

# Bright Jenny Coffee's COVID-19 Safety Plan

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**Bright Jenny Coffee Inc.**  
**984 Laurel Ave, Kelowna B.C.**

Enclosed is our Covid 19 safety plan for staff in our Roastery, Kitchen and Cafe. You will also find detailed processes within the plan designed to keep our customers safe. We have laid out plans for each specific sector of the business.

## RISK ASSESSMENT

### Areas of risk where people gather

#### Staff

- Behind the Coffee Bar, Till and Espresso Machine
- In the Roastery, at the Packaging Table
- In the Dishwashing Area, and Kitchen
- In the Office, and Staff Room

#### Customers

- Lineups between the door and the till
- Waiting area for drinks
- Seating areas
- Bar seating
- Bench seating

### Tasks where staff are in close contact / How we are limiting contact with other staff

#### Roastery

##### Packaging Area

This area must be limited to one person packaging at a time when possible. If not possible, staff will be wearing masks



#### Roaster Operator

Have made the walkway by the Roaster Operator as large as possible to allow staff more room to walk by

- Limit of two (2) staff in roastery space at a time with the exception of one (1) additional person walking through
  - One (1) person at operating the Roaster
  - One (1) person at the Packaging Table

#### **Kitchen & Dishwashing Area**

- When washing dishes in the Dishwashing Area, only one (1) person washes at a time
- When Cooking & Prepping food in the Kitchen, maximum two (2) people in the kitchen at a time
- Exception for two (1) person limit in the Dishwashing Area to allow access to the fridge, deliver dirty dishes, and restock chemicals
- Notify colleagues when you are entering the room so they can move aside

#### **Behind the Coffee Bar**

One (1) staff member at Till at any given time

- Duties restricted to taking orders and picking baked goods from the baking cabinet for customers
- Staff member will not cross over to Espresso Bar staff members' space unless needing to pass.
- Writing on cups has been eliminated via the use of tablets to send orders to the person on the coffee bar, along with the Kitchen and Passthrough window
- Staff members will verbally mention when needing to pass to allow for other staff members to move if needed
- Drip Coffee and Tea have been moved closer to till person to reduce crossover

One (1) staff member at Espresso bar during normal business levels

- Makes all Espresso & tea concentrate based drinks
- Helps customers at handoff window and handoff bar
- Staff members will verbally mention when needing to pass to allow for other staff members to move if needed
- One (1) person on bar limit during normal business levels – during peak hours, maximum two (2) staff on bar

#### **Office + Staff Room**

- Limit of three (3) people in Office, two (2) in Staff Room
- Staff belonging will be kept in provided cubbies
- Belongings will not be left behind after work
- If able to do Computer work from home, staff are encouraged to do so respectfully and efficiently. This applies to supervisors/managers/event coordinators.

#### **Roasting / Packaging / Shipments**

Coffee packaged by Staff Member wearing gloves and mask

- Bagging surface sanitized between every batch packaged
- Bags come out of a sealed box directly before use
- Bean loader and bag sealer sanitized before and after bagging sessions.
- **\*\*All of the above was standard practice pre covid\*\***

#### **Roasting / Packaging / Shipments cont.**

Coffee roasted by Roaster wearing gloves and mask

- Green Coffee scooped from sealed bags into a sanitized bucket, then directly into the roaster using a sanitized metal scoop
- Coffee roasted at temperatures reaching up to 450F
- Coffee is cooled in the cooling tray, which is sanitized at the beginning of each roasting session and after the roasting session
- Cooled coffee is emptied from Cooling Tray via the spout, into sanitized buckets. A lid is put on immediately to protect the beans from contaminants
- **\*\*All of the above was standard practice pre covid\*\***

#### **Equipment / Tools used by staff -**

##### **Large Machines / Equipment**

- Coffee Roaster - surfaces / buttons sanitized before and after each use
- Fridges - door handles sanitized throughout shift
- Dishwasher and Dish sink - thoroughly cleaned and sanitized throughout shift
- Espresso machine - One staff member on the machine at a time. When the shift is over or a staff bar changeover happens, must sanitize all surfaces
- Oven and baking table - thoroughly cleaned and sanitized throughout shift

