Service Hospitality

RETURN TO WORK PLAN

Guidance for Hospitality & Service Industries

RETURN TO WORK PLAN

Safety Guide for Employers in the Hospitality & Service Industry

PURPOSE OF THIS GUIDE

As we look toward life after the worst of the COVID-19 Coronavirus pandemic has passed, business recovery will be paramount. This includes assessing methods to safely resume operations following COVID-19 related work stoppages or interruptions. The following guide has been developed to give employers a series of best practices and other necessary measures that will help to minimize the risk of exposure to the virus. Note that this information and guidance represents minimum requirements and you may identify additional risks and measures specific to your business.

Questions to consider prior to returning to the workplace:

Q: Are you in a community no longer requiring significant mitigation?

Q: Will you be able to limit non-essential employees to those from the local geographic area?

Q: Do you have protective measure for employees at higher risk (i.e. teleworking, tasks that minimize contact, etc.)?

You should only consider reopening if you can answer "yes" to each of the three questions. Even if you can satisfy the three preliminary questions, you should only reopen if recommended safety actions are in place.

Such recommended safety actions include:

- Promoting healthy hygiene practices
- Intensifying cleaning, disinfection
- Canceling non-essential travel, and encouraging alternative commuting and telework
- Spacing out seating (more than 6 feet) and staggering gathering times
- Restricting use of any shared items and spaces
- Training all staff in above safety-actions

"Individuals should continue working from home if they can do so effectively."
– Government of Saskatchewan

PRIOR TO RETURNING

Employees are likely to be anxious about returning to the workplace. Plan on training employees on new safety measures in place to protect them from further spread of the virus. The more employees understand about what safety measures are being taken, and why, the more likely there is to be employee buy-in and reduced chance of grievances.

Develop and implement appropriate workplace safety policies regarding:

- Social distancing and protective equipment
- Testing, isolating, and contact tracing
- Sanitation
- Use and disinfection of common and high-traffic areas
- Business travel
- Temperature checks

Employers are encouraged to follow provincial and federal regulations and guidance in developing these policies.

Continue to encourage remote work and telework whenever possible and feasible with business operations

Close common areas where personnel are likely to congregate and interact or enforce strict social distancing protocols.

Minimize non-essential business travel and adhere to provincial and national guidelines regarding isolation following travel.

Strongly consider special accommodations for workers who are members of a vulnerable population. This may include advanced age individuals and those with underlying health conditions such as chronic lung disease, diabetes, asthma, and those whose immune systems are compromised.

Monitor employees for symptoms. Employers are encouraged not to let symptomatic people physically return to work until cleared by a medical provider.

Develop and implement policies and procedures for employee contact tracing following a positive COVID-19 test in the workplace. Employers should continue to ask infected employees to identify all individuals who worked in close proximity (within six feet) for a prolonged period of time (10 minutes or more to 30 minutes or more depending upon particular circumstances, such as how close the employees worked and whether they shared tools or other items) with them during the 48-hour period before the onset of symptoms. Employers should send home all employees who worked closely with the infected employee to ensure the infection does not spread.

CLEANING & DISINFECTING GUIDELINES FOR ALL INDUSTRIES

General

Frequently touched surfaces and objects made of glass, metal, or plastic should be cleaned and disinfected more frequently. Surfaces and objects that are not frequently touched should be cleaned on a routine basis.

To clean and disinfect:

- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, diluted household bleach solutions, alcohol solutions with at least 70% alcohol, and most common household disinfectants should be effective.
- Cleaning staff should wear disposable gloves for all tasks in the cleaning process, including handling trash.
- Employers should develop policies for worker protection and provide training to all cleaning staff on site prior to providing cleaning tasks. Training should include when to use PPE, what PPE is necessary, how to properly don (put on), use, and doff (take off) PPE, and how to properly dispose of PPE.
- If you require gloves or masks or other PPE, prepare a simple Job Hazard Analysis (JHA): list the hazards associated with completing the task and the measures, including PPE, used to remediate the hazard, and the person who creates the JHA should sign and date it.
- If you are using cleaners other than household cleaners with more frequency than an employee would use at home, you must also ensure workers are trained on the hazards of the cleaning chemicals used and ensure all workers have received WHMIS 2015 training. Ensure updated Safety Data Sheets are maintained for all chemicals being used and that they are easily accessible by all staff.

