



Cheesecake + Organic Coffee

COVID-19 Safety Plan

We developed this COVID-19 Safety Plan to help you create and maintain a safe environment for our staff and customers.

May 8th, 2020

Business name: *Trees Cheesecake + Organic Coffee*

Plan completed by: *Rodrigo de Souza (Marketing & Social Media Coordinator)*

**All requirements and actions listed below are MANDATORY to all Trees Cheesecake + Organic Coffee locations and Head Quarters. Specific instructions for Store or Office department are also described below, and when not specified, applies to all.*

REQUIREMENTS	ACTIONS
--------------	---------

Wellbeing of staff and customers

Exclude staff and customers who are unwell from the premises.	Staff have been advised the following: - Stay home if you are sick and don't expose others. Advise your direct manager immediately. Get tested if you have COVID-19 related symptoms.
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	Staff have been provided with tailored information regarding COVID-19 including newly implemented practices and procedures, expectations, conditions of workplace and safety measures.
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	Staff are aware of their leave entitlements whether full time, part time and casual employees. Staff have contact information updated or were advised to update it, should anyone need to contact them.
Display conditions of entry (website, social media, venue entry).	Conditions of entry for guests are available on our website, and have been promoted across our social media channels, as well as at stores.
Health checks prior to a shift start.	A health check will be held privately by the Manager or Supervisor on duty, or an assigned member of the team. In the last case, please list all names here: _____

Physical Distancing

STORE - Seating area must not exceed 50% of the capacity; groups of 4 persons maximum is allowed. Maintenance and line-up distancing management.	Store capacity varies and staff were advised on how to proceed when the maximum capacity was reached. Line-ups that cannot maintain 2 meters apart, customers will be asked to wait outside.
STORE - Reduce contact and waiting time between customers.	Staff have been advised: - Be aware of time spent helping a customer, we must minimise interactions to a manageable and safe degree. - Increase distance when helping customers, try not to go to the table.



REQUIREMENTS	ACTIONS
Physical Distancing	
STORE - Where reasonably practical, stagger start times and breaks for staff members.	As a small team will be on shift, staff have been advised that breaks will be taken at places where social distancing can be observed.
STORE - Physical barriers such as plexiglass around counters with high volume interactions with customers.	Plexiglass was installed in front of the cashier in each of our stores.
STORE - Move or remove tables and seating to support 2 metres of physical distance.	Our entire floor plan has been adjusted to accommodate a physical distance between each table. Moving tables around IS NOT PERMITTED.
OFFICE (HQ) - Move or remove tables and seating to support 2 metres of physical distance.	The layout of Trees HQ was changed. Tables and/or workstations were rearranged or relocated to another space to support physical distancing.
Hygiene and cleaning	
Ensure bathrooms are well stocked with hand soap and paper towels.	Additional orders have been placed and stocks are at a desirable level. The bathroom must be well stocked and clean. PPEs will be provided. Use disinfectant always as possible on the door handles and sink.
Adopt good hand hygiene practices.	Staff have been advised: - Practice good hand hygiene. Wash your hands often with soap and water for at least 20 seconds, especially after handling dishes, cups, cutlery or any other common surface.
STORE - Clean cutlery and tableware with a commercial grade dishwasher.	Already implemented as established on food safety protocols and will continue.
Clean frequently used areas with detergent or disinfectant. Clean frequently touched areas and surfaces several times per day.	Staff and guests have been advised: - Surfaces will be cleaned frequently. Always disinfect the seating area after a customer leaves. Door handles, highly touched areas should be kept disinfected. Debit/Credit machine always after being used. OFFICE - staff will be responsible for cleaning their own space daily, and/or everytime they feel necessary.
Maintain disinfectant solutions at an appropriate strength and used in accordance with the manufacturers' instructions.	We have installed Auto Dilution Management Systems or ready to use chemicals in all of our locations in accordance to the food safety protocols. Managers should always keep stocked and ensure its proper use. Hygiene materials that are "ready to use" SHOULD NEVER be diluted. <i>e.g. Peroxide, hand soap, floor cleaner.</i>
Encourage contactless payment options.	Staff have been advised: - Contactless payment must be encouraged although we are still accepting cash. If you are not comfortable to accept cash, please ask your manager for gloves or for someone to handle the situation for you.



REQUIREMENTS	ACTIONS
--------------	---------

Extras

Make your staff aware of the Canada COVID Alert app and its benefits to support contact tracing if required	Downloading the Canada COVID Alert app has been recommended to staff with a link provided.
Cooperate with BC Health if contacted in relation to a positive case of COVID-19 at your workplace.	Staff and customers have been advised: if a positive case occurs to contact the restaurant directly so that the appropriate measures can be taken.
Staff should be aware that masks are mandatory	Staff and customers have been advised that masks are now mandatory in all Trees premises, including stores, head office and kitchen.

