand baskets in our stores to have customers use buggies only. This allows for better distancing between customers and promotes physical distancing.
- d. **Perk Avenue / Step Above closed** – Both of our cafés have remained closed to discourage people from gathering. *Recent changes by the BC Ministry of Health as of May 15th has allowed us to reopen our cafés under certain rules and guidelines. (SEE APPENDIX 1)*
- e. **Bulk food removed** – All self-serve bulk food, coffee, and baked goods have been removed and replaced with sealed packages or bags. In the case of bulk coffee, the product has been removed and the grinders unplugged.
- f. **Using every second till** – To promote physical distancing we have mandated the use of every second till in all stores. A designated employee will control the traffic (during peak times) entering the till area to direct customers and keep 2m distancing intact.
- g. **One grocery clerk per aisle** – Whenever possible, only one (1) grocery clerk is allowed per aisle when stocking shelves.

Head Office / Warehouse:

- h. **Work from home** – Any employees with compromised or weak immune systems were given the opportunity to work from home if feasible. Extra computers and laptops were brought in to make this possible. Our I.T. department performed a review of all administrative staff duties and current remote access capabilities
- i. **Implemented virtual meeting application** through the company to allow more remote meetings and avoid traditional boardroom meetings.
- j. **Visitors** – As of May 19th, visitors and vendors (other than couriers or scheduled deliveries) must book an appointment. Anyone who shows up without an appointment will be turned away. Prior to this date we did not allow any visitors.
- k. **Elimination** of all company events that involve gatherings of people.

SECOND LEVEL OF PROTECTION (ENGINEERING CONTROLS):

In stores:

PHYSICAL DISTANCE MEASURES:

We have implemented the following protocols and signs in our stores to ensure that physical distancing measures take place:

- a. **Floor Markings** – markings were placed on the floor to indicate what 6 feet of separation looks like, especially where the checkout line ups would be expected. Additional markings were placed outside the entrance when customer numbers in the store needed to be monitored.
- b. **Floor Arrows** – floor arrows were provided to all locations. These were used to indicate the flow of traffic within the store. They were used in the following way:
 - o Entrance Aisle – to indicate customer direction into the produce department
 - o Back Aisle – to indicate directional flow in the perimeter departments.
 - o Grocery Aisles – to indicate directional flow in the grocery aisles.
- c. **Physical barrier between customer service and produce** – the narrow opening between the produce department and our customer service desk in many of our stores has been blocked off to direct our customers through the produce department and to the back of the store to encourage physical distancing within our stores.
- d. **Plexiglas screens** – these were installed in the bakery, deli, meat & seafood, and sushi departments to provide a barrier between the employee and the customer. A narrow opening allows the employee to place the product on the case for the customer to pick up.
- e. **Plexiglas screens at the tills** – these were installed at every till (front and back) to provide a physical barrier between the cashier and the customer. Cut-outs in the Plexiglas allow for the customer to use the PIN pad and scan their loyalty card.

Head Office / Warehouse:

- a. **Occupancy limits** – We have taken measures to limit the number of people who are in shared spaces such as lunchroom (break room), shared offices, boardrooms, and washrooms. In addition, only one (1) person is allowed in the elevator at this time. Eliminated dishes and cutlery from Lunch Rooms and break areas and removed excess seating.
- b. **Employees responsible for cleaning own personal work areas** - Disinfectant provided to workers for this purpose

THIRD LEVEL OF PROTECTION (ADMINISTRATIVE CONTROLS):

In stores, office and warehouse:

RULES AND GUIDELINES:

We have implemented the following protocols and practices to ensure that everyone maintains proper social distancing measure:

- a. **Sick policy for Covid-19** – Notice was sent out to the stores on March 10th outlining the new policy's regarding Covid-19. These protocols included:
 - o Anyone with COVID-19-like symptoms such as a sore throat, fever, sneezing, or coughing must self-isolate at home for a minimum of 10 days from onset of symptoms, until their symptoms are completely resolved
 - o Workers who have travelled internationally. In these cases, they must remain away from the workplace and self-isolate for at least 14 days and get medical clearance from a doctor before being able to return to work
 - o Workers who live in the same household as a confirmed or clinical COVID-19 case who is self-isolating. They must self-isolate for a minimum of 10 days and get medical clearance from a doctor before being able to return to work

Workers who have been exposed to anyone confirmed to have COVID-19, or to anyone with possible symptoms of COVID-19, should call Health Link BC at 8-1-1 for an assessment and to determine any necessary next steps.