Hand Cleaning

All employees should complete frequent hand cleaning and sanitization. Employees shall wash their hands for at least 20 seconds, or use sanitizer when a sink is not available, especially after the following:

- Using the restroom
- Sneezing or touching the face
- Cleaning
- Eating, drinking or smoking
- Accepting items from guests
- Before, during and after shift
- Taking a break

GUIDANCE FOR HOTELS

Public Spaces and Communal Areas

Cleaning and disinfecting should be frequent (multiple times per day) with an emphasis on frequent contact with hard non-porous surfaces including (but not limited to):

- Front deck check in counters
- Bell desks
- Elevators and elevator buttons
- Door handles
- Public washrooms
- Vending machines
- Ice machines
- Room keys and locks
- ATM machines
- Escalators and stair handrails
- Dining surfaces and all seating areas
- High touch surfaces (i.e. doors, keyboards and phones)

Guest Rooms

The frequency of room cleaning during a guest's stay may be altered based on guest requirements. Consider removing all additional bedding and pillows (stored in closet) and any non essential items. housekeeping should not enter a guest room during a stay unless specifically requested, or approved, by the guest, or to comply with established safety protocols. Additional cleaning and disinfecting will be required following the guest's check out. Ensure a deep cleaning of the following (but not limited to):

- Television remotes
- Toilets seats and handles
- Door (including handle, lock and peephole)
- Hard surface furniture
- Nightstands
- Telephones
- In-room control panels
- Light switches
- Temperature control panels
- Alarm clocks
- Luggage racks
- Window handles

Shared Equipment

Shared tools and equipment should be disinfected at the start and end of each shift. Employees who are sharing equipment during the same shift should sanitize and disinfect equipment after each use. This is not just limited to kitchen, housekeeping etc. consider the administration office (photocopiers, computers etc.) as well as common lunchroom areas and staff refrigerators and microwaves.

Food and Beverage Services

Food and beverage service should reduce in-person contact with guests and minimize dining items for increased sanitation.

Traditional room service should be replaced with a no-contact delivery method.

Traditional buffet service should be limited, but when offered, it should be served by an attendant wearing personal protection equipment (PPE), and utensils should be washed and changed more frequently. Portion controls should be emphasized to reduce food exposed for long periods. Sneeze and cough screens shall be present at all food displays.

Minimal items should be placed on guest tables to allow for effective disinfection in between each guest, including condiments, silverware, glassware, napkins, etc.

For certain segments, the use of prepackaged foods and 'grab & go' items shall be the preferred method of food delivery.

Housekeeping and Laundry

Ensure clear separation between clean and soiled linen during laundry process to avoid cross contamination. When dirty linen is brought on trolleys, do not place clean linen on the same trolley

Linen must be completely dried and or ironed within two hours of washing to avoid bacterial growth that is accelerated by dampness.

Linen storage rooms should have ventilation with low humidity

Practice First In—First Out. Items that are stored first must be taken out first to ensure that all linens are circulated.

Keep the laundry floor, walls and equipment clean with a cleaner/sanitizer

Ensure a sufficient stock of chemicals for cleaning linen

Good maintenance of washing and drying machines is essential to meet hygiene standards

Miscellaneous

Disinfect all surfaces and equipment including public restrooms, gyms, spas, business centers, etc.

Clean and sanitize ice machines prior to use

Wide down and disinfect all vending machines and ATMs

Ensure dumpster area and perimeter of building are clean and clear of trash

Physical Distancing Guidelines

Guests shall be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them, including any area where guests or employees' queue. Such areas shall be clearly marked for appropriate physical distancing, and where possible, encourage one-way guest flow with marked entrances and exits. Lobby furniture and other public seating areas will be reconfigured to promote social distancing.

