

Guide to reducing the risk of COVID-19 at Oliver Twist Estate Winery

1. Risk Assessment

Where do people gather?

- Tasting room bar
- Cash register
- Bottling line

When are people close to one another?

- Bottling line
- Pouring tastings for customers
- Behind the tasting room bar

What tools, machinery and equipment do workers share while working?

- Cash register
- Portable credit card machine
- Glasswasher
- Dolly
- Phone
- Stereo
- Pens

Identify surfaces that people touch often:

- Cash register
- Bottles of wine
- Wine menus
- Spittoons
- Glassware
- Door knobs
- Light switches
- Soap dispenser and cleaning products
- Toilet flush handle
- Countertops

2. Protocols to reduce risk

Cleaning and Hygiene:

- **Handwashing is the most important part!** Workers must wash their hands upon arriving for work, before and after breaks, after handling cash or other materials, before and after handling common tools and equipment (cash register)

- Guests arriving should wash hands or use hand sanitizer immediately upon entering our workplace
- Cleaning protocol for all common areas and surfaces:
 - Use gloves to protect your hands from cleaning supplies
 - Use the two-stage process for cleaning then disinfecting at the end of each shift. Step 1: Clean with soap and water to remove debris. Step 2: Apply disinfectant (Clorox All Purpose) and let stand for 10 minutes. Then wipe.
 - Washrooms and door handles – Disinfect at the end of each shift. Sanitize after each visit or hourly, as needed (to sanitize, spray Clorox and let stand for 30 seconds, then wipe)
 - equipment, tools – one designated person to work the cash register & phone each shift, washing hands or using wipes between customers
 - tasting bar, spittoons and tables – cleaned and sanitized after each visitor by the same person serving that area. Disinfected at the end of each shift.
 - glasswasher to be used by one person per shift, handle cleaned and disinfected at the end of the shift
 - light switches – cleaned and disinfected at the end of each shift
 - wine menus: paper to be kept or disposed of with each visitor
- Who is responsible: At the start of each shift, depending on how many people are working, tasks will be designated to each staff member for the entire shift. The person performing closing duties will perform the daily disinfecting.

Maintaining physical distance

- Occupancy limit is posted at the front door of winery
- Occupancy limit for the tasting room is 25 including staff
 - Guest limits (Back room): 2 groups, max 6 people per group
 - Guest limits (Front room): 3 groups max: 3 people North side, 4 people West side, 4 people South side of bar tasting bar
 - Staff Limits: one in front room, one in back room
 - One set of wine bottles for each room
 - Only one staff member to use cash register and phone per shift
- Maintain 2 metres of distance between yourself and others
- Tasting bar is marked and marks on floor will indicate where people can stand
- The tasting bar and the marks on floor are the barriers installed to physically distance workers and customers

Contact Tracing

- Retain contact information for one member of every party for 30 days after their visit (in case medical health officer needs to do contact tracing)

2. Policies

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

The provincial health officer and the BC CDC have issued the following guidance around self-isolation:

- anyone with symptoms of COVID-19 including fever, chills, cough, shortness of breath, sore throat and painful swallowing, must self-isolate at home [for a minimum of 10 days](#)
- anyone under the direction of the provincial health officer to self-isolate must follow those instructions
- anyone who has arrived from outside of Canada, or who is a contact of a confirmed COVID-19 case, to [self-isolate for 14 days and monitor](#) for symptoms
- [if you start to feel ill at work](#) (even mild symptoms):
 - Wash your hands, put on a mask and isolate
 - Notify Gina or Sheila (text), and **go straight home**.
 - If you need someone to pick you up, we can help you arrange it.
 - Call 811 for further guidance related to testing and self-isolation.
 - If the situation is serious, call 911
 - Clean and disinfect any surfaces that the ill worker has come into contact with

Violence Prevention Program

The potential risk that can occur at Oliver Twist is shoplifting. There has never been a violent incident in our history.

If a customer, or group of customers, seems to be acting aggressively and you are not comfortable serving them, do not serve them and alert management.

Should a customer become violent or aggressive, please ask him/her to leave immediately. If you are not comfortable doing so, immediately alert management and they will ask the person to leave.

Do not approach the person, maintain your distance. If the person refuses to leave, call the police. Oliver RCMP non-emergency number: 250-498-3422. For emergency situations, dial 911.

Report all cases of violence and aggression to management so they may be documented and investigated.

Dealing with irate customers

If you work in customer service, it is almost inevitable that you will have to deal with an irate customer at some point.

1. Focus on the emotions first. Remain calm, and try to calm the other person.
2. Avoid escalating the situation. Find ways to help the irate customer save face.
3. Listen carefully and try to put yourself in the customer's shoes, so you can better understand how to solve the problem.
4. If you cannot calm the person, ask for help.

We will follow the directives in the Worksafe BC violence prevention program:

<https://www.worksafebc.com/en/resources/health-safety/books-guides/take-care-how-to-develop-and-implement-a-workplace-violence-prevention-program?lang=en>

4. Communication Plan and training

- All staff will be trained on the new procedures and policies before returning to work
- All workers received a copy of this document
- All signage is posted at the workplace (occupancy, handwashing, cough/sneeze, who is restricted from entering the premises)

5. Monitor and update

Things may change as business operates. If you identify a new area of concern, or if it seems like something isn't working, we will take steps to update these policies and procedures. We want your help with this process!

Talk to Gina (owner) and/or Sheila (General Manager) about your concerns.

We can all work together to resolve any safety issues.

6. Assess and address risks from resuming operations

Our plan for training new staff:

- Outdoor staff meeting to go over all the protocols and policies listed above.
- Copies of this document for all staff members.
- Posters up in staff areas, including "Cleaning & Disinfecting" 3-page document
- Time for feedback from all staff on the policies.