



COVID-19 Safety Plan

Store Reopening Policies and Procedures

May 13th, 2020

The following are the policies and procedures developed by management and Darby's Liquor Stores Health and Safety Committee for the safe operation of Darby's Liquor Store during the COVID-19 Pandemic.

Development of the plan: Darby's Liquor Stores COVID-19 Safety Plan was developed in collaboration between Darby's Management and Darby's Liquor Store's Health and Safety Committee.

Personnel involved:

Management

- Brendan Bonfield: Director of Operations
- Brendan Maidment: General Manger
- Simon McLeod: Food and Beverage Manager

Darby's Liquor Store Health and Safety Committee

- Shawn Jefferies (Staff Representative)
- Craig Haighan (Staff Representative)
- Brendan Bonfield (Management Representative)
- Brendan Maidment (Management Representative)

Staff Health

- All liquor store staff must complete a health and safety check before starting every shift. Staff must verify they are healthy and OK to work.

Personal Protective Equipment (PPE) / Hand Washing / Sanitizing:

Darby's Liquor Store COVID-19 Safety Plan
Updated July 24th 2020

- a. Staff must regularly wash or sanitize their hands. Hand washing is preferred. PPE will be provided to all staff. The PPE available to all staff is:
 - i. Masks (Disposable and reusable) Masks must be worn by staff while on shift at all times.
 - ii. Disposable gloves
 - iii. Hand Sanitizer will be available at all tills (separate bottles for staff and customers), the delivery area, and at each phone.
 - iv. Plexiglass Shields – Plexiglass shields are installed at all tills where customers will be served.
 - v. The handwashing station for Darby's Liquor Store is in the staff washroom.
 - vi. Sanitization stations are set up at every till (for staff and customers), by the phones and in the cooler for deliveries.

2) Number of customers in the store:

- a. There are to be no more than 5 customers in the store at any time. There are no exceptions to this rule.

3) We will be accepting cash payments:

- a. Cash payments will be accepted by customers. It is recommended that staff handling transactions at the till wearing gloves and masks.
- b. Debit and Credit transactions will be accepted as well. Encourage all customers to tap to limit the number of people touching the debit/credit machine.

4) Bottles Returns:

- a. Darby's Liquor Store will not be accepting bottle returns until the spread of COVID-19 is drastically reduced or eliminated.

5) Mandatory and Respectful Distancing:

- a. **Front Door:** The staff member positioned at the front door to regulate the number of customers entering the store must maintain a min of 6ft distance from the line of customers as well as customers exiting and entering the store.
- b. Customers in store:
 - i. Staff on till will have the protection of a plexiglass shield where 6ft of distance cannot be achieved.
 - ii. When stocking during hours of operation staff must keep 6ft from customers at all times.
- c. **Social Distancing for Customers:** Social distance between customers in the store must be 6ft. It is Darby's Liquor Store's responsibility to police the distance between customers. If customers are not maintaining proper social distancing, staff must instruct them to follow proper social distancing protocols.

- d. **Social Distancing for Staff:** Staff must keep 6ft of the distance between themselves and a coworker wherever possible. It may be difficult to maintain 6ft of distance from your coworkers in some circumstances, so please practice respectful distancing during instances where 6ft can not be maintained. This means being mindful of keeping as much space between you and your coworkers as possible.
- e. Plexiglass shields – At each till you will have a plexiglass barrier as the customer will be withing 6ft of you.

6) Sick Employees / Customers:

- a. If a staff member is displaying any symptoms of being sick, they must inform management immediately and not come to work. Any staff that shows up for a shift with any cold or flu-like symptoms will be sent home. Staff can return to work when they have cleared quarantine and/or have been cleared by a health care professional. There are zero exceptions to this rule.
- b. Customers that are displaying any symptoms of being sick must not be allowed to enter the store. There are zero exceptions to this rule.

7) Receiving Deliveries:

- a. It is recommended that all staff wear gloves while receiving deliveries.
- b. Maintain 6ft of distance from all delivery drivers when receiving a delivery

8) Sanitization Policy:

- a. All high touch points must be sanitized every hour. Hight touchpoints include:
 - i. Tills
 - ii. Phones
 - iii. Door handles
 - iv. Cooler door handles,
 - v. Railings (Front main door)
 - vi. Countertop both customer and staff side
 - vii. Washroom door handles and toilets flushing mechanism
 - viii. Main cooler door handle
 - ix. Returned product / Product left at the front counter by a customer

9) Asking for ID:

- a. As part of SIR and Darby's Hospitality's ID Policy, it is a requirement to ID all customers under the age of 40. When asking for ID, please ask them to place two pieces of ID on the counter and slide them towards you. Do not handle a piece of ID. Verify the age and let the customer grab their ID.

10) Health & Safety:

- a. If you have any suggestions for how Darby's Liquor Store can improve on the Health and Safety of its staff and customers please book a meeting with a member of management or staff on the Health and Safety Committee.
- b. If staff feel unsafe in their work environment for any reason please report it to a member of Darby's Liquor Stores Health and Safety Committee. If your complaint is not addressed and a satisfactory explanation or policy change implemented reissue your complaint to your staff representative on the Health and Safety Committee. If the complaint is still not satisfactorily addressed you can send the complaint to Work Safe BC.

Work Safe BC

www.worksafebc.com/en

Health & safety assistance

Prevention Information Line

For help with workplace health and safety issues, e.g., requesting a consultation or health and safety information. Phone toll-free (Canada): **1.888.621.7233** (1.888.621.SAFE) Monday to Friday 8:05 a.m. to 4:30 p.m.