USEFUL LINKS

About COVID-19 - symptoms, reducing risk of infection, testing, treatment.	https://www.healthlinkbc.ca/health-feature/coronavirus-disease-covid-19
FAQ - COVID-19	http://www.bccdc.ca/health-info/diseases-conditions/covid-19/common-questions
British Columbia's wide restrictions	https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/restrictions
British Columbia's response to COVID-19	https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support
Travel restrictions	https://www2.gov.bc.ca/gov/content/transportation/driving-and-cycling/traveller-information/travel-affected-by-covid-19
COVID-19 Provincial and Federal benefits	https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/financial-benefits#individuals
COVID-19 Provincial and Federal benefits	https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/financial-benefits#individuals
Canadian Mental Health Association - COVID-19 Stay well in Uncertain Times.	https://cmha.bc.ca/covid-19
Non-Health related phone number	1-888-COVID19 (daily, 7:30am-8pm)



STORE-WIDE SIGNAGE, FORMS & PRODUCTS PROVIDED

Provide all stores with signage and forms about in-store restrictions, guidelines and form recording, as well as where to order products such as disinfectants, gloves and masks.

The following sign is displayed in each of the 7 Trees locations.

WE ARE OPEN
AND TAKING EXTRA SAFETY MEASURES

While we are monitoring the situation closely, we are currently open for business and wanted to share with you the extra precautions we are taking to help curb the spread of the coronavirus and keep you and our team safe.

STAY HOME IF YOU ARE SICK
We would encourage you to stay home and take care of yourself. Call your doctor or local hospital if you have respiratory symptoms: fever/feeling feverish, cough, sore throat, headache, runny nose, loss of taste and/or loss of smell. Find more information at [CDC.gov/coronavirus](https://www.cdc.gov/coronavirus)

PRACTICE SOCIAL DISTANCING
Avoid large crowds, staying at least 6 feet away from others when in public. Floor guides are provided to help you practice social distancing while visiting our stores.

FACIAL COVERINGS
All staff members are encouraged to wear a face mask during their shifts. We respectfully encourage you to wear a face mask in our stores and any place you are visiting.

HANDWASHING & CLEANLINESS
All staff members are required to frequently wash their hands during their shifts and disinfect commonly used surfaces on a regular basis.

AVOID TOUCHING YOUR FACE & COVER COUGHS/SNEEZES
As much as possible, avoid touching your eyes, mouth and nose with your hands. Use tissue and dispose immediately, or sneeze into your elbow to avoid getting germs on your hands.

ENHANCED CLEANING MEASURES
Hygiene and cleaning practices are in place across all our stores, meeting or exceeding public health guidelines.

Trees.

COVID-19 symptoms and prohibition of entry if ill

Help prevent the spread of COVID-19

For the safety of our customers and employees, please **DO NOT ENTER** if you:

- Have travelled outside of Canada within the last 14 days
- Have been identified by Public Health as a close contact of someone with COVID-19
- Have been told to isolate by Public Health
- Are displaying any of the following new or worsening symptoms:

NAUSEA, COUGH, HEADACHE/BODY ACHES, FEVER, SHORT BREATH, LOSS OF SENSE OF SMELL OR TASTE, EXTREME FATIGUE OR TIREDNESS

All other visitors, please clean your hands with sanitizer before and after your visit. Please keep 2 meters apart from others.

If you are displaying symptoms consistent with COVID-19, refer to HealthLink BC at 811.

Trees. COVID-19 Safety Plan
Cheesecake + Organic Coffee
Ver. 3.0 - January 2021

Masks are mandatory in this workplace

MASKS are mandatory
in this workplace.

RIGHT **WRONG**

Trees. COVID-19 Safety Plan
Cheesecake + Organic Coffee
Ver. 2.0 - January 2021

Occupancy Limit was posted in every room/space throughout Stores and Office

Help prevent the spread of COVID-19

In order to reduce risk of exposure to the virus that causes COVID-19, we are limiting the number of people in this space.

Address/Room/Space: _____

Occupancy Limit: _____ people

Trees. COVID-19 Safety Plan
Cheesecake + Organic Coffee
Ver. 2.0 - as of January 2021



STORE-WIDE SIGNAGE, FORMS & PRODUCTS PROVIDED

Health questionnaire is privately conducted before every shift start

Covid-19 – Health Screening Tool

Guidelines:

To prevent the spread of COVID-19 and to reduce the potential risk of exposure to the workforce, please conduct this questionnaire, daily, at designated entry points, prior to accessing the site. This health screening applies to all who wish to gain entry to this site!

Health Screening is voluntary; however, any person who refuses to answer screening questions will be denied access to our work locations - without exception. Complying with our safety measures is in the interest of maintaining worker safety and those choosing not to comply will not be permitted to work.

Screening Setup Station

- In order to protect the person conducting the screening, each person screening must wear at a minimum gloves, a mask and safety glasses.
- A barrier (i.e. table, cones, etc.) must be in place to keep a distance between each person being screened and the person screening.
- The line for people being screened must be a minimum of 2 meters away to ensure privacy between the person being screened and the person conducting the screening.
- Each person in the line must be a minimum of 2 meters apart from each other.
- As each person is ready for screening, they are to approach the barrier.