**\*\*All equipment to be sanitized with a commercial sanitizer solution after shift and before another staff member uses it as per standard cleaning practices already in place\*\***

##### **Small Use Tools**

- Espresso Tools - sanitize before use and after (one staff using at a time)
- Coffee Brewing Tools - sanitize before use and after (one staff using at a time)
- Kitchen Tools - clean in sanitizing dishwasher after each use
- Cleaning Tools - sanitize before use and after (one staff using at a time)
- Computers - sanitize keyboard and all surfaces before use and after (one staff using at a time)

**\*\*All shared tools not listed to be used once then cleaned/sanitized\*\***

#### **Till / Tablet**

- Ask that Customers use clean styluses that are regularly sanitized
- Staff operating Till must not touch customers drinks unless hands are washed with hot water and soap or sanitizer between till contact and drink/food contact
- Till and Tablet are to be fully sanitized before each shift, before walking away from the till, after each customer, after shift has ended
- Unless staff are scheduled to be on till, they are not to touch the tablet
- Music is to be changed on the tablet by this staff member only unless sanitized before and after use.

**\*All tools to be sanitized after shift and before another staff member uses it\***

#### **Surfaces that are touched by staff and customers**

##### **Doors - Customers AND Staff**

- Front door
- Rear door
- Bathroom doors (all 4)
- Roastery door
- Back Building doors
  - To limit touching of door handles, front and back doors, and the roastery door will be kept open when possible
  - When this is not possible, handles will be sanitized every 10 customers
  - Customers and Staff are required to sanitize hands before entering the building, sanitizer is provided at door
  - Bathroom doors are to be sanitized to the best of our ability after every use
  - Signs are in bathrooms to remind customers and staff to wash hands

##### **Tables - Customers**

- Customer tables, bar tops and patio tables are to be sanitized after every customer use

##### **Behind Bar and Till Area - Customers AND Staff**

- Bar Tops are to be sanitized every 30 mins and at every shift change.

##### **Barrier between Customers and Staff**

- To be sanitized frequently and after every shift

**\*\*Entire cafe to be cleaned and sanitized at the end of the day as per standard cleaning practices already in place\*\***

## PROTOCOLS TO REDUCE RISK

### Reducing the risk of Person-To-Person Transmission

#### First level protection (elimination)

Use policies and procedures to limit the number of people in your workplace at any one time. Implement protocols to keep workers at least 2 metres (6 feet) from coworkers, customers, and others.

#### Customer Areas

CAFE OCCUPANCY LIMIT - 15 - 50% normal capacity + staff

- Couch: up to three (3) people in one group
- Four (4) tables: up to three (3) people per table
- Tables: spaced two (2) meters apart

OUTDOOR COURTYARD OCCUPANCY LIMIT - 40

- Four (4) large tables up to six (6) per table (single group) = 24
- Eight (8) double tables @ two (2) per table = 16
- Tables all separated by at least two (2) meters

BACK BUILDING OCCUPANCY LIMIT - 40

- Couches up to three (3) people in the same group per couch = 6
- "Kitchen" bar up to four (4) people in the same group = 4
- Four (4) Long tables up to six (6) people in the same group per table = 24
- "Cafe Loft office" seating six (6) seats two (2) meters apart = 6

**\*\* ALL TABLES/SEATS ARE MINIMUM TWO (2) METERS APART. LARGE TABLES CAN FIT UP TO SIX (6) PEOPLE IN THE SAME GROUP AT ONE TIME, SMALL TABLES UP TO THREE (3) IN SAME GROUP \*\***