Meetings, Banquets and Convention Spaces

Workplaces are exempt from the restriction on indoor and outdoor gatherings of 10 or more people. However, two-metre distancing between individuals should still be maintained. If this is not possible, other measures should be used, such as self-monitoring of personal health or supervision by Infection Prevention and Control or Occupational Health and Safety staff in the workplace.

Meeting and banquet arrangements shall allow for physical distancing between guests based on Government of Saskatchewan requirements.

Hotel Front Desk and other Guest Services

Guest Service Agents shall practice social distancing including utilizing every other workstation to ensure separation between employees whenever possible. The use of technology to reduce direct contact with guests is encouraged, where feasible. Consider a physical barrier between employees and hotel guests.

In addition, contactless payment processes are encouraged, and when not available, employees should minimize contact as much as possible. Self-parking options should be emphasized, where possible. In addition, shuttle service shall be limited, and disinfecting of contact points will be required.

GUIDANCE FOR RESTAURANT SERVICES

Each restaurant is unique and a 'Job Hazard Assessment' should be completed prior to re-opening the establishment.

With the employees coming into contact with co-workers and customers, as well as high touch surfaces and money, extra precautious need to be assessed and controls put in place.

Physical Distancing

- Post signs promoting physical distancing upon entry, as well as the maximum number of customers a restaurant can accommodate at any time.
- Size of parties cannot exceed that of current public health authority restrictions
- Mark direction of travel, to designate entrances and exits, pick up areas and washrooms
- Where furniture cannot be removed to adjust for physical distancing, mark certain chairs and tables unavailable for use.
- Where possible, stagger kitchen workstations so employees avoid standing directly opposite one another or next to each other

- Train staff on physical distancing and how to best serve food with the least amount of contact
- Minimize or eliminate handling of cash, offer contactless payment options such as tap, credit and debit
- Install barrier between cashier and customer; this can include plexiglass or markings on the floor to ensure at least 2 meters between customer and cashier
- Create separation from open kitchens. Must separate guest from the kitchen or plating team with high, clear dividers if the distance between the guest and staff is less than six feet.
- Practicing physical distancing during breaks.
- Encourage the continued use of online ordering, delivery or curb side pick up to reduce need for customers to enter your premises.

Reducing Contact

- Weather permitting, prop open entrances and exits to limit need for staff and customers to open/close doors
- Reduce the number of items on tables where possible
- Don't touch water glasses or coffee cups when refilling
- Tables should be cleared one at a time to reduce potential for cross-contamination

Cleaning and Sanitation

Re-train employees returning to the workplace on COVID-19 transmission points in the workplace, what controls have taken to protect them, and how they can protect themselves, including frequent hand washing or sanitizing, and not touching their face.

Additional training will be required to keep individual workstations clean, i.e. order screens, debit/credit machines, cash registers, and other high touch points.

Hand sanitizer should be made available for employees and customer use. Customers should be asked to sanitize their hands upon entering the establishment.

Cleaning Procedures:

- Thoroughly clean the entire restaurant upon reopening.
- Avoid food contact surfaces when using disinfectants.
- Update cleaning schedules and logs to reflect increased cleaning for high touch areas including door handles, front of house counters, restrooms as well as in the back of house.
- Clean and sanitize shared equipment such as credit card machines, point of sale stations, safety vests, headsets, etc. after every use.
- When cleaning tables between every seating, any cutlery, salt and pepper shakers, sauce dispensers, or other items must be removed and cleaned as well. Tables should be left empty until the new guest arrives and only those items needed should be provided to customers.
- Clean and sanitize reusable menus. Paper menus should be recycled after each customer use.
- Make hand sanitizer available for staff and guests.
- Have deep cleaning response plan in place, in the event of an employee(s) testing positive for COVID-19.

GUIDANCE FOR COMMUNITY BASED ORGANIZATIONS

Each community-based organization is unique and a 'Job Hazard Assessment' should be completed prior to re-opening the organization.

With the employees coming into physical contact with co-workers and clients, as well as high touch surfaces, extra precautious need to be assessed and controls put in place.

For community-based organizations that did not fully stop operations during COVID-19, please refer to our COVID-19 Guide for Community Services.