- b. **Communicate to all team members** – In addition to the notice sent to stores, all employees received a letter in the mail outlining guidelines to follow regarding Covid-19 procedures. In addition, all new employee orientations have been updated to include current Covid-19 protocols and procedures.
- c. **Signage in stores** – Several signs have been put up in our stores, offices, and warehouse to provide additional messaging in regards to Covid-19. Some of the messages are:
 - o Do not enter our store/office/warehouse if you are ill...
 - o Help prevent the spread of Covid-19. (washing hands when sneezing)
 - o Please wash all fruits and vegetables thoroughly before consuming.

- o Only 1 person on the belt at one time (to promote physical distancing at the till)
 - o Encourage customers to pay by debit or credit whenever possible
 - o Resist touching anything you do not intend to purchase

 - o Limit of one (1) person on the elevator at this time
 - o Please wash your hands after using the restroom
 - o Please wash your hands before you start work
 - o Safe Workspace – We're doing our best to work around you
- d. **Hand sanitizing guidelines** – All employees in store must wash their hands every 20 minutes to prevent the spread of Covid-19.
- o use alcohol-based [hand sanitizer](#) if soap and water are not available
 - o Wash your hands often with soap and water for at least 20 seconds, especially after using the washroom and when preparing food
 - o avoid touching your eyes, nose, or mouth with unwashed hands
- e. **Coughing or sneezing** – when coughing or sneezing:
- o cough or sneeze into a tissue or the bend of your arm, not your hand
 - o dispose of any tissues you have used as soon as possible in a lined waste basket and wash your hands afterwards
 - o avoid touching your eyes, nose, or mouth with unwashed hands
- f. **Increased cleaning protocols (stores, office, and warehouse)** – high contact cleaning schedules have been created put into place in all areas of our business. In stores, cleaning and disinfecting of all high contact areas is required at least once per hour during business hours. In our office and warehouse facilities, high contact cleaning schedules for each floor are done 3 times per day.

High contact areas on the checklist include:

- o all door handles, including all entrance, exit cooler, freezer and container handles, throughout the premises, as well as swing door surfaces
- o all deli or bistro surfaces, including the service counter and prep areas
- o reach in bunker ledges
- o PIN pads, which should be cleaned after each customer, cheque stands, tops of cash lanes, checkout belts, scanners, till keyboards, and all surfaces at cash areas
- o all shopping cart and basket handles
- o computer keyboards, mice, and areas surrounding workstation surfaces
- o all phones (includes all departments, offices, and warehouse)
- o all washroom surfaces
- o all staff room surfaces
- o trash receptacle touch points
- o garbage Compactor Controls
- o cardboard Compactor Controls
- o loading dock controls
- o All equipment being used in the warehouse (i.e. forklifts, pickers) must be cleaned and disinfected before and after your shift.

- g. **Hand sanitizer** is provided for customers at the entrance area to use.
- h. **Separate cleaning supplies** – have been supplied for staff lunchrooms in store, office, and warehouse locations.
- i. **If someone feels ill at work** – Any employee who comes to work but starts to feel ill must contact their immediate supervisor or store manager and notify them. Any and all areas that they may have come in contact with prior to notification must be fully cleaned and disinfected. With any office staff, a detailed list has been provided. *(SEE APPENDIX 3)*
- j. **OFAA (Occupational First-Aid Attendants) protocols for Covid-19** – these have been reviewed and signed off with all first aid attendants. *(SEE WorkSafe BC guide – OFAA protocols during the COVID-19 pandemic for details. This is attached to the back Covid-19 Safety Plan)*

FOURTH LEVEL OF PROTECTION (P.P.E.):

In stores, office and warehouse:

1. We have provided additional (voluntary) protection to all Quality Foods employees including office staff, warehouse workers, and all store personnel. A sign-off sheet was provided for anyone who wanted to take a mask.