Screening Process Questions

Workers should be asked these questions in a manner that respects their privacy. Please devise a process at your location where workers do not easily overhear of co-workers who voluntarily divulge personal medical information.

Each person will be asked 5 questions:

- Are you currently experiencing any cold or flu-like symptoms? Such as:
 - New onset or worsening of existing cough
 - Fever (38°C or 100.4 F)
 - Shortness of breath or trouble breathing
 - Sore throat
 - Severe fatigue
 - Runny nose
 - Vomiting
 - Have you travelled to any countries outside Canada (including the United States) within the last 14 days?
 - Did you provide care or have close contact with a person with COVID-19 (probable or confirmed) while they were ill (cough, fever, sneezing, or sore throat) within the last 14 days?
 - Did you have close contact with a person who travelled outside of Canada in the last 14 days who has become ill (cough, fever, sneezing, or sore throat)?
 - Have you or anybody in your home had contact with someone who is being tested for COVID-19 or who has been diagnosed with COVID-19.
- If the answer is YES to ANY of the above questions, please notify your supervisor and go home.

Trees. COVID-19
Cheesecake + Organic Coffee Safety Plan

Ver. 2.0 - January 2021

IMPORTANT: Disinfect pens before sharing them between people. Have visitors file their own documents to avoid sharing paper. Consider asking these questions verbally to avoid sharing pens and documents. This must be done in a private area where their responses will not be overheard by co-workers.

This questionnaire is based on the BC Centre for Disease Control's COVID-19 Self - Assessment Tool and WorkSafeBC Guidance.

1	Are you experiencing any of the following : • Fever • New onset or worsening of cough or other symptoms • Sneezing/Running Nose • Sore throat • Difficulty breathing • Severe Fatigue • Vomiting	No	Yes
2	Have you travelled to any countries outside Canada (including the United States) within the last 14 days?	No	Yes
3	Did you provide care or have close contact with a person with COVID-19 (probable or confirmed) while they were ill (cough, fever, sneezing, or sore throat) within the last 14 days?	No	Yes
4	Did you have close contact with a person who travelled outside of Canada in the last 14 days who has become ill (cough, fever, sneezing, or sore throat)?	No	Yes
5	Have you or anybody in your home had contact with someone who is being tested for COVID-19 or who has been diagnosed with COVID-19.	No	Yes

Trees. COVID-19
Cheesecake + Organic Coffee Safety Plan

Ver. 2.0 - January 2021

Office cleaning checklist

Store washroom cleaning checklist

Trees. Cheesecake + Organic Coffee
COVID-19 SAFETY PLAN
Office cleaning checklist

As established on Trees Cheesecake + Organic Coffee COVID-19 Safety Plan, each staff member in this office is responsible for its workstation cleaning. It must be done DAILY, before or at the end of the shift.

February, 2021

		Monday		Tuesday		Wednesday		Thursday		Friday	
		Y	N	Y	N	Y	N	Y	N	Y	N
Katie	Week 1										
	Week 2										
	Week 3										
	Week 4										
	Week 5										
Emily	Week 1										
	Week 2										
	Week 3										
	Week 4										
	Week 5										
Theresa	Week 1										
	Week 2										
	Week 3										
	Week 4										
	Week 5										
Sophia	Week 1										
	Week 2										
	Week 3										
	Week 4										
	Week 5										
Rodrigo	Week 1										
	Week 2										
	Week 3										
	Week 4										
	Week 5										
Peter	Week 1										
	Week 2										
	Week 3										
	Week 4										
	Week 5										

Trees. Cheesecake + Organic Coffee
WASHROOM CLEANING CHECKLIST
Please sign your initials everytime a cleaning and restock has been done.

Women's
 Men's

Date	Opening	9AM	11AM	2PM	5PM	7PM	CLOSE
Feb-01							
Feb-02							
Feb-03							
Feb-04							
Feb-05							
Feb-06							
Feb-07							
Feb-08							
Feb-09							
Feb-10							
Feb-11							
Feb-12							
Feb-13							
Feb-14							
Feb-15							
Feb-16							
Feb-17							
Feb-18							
Feb-19							
Feb-20							
Feb-21							
Feb-22							
Feb-23							
Feb-24							
Feb-25							
Feb-26							
Feb-27							
Feb-28							
Mar-01							
Mar-02							



REVIEW HISTORY

DATE	NAME	OBSERVATIONS
May 2020	Peter Chiung	Original document created.
January 2021	Rodrigo Souza	New layout, within the regulation. Add all actions taken to comply with the COVID-19 guidelines, including signage, forms, PPEs, and hygiene materials provided
February 2021	Rodrigo Souza	Recommendations made by Worksafe BC, Mark Phifer (see report filed). Changed wording to make more specific, created office cleaning schedule, indoor signage (physical distancing, hygiene protocols), rearranged tables and break area space.