General

- Active screening in addition to your daily health assessment of each client, also consider checking the temperatures of clients daily before allowing them entry into common areas.
- Mark direction of travel to designate entrances and exits.
- Meals should be provided in containers individuals for the clients and clients should not serve themselves. There should be no common food items such as shared snack food, bowls of fruit, etc.
- No non-essential visitors or volunteers permitted, consider limiting to one family member in an area for visitation that is thoroughly disinfected after each visit.

Physical Distancing

- Post signs promoting physical distancing upon entry into the facility, as well as adhere to the maximum number of clients outlined by the Government restrictions.
- Consider how activities can be arranged for social distancing (i.e. gardening, outdoor time, etc.)
- In public space areas, allow for social distancing of 2 meters in common meal rooms and limit the number of people allowed in the common areas at the same time. Consider rotations of clients with sanitizing and disinfecting in between rotations.

Resolving Concerns About Unsafe Work

Workers have the right to refuse work they have reasonable grounds to believe is unusually dangerous. The danger may be to the reporting individual or another worker. An unusual danger could include:

- A danger that is not normal for the job;
- A danger that would normally stop work;
- A situation for which a worker is not properly trained, equipped, or experienced to do the work assigned.

Workers cannot be fired or disciplined for using this right. If the matter cannot be resolved between the worker, supervisor, and OH&S Committee, a Saskatchewan Occupational Health & Safety Officer must be contacted. Once that occurs, an officer will consult with workplace parties to determine whether the task can be completed safely, and issue orders if necessary.

PPE & SANITIZER SUPPLIERS

Gowns, Face Masks, Face Shields and Gloves

ICON Shoes
cloth gowns, caps and masks
Contact: Perry Wirachowsky
P: 403-888-4112
W: www.iconshoes.ca
E: wire9654@gmail.com

Wave of the Future 3D
face shields and masks
Contact: Randy Janes
P: 306-241-4919
W: www.waveofthefuture3d.com/
E: waveofthefuture3d@outlook.com

Sleek Signs
face shields
P: 306-359-7709
W: www.sleeksigns.com/ or www.secondbarrier.com/
E: sales@sleeksigns.com

MMK Supply
gloves, hand sanitizer, disinfectant, masks
Contact: Mike
P: 306-281-8544
W: www.mmksupply.ca/
E: sales@mmksupply.com

Denson Commercial Food Equipment
gloves, hand sanitizer, disinfectant, masks
P: 306-516-0084 – Saskatoon
306-559-4585 – Regina
306-782-2900 - Yorkton
W: www.densoncfe.com/
E: customer.service@densoncfe.com

Hbi Office Supply
hand sanitizer, masks, face shields, safety glasses
Contact: Brennan Marcoux
P: 306-664-8877
W: www.hbiop.com
E: brennm@hbiop.com or justine@hbiop.com

Saskatchewan Optometric Assoc.
gloves (XL only)
Contact: Shelia
P: 306-652-2069
W: www.optometrists.sk.ca/
E: ed@saosk.ca

Shear Fabrication
face shields
P: 306-978-4727
W: www.shearfabrication.com/
E: shearfab@sasktel.net

Sanitizers and Cleaning Products

Enviroway
Contact: Bob Behari
P: 306-244-7727
W: www.enviroway.ca/
E: bbehari@cbrg.ca

Chemtec Chemicals Ltd
Contact: Scott Gelowitz
P: 306-543-1788
W: www.sparkel.ca
E: chem.t@sasktel.net

Bandits Distilling
Contact: Scott Petersmeyer
P: 306-842-4448 / 306-559-4753
W: www.banditsdistilling.ca/
E: bandits@sasktel.net or sales@banditsdistilling.ca

Plastic Barriers

Davey Plastics
Contact: Lonnie Maiers
P: 306 789-8775
W: www.daveyplastics.ca/
E: daveyplastics@sasktel.net

Century Glass Ltd.
Contact: Greg Thomas
P: 306 728-2211
W: www.centuryglassltd.com/contact-us
E: centuryglassltd@sasktel.net

Hand Sanitizer

The following companies are Saskatchewan Producers Approved by Health Canada to Manufacture Hand Sanitizer (As of April 29, 2020)