Protocols were provided to show how to properly put on, take off, and care for the cloth masks.
(SEE APPENDIX 2)

2. Enhanced P.P.E. for first aid attendants was provided to increase the level of safety for all occupational first-aid attendants (OFAA's). 2 face shields were provided to each store and to the office/warehouse attendants to wear in addition to 2 - N 95 masks. These shields and N 95 masks are not to be shared. Six (6) disposable masks were also provided to each location for the patient for an extra level of safety.

APPENDIX 1 – PERK AVENUE / STEP ABOVE PROTOCOLS

DATE: Effective May 19, 2020

Under Phase 2 of the B.C. Government’s relaxation guidelines, both our Perk Avenue and Step Above cafés will be allowed to assume operations effective May 19th. But, for us to be able to operate, we will have to follow the set of guidelines listed below to ensure safety of both staff and customers, physical distancing requirements are being met, and all disinfecting and hygiene protocols are maintained:

1. Maintaining physical distance / barriers:

- a. Plexiglas shields must be in place in front of the till in order to protect both the employee and the customer. Any store that needs to use the hot case countertop as a pass-through will need to have additional Plexiglas installed in that area. This will be assessed on a store by store basis.
- b. One way arrows / 2 meter spots for the customer line will need to be in place. Place one way arrows to show both entrance, exit, and traffic flow in Perk Avenue. Make sure you have 2 meter circle spots in the lineup for customers to stay at a safe distance from one another.
- c. Keep Perk Ave staff in “designated spots” as much as possible (E.g. During breakfast time, you would have one person at the hot case plating the food, one person on the toast station, one person on till taking the orders, one person as a runner for delivering food to the tables, and a person to clear the tables and take the dirty dishes back to the dishwasher) / **Both WCB and VCH is recommending that employees work at least 2 metres apart from one another.** If it is not possible to maintain physical distance at all times, employers may consider the use of masks as an additional measure.

NOTE: It is extremely important that anyone involved in preparing food does not deliver food or clear tables at this time. We need everyone involved in food prep to stay behind the counter while performing their duties.

2. Seating requirements:

- a. Tables will need to be positioned to maintain at least 2 meters between the backs of customers chairs seated at different tables. Seating requirements and capacities within Perk Avenue will be arranged to accommodate based on available space.
- b. Cafés from **7am to 9am** will be available for seniors and most vulnerable.

- c. If Perk Avenue is full we would encourage our customers to be respectful of everyone's opportunity to sit and enjoy breakfast or lunch and make the table available as soon as reasonably possible. **Signage will be made to reflect this message.**
- d. Seating allowance for families or groups is 2 – 6 (MAX) people per table. **MAKE SURE CUSTOMERS DO NOT MOVE TABLES / CHAIRS TO ACCOMMODATE LARGER GROUPS.**

3. Food preparation and serving:

- a. **DO NOT** come to work if you are sick. Quality Foods requires anyone with symptoms of Covid-19, such as sore throat, fever, sneezing, or coughing to self-isolate at home for 10 days after onset of symptoms. Please follow all Covid-19 protocols.
 - b. Washing hands and changing gloves must be done at regular intervals. We have mandated all QF employees to wash their hands every 20 minutes. Any time you change your gloves you must wash your hands as well.
 - c. If you need to sneeze or cough, please use a Kleenex or the bend in your arm. Please wash your hands and change your gloves immediately afterwards, before resuming your regular duties.
 - d. Masks are not mandatory for Perk Avenue staff, but anyone is welcome to wear one if they wish. Staff will need to maintain physical distancing guidelines as much as realistically possible. Ensure that staff are placed in assigned areas (*See section 1c. above*) and minimize the amount of movement behind the counter.
 - e. If tools or equipment must be shared, ensure they are cleaned and disinfected after each user.
 - f. In the event a server must clear tables, they should wash their hands or use hand sanitizer before resuming their normal duties.
 - g. All food orders will be prepped and plated in the kitchen for delivery to the designated "PICK UP AREA". The hot case will not be used at this time.
 - h. Due to Covid-19, we will be using paper plates, plastic cutlery, and take out coffee cups to maintain everyone's safety. We will not offer china plates, mugs, or metal cutlery.
 - i. Coffee / Tea will be poured and given out at the till. If the customer would like cream and sugar we will hand out packages at the till.
 - j. All condiments kept behind the counter – available upon customer request only
- (NOTE: we must ensure that staff DO NOT save any unused or unopened condiment containers and try to reuse them. Once they pass over the counter into the customers hands they cannot be used again).**
- k. No salt and pepper shakers on the table. Please refrain from having anything on the tables at this time. Salt and pepper packets will be made available if customer requests.
 - l. We will need to have a designated dishwasher person. You can't have an employee switch between doing food prep and dishes. Employees who are washing dishes should wear a mask and eye protection (**as recommended by WCB and VCH**).