#### Staff Areas

STAFF ROOM OCCUPANCY LIMIT - 3

KITCHEN LIMIT - 2

ROASTERY LIMIT - 2

BEHIND BAR LIMIT - 4

- Staff in the cafe will be limited to only one (1) person on till, one (1) on bar (two (2) during peak hours), and two (2) floaters during busy hours
- Staff are expected to keep to their planned jobs for the day and stay in their area of the cafe
- Staff are expected to stay 6 feet from coworkers and customers at all times unless passing
- When passing do so as far as possible and with backs to each other
- Roastery staff limited to 2 in the roastery at all times. One at the roaster, one at the packaging area
- Staff who can do admin work or computer work at home are encouraged to do so

### **Second level protection (engineering controls)**

If you can't always maintain physical distancing, install barriers such as plexiglass to separate people

- Plexiglass barriers have been placed in between customers and staff when ordering and waiting for drinks/food
- Takeout window is only to be opened enough to pass drinks/food out the window (FOR TAKEOUT SERVICE)
- Staff are NEVER to lean out the window to chat to customers
- Customers who lean in to talk will be kindly asked not to do so

### **Third level protection (administrative controls)**

Establish rules and guidelines, such as cleaning protocols, telling workers to not share tools, or implementing one-way doors or walkways.

- Protocols and occupancy limits posted for customers to see
- Cleaning protocols laid out above
- Staff to sanitize coffee tools after use if sharing, or after shift if using one at a time during shift
- Staff to communicate when passing and pass in a safe way if close. Avoid passing in close walkways if possible
- 6 feet apart markers for customers waiting in-line
- Social distancing protocols listed for customers to see
  - Stay 6 feet apart
  - Sanitize hands before entering the cafe or courtyard. Sanitizer provided.
  - MAX six (6) people at a table (Outside/large tables)
    - People inside your social bubble (not easily enforceable but we hope people respect it)
  - MAX three (3) people at table (Inside/small tables)
    - People inside your social bubble (not easily enforceable but we hope people respect it)
- Customers Enter cafe through front door
- Customers Exit cafe through rear door
- If 2 meters is not possible while waiting for drinks at hand-off, customers will be asked to wait at the pickup window outside in the courtyard
- Signs reminding customers to respect others' space at all times
- Reusable cups not allowed
- Tables to be sanitized after each use
- Customers who sit in are given a table number and drinks/ food are brought to them
- Customers are to stay in their seat unless they are going to the washroom or leaving the cafe
- All tables are at least two (2) meters apart to allow for proper distancing

### **Fourth level protection (PPE)**

If the first three levels of protection aren't enough to control the risks, have workers and customers use personal protective equipment (PPE) such as masks. PPE should not be used as the only control measure. It should only be used in combination with other measures.

- Standard practice in our cafe is to wash our hands frequently and in between tasks like handling cash and making drinks
- Staff have the option to wear gloves. When wearing gloves, staff must change them frequently
- Staff are required to wear a mask when working on till, on bar and in the Roastery, unless not able to due to health concerns
- Masks are to be properly washed between uses and are not to be taken home or out of the building
- Customers are encouraged to wear a mask when coming inside

## Sick Policy

Our workplace policies ensure that workers and others showing symptoms of COVID-19 are prohibited from the workplace

- Only scheduled staff are permitted in workplace (behind the bar and in the roastery/offices)
- Visitors are not allowed in the workplace (behind the bar and in the roastery/offices)

Anyone who has had symptoms of COVID-19 in the last 5 days are directed to self-isolate and are prohibited from the workplace. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache

## Training Plans and Communication

- All of our staff have been trained on all policies and practices related to COVID-19
- All staff have received the policies regarding staying home when sick / self isolation
- We have posted signage at the main entrance indicating our rules related to COVID19
- Signs have been placed around the cafe related to our COVID-19 plan=

## Monitoring and Updating of Plans

- We are constantly monitoring how we do things in the cafe and roastery and will continue to do so, this plan will be updated as needed if issues arise and our policies are in need of updating
- Staff and management have open communication about any concern, covid19 related or not
- Will always work with local health authorities to resolve any issues

## Assess and Address Risks from Resuming Operations

- Returning staff will be trained on our safety plan
- All staff have been trained on our safety plans