Company Name: Smooth 42 Craft Distillery
400 Cathcart St., Brownlee, SK S0H 0M0
P: 306-759-4242
W: www.BulkHandSanitizer.ca
E: orders@smooth42.ca

Company Name: Great Gido's Homebrew
RM of Fish Creek, Alvena, SK, S0K 0E0
P: 306-260-1374 / 306-280-1373
W: https://greatgidoshomebrew.business.site/
E: greatgidoshomebrew@hotmail.com

Company Name: Minhas Sask
444 McLeod St., Unit C, Regina, SK 4SN 4Y1
602 51 St., Saskatoon
P: 306-352-7335
W: https://www.minhassask.ca/
E: od@minhassask.ca

Company Name: Bandits Distilling
3A 22nd Ave., SE, Weyburn, SK S4H 3J9
P: 306-842-4448 / 306-559-4753
W: https://banditsdistilling.ca/
E: bandits@sasktel.net / sales@banditsdistilling.ca

Company Name: North West Terminal Ltd.
Hwy 14 E, Unity, SK S0K 4L0
P: 306-210-7034 (Brent) / 306-228-3735 (Raeanna)
E: brent@northwestterminal.com
raeanna@NorthwestTerminal.com
W: https://www.northwestterminal.com/

Company Name: LB Distillers
814 47th St. E, Saskatoon, SK S7K 0X4
P: 306-979-7280
W: https://luckybastard.ca/
E: info@luckybastard.ca

Company Name: Outlaw Trail Spirits
1360 Scarth St., Regina, SK S4R 2E7
P: 306-527-6533
W: https://www.outlawtrailspirits.com/
E: cstyles@outlawtrailspirits.com

Company Name: Black Bridge Brewery
295 Alexander Dr., Swift Current, SK S9H 3W3
P: 306-773-4404
W: https://blackbridgebrewery.ca/
E: kari@blackbridgebrewery.ca

Company Name: Black Fox Farm and Distillery
245 Valley Road Comp 117 Site 319 RR3, Saskatoon, SK S7K 3J6
P: 306-955-4645
W: https://blackfoxfarmanddistillery.com/
E: john@blackfoxfarmanddistillery.com

Company Name: Saskatchewan Food Industry Development Centre Inc.
2335 Schuyler Street, Saskatoon, SK S7M5V1
P: 306-933-7557 - Brev Chesky
W: http://www.foodcentre.sk.ca/
E: bchesky@foodcentre.sk.ca

Company Name: Last Mountain Distillery
70 Highway 20, Lumsden, SK S0G 3C0
P: 306-731-3930
W: https://lastmountaindistillery.com/
E: Lmdsanitizer@gmail.com

Company Name: Errington Lake Distillery
801 13th Avenue East, Kindersley, SK
P: 306-460-6055
E: orders@erringtonlakedistillery.com
W: http://erringtonlakedistillery.com/

Company Name: Hudson Bay Distillers
Box 366, Landis, Saskatchewan S0K 2K0
P: 780-838-0265 - Cavrin Karchut
E: cavrin@hudsonbaydistillers.ca
W: http://www.hudsonbaydistillers.ca/

Company Name: Stumbletown Distilling
20-1905 Quebec Ave., Saskatoon, SK S7K 1W3
P: 306-952-0691
W: https://www.stumbletown.ca/
E: info@stumbletown.ca

Further details on these products can be found at the following Health Canada links by searching the producer's name:
https://health-products.canada.ca/lnhpd-bdpsnh/index-eng.jsp

https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/hand-sanitizer.html

Consultation Services

Not sure where to start? Reach out to a Service Hospitality Safety Advisor today to discuss your individual return to work plans and resources you may require.

For more information:
Service Hospitality
(306) 522-5499
info@servicehospitality.com
www.servicehospitality.com

Not sure if you are a member of Service Hospitality?
Check out our Members Page to find out!

Additional Resources

For the most up-to-date information on COVID-19 & Return to Work Plans, please refer to the Government of Canada & Government of Saskatchewan Website

Saskatchewan Tourism Education Council (STEC)