- m. Once a customer's order is ready it will be placed in a designated **"PICK UP AREA"**. The staff member will call out **"Customer order # ___, your food is ready to pick up."** The customer will come up to the pick-up area and retrieve their order.
- n. If customers ask to take unfinished food with them, provide take-out packaging and allow the customer put the food into the container themselves.

4. Cleaning & disinfecting:

- a. Additional cleaning / disinfecting schedule has been developed for enhanced cleaning protocols **(both WCB and VIHA will be looking to see this).**
- b. Make sure to have separate cleaning supplies for food prep areas and customer seating area. Use approved ZEP cleaners such as Lemonex to disinfect and Quat Sanitizer for the table tops.
- c. Tables and chairs will need to be cleaned and disinfected after EVERY customers.
- d. All high touch areas such as PIN pads, tray rails, counters etc. will need increased cleaning and disinfecting.

NOTE: PIN pads and counter at the tills must be disinfected after every customer.

- e. Have sanitizer available to both customers and staff. Provide hand sanitizer for customers both entering and exiting the café area *(with availability, the preference would be for "hands free" sanitizer).*

5. Additional signage for customers:

- a. Messaging (I.e. Customers not shopping while they are sick...), debit and credit only, no cash, staff to wash their hands every 20 min. OPTIONAL IN PERK
- b. **"Customers MUST sanitize their hands before proceeding into the restaurant"** signs.
- c. **"Please leave your dishes on the table. We will take care of them as we clean the table for the next customer."** Customers will be encouraged to leave their tables and exit to allow for proper traffic flow.
- d. Designated entrance and exit for customers – this way customers and staff will not cross paths.
- e. Ensure that bathroom signage is present in all Perk Avenue and Step Above café's **("Please wash your hands after leaving the restroom")**.
- f. Hours of operation specifically for Perk Avenue **(7:00am to 2:00pm / 7 to 9am for seniors and most vulnerable / Breakfast – 7:00am to 11:00am / Lunch – 11:00am to 2:00pm)**. Step Above hours are not set at this point. We will do so once the decision is made to reopen.

6. Additional training for staff:

All staff working in either Perk Avenue or Step Above will need to read and sign off on the following documents:

- a. Perk Avenue & Step Above Covid-19 guidelines
- b. VCH (Vancouver Coast Health) guidelines for food service establishments
- c. High touch cleaning protocols checklist

APPENDIX 2 – HOW TO PUT ON A FACE MASK

REFERENCE FOR CLOTH TYPE MASKS/FACE COVERINGS

1. Proper Use of Cloth Coverings

The CDC (Centre for Disease Control) recommends the following for proper use of face coverings:

- fit snugly but comfortably against both sides of the face
- Completely covers nose and mouth
- Secured with ties or ear loops to minimize movement
- allow for breathing without restriction

2. How to put on a face mask:

- Clean your hands with soap and water or hand sanitizer before touching the mask. Follow the instructions below for the type of mask you are using.
 - Face Mask with Ear loops: Hold the mask by the ear loops. Place a loop around each ear.
 - Face Mask with Ties: Bring the mask to your nose level and place the ties over the crown of your head and secure with a bow.
 - Face Mask with Bands: Hold the mask in your hand with the nosepiece or top of the mask at fingertips, allowing the headbands to hang freely below hands. Bring the mask to your nose level and pull the top strap over your head so that it rests over the crown of your head. Pull the bottom strap over your head so that it rests at the nape of your neck.
 - If using a face mask with ties: Then take the bottom ties, one in each hand, and secure with a bow at the nape of your neck.
- Pull the bottom of the mask over your mouth and chin.
- Once the mask is secured to your face **DO NOT TOUCH YOUR FACE OR ADJUST THE MASK!** If you do, you **MUST** wash your hands for 20 seconds with soap and water before touching anything else.

3. How to remove a face mask

- Clean your hands with soap and water or hand sanitizer before touching the mask. Avoid touching the front of the mask. The front of the mask may be contaminated. Only touch the ear loops/ties/band. Follow the instructions below for the type of mask you are using.
- Before removing the mask or touching ear loops/ties/bands, bend forward slightly at the waist so the mask is away from your body and clothing.
 - o Face Mask with Ear loops: Hold both of the ear loops and gently lift and remove the mask.
 - o Face Mask with Ties: Untie the bottom bow first then untie the top bow and pull the mask away from you as the ties are loosened.
 - o Face Mask with Bands: Lift the bottom strap over your head first then pull the top strap over your head.
- **DO NOT SHAKE THE MASK.** Any Covid-19 particles on the mask may be distributed into the air, on to your clothes or other hard surfaces and may become a source of contamination.

4. Required Cleaning and Sanitation of Cloth Coverings

Cloth coverings are designed to capture droplets expelled when breathing. These droplets deposit and accumulate on the cloth fabrics while in use. It is critical that these soils be removed on a daily basis to maintain the covering efficiency, and prevent the accumulation of microorganisms on the cloth.

A. Machine Washing (Recommended)

- Use hot water setting on machine
- Use laundry detergent that DOES NOT contain fabric softeners.
- Add an extra rinse cycle as needed.
- Air dry or machine dry on a warm cycle. If machine drying, consider using a mesh bag to prevent damage to elastics or ties.

B. Hand wash

- Use very hot water (>180°F) and ordinary dish washing soap (not lotion/moisturizing soaps).
- Immerse the face covering(s) fully in the water and detergent solution.
- If heavily soiled, add an oxygen cleaner (i.e. Oxyclean) according to the package instructions.
- Agitate, soak, rinse very well in plenty of water. Squeeze well. Let air dry.

C. Sanitizing during use

In between short term uses or if washing a covering is not an option:

- Spray the covering (both inside and out) with either 60% ethyl alcohol, or 70% Isopropanol/isopropyl alcohol.
- Make sure all surfaces are damp
- Allow to air dry before reusing

APPENDIX 3 – WORKSPACE CLEANING AFTER EMPLOYEE ABSENCE

Objective

- When an employee is off due to possible illness their work areas must be immediately cleaned using a disinfectant proven to kill the Corona virus.
- Containing any possible exposure to other employees and to allow safe access to the employee's workspace.
- Completing and logging this demonstrates that we have done our due diligence to protect the health and safety of our team members.

Instructions:

- a. Use this checklist to confirm all disinfecting activities have been completed as soon as we are notified that an employee will not be reporting to work
- b. Initial in the DONE spaces to confirm complete
2. Sign it and file this form in the Office Lead's binder
3. **Best Solution for this job is 1:3 -- distilled water to alcohol solution.**

****REMINDER: Frequent Handwashing and avoidance of touching the face are the best measures of prevention.**

PLEASE WASH HANDS BEFORE PUTTING GLOVES ON TO CLEAN AND AFTER CLEANING IS COMPLETED.

Employee Workspace that was cleaned: _____

Monitors

Keyboard and Mouse

Phone

All other desktop items (such as pens, clips, stapler, etc.)

Drawer

Loose Drawer items (everything other than paper and cloth items)

Chair (other than fabric)

Filing drawers

All shared items

The desktop itself

All locations where the employee has worked in the previous 2 days

NAME (please print): _____ DATE: _____ TIME: _____