

# WILD GOOSE VINEYARDS & WINERY

## COVID 19 Safety Plan- II

### March 3, 2021

**Wild Goose's** COVID 19 Safety Plan has been revised to follow the six step process and template as developed by WorkSafe BC. This revised plan is available in three locations on site: Office entrance, Tasting Room and Cellar White Board. It will also be posted on our website for the General Public's information.

#### 1. Risks

- We have involved tasting room staff, office staff and cellar staff in producing the COVID 19 Safety Plan
- We have identified areas where people gather; private tasting room, tasting room, office, cellar, bottling room, lunch room, company vehicles, vineyards
- We have identified job tasks and processes where workers and/or the public are close to one another
- We have identified the tools, machinery, and equipment that workers (upstairs and downstairs) share while working
- We have identified surfaces that workers and the public touch often

#### 2. Protocols to Reduce the Risks

##### First Level Protection - Elimination:

Occupancy limits have been set, and the information posted, at the winery for the various locations:

- Tasting Room = 19
  - Bistro = 30
  - Office = 5
  - Cellar = 10
  - Bottling room = 4
  - Lunch Room = 4
  - Private Tasting Room = 5
- Due to the nature of the business, there is very limited opportunity to work from home. However, office staff through the winter months can occasionally work from home
- A worker log in sheet will be posted at the office entrance, cellar entrance and production staff lunch room. Each employee must log in each day. This log in sheet will track employee name, date, time, and a symptom check list. All employees will check in at one of the log in locations as they start each day. This includes all staff and any temporary staff working or entering the property
- Always maintain a 2 M distance between yourself and colleagues and customers. If situations arise that the two metre distance is not maintained, then employees must wear a mask.
- Employees must take their breaks apart from their colleagues and the general public.
- At this time, kids and pets will not be allowed as the ability to control the interaction is reduced
- Traffic control in the Tasting Room will be enhanced with a reservation system for the general public to book tastings. Tables will be preset for guest arrival. Initial sessions will be 30-45 mins, leaving 15 mins for cleanup and sanitization.

- Walk ins are welcome, with space permitting
- Until an automated system is in place, we will log all customers into a manual reservation system with contact information for one person per party. Information collected will be full name and either phone # or email address. This information will be kept for 30 days minimum
- Tape and dots on the ground will be used to indicate to patrons where to stand to maintain a 2 metre separation between patrons

### Second Level Protection - Engineering:

- Tasting Room: a Plexiglass barrier has been installed at the cash desk. Stanchions are used to direct patrons to the till and keep them away from the tasting public, a podium is used at the entrance to restrict traffic into the building, additional patrons beyond capacity will sign up on a wait list and asked to wait in their cars, or outside. Every effort will be made to ensure there is no congregation at the entrance and outside the tasting room entrance
- Bistro: A Plexiglass barrier has been installed at the cash till for the Bistro. In addition, stanchions are used to ensure people ordering and paying are kept away from people picking up their food. Tables for eating have been moved so that there are not within 6 feet of another group and that there is not seating for more than 6 people per table.
- Cellar/Bottling Room: Barriers have not been installed but staff are required to maintain a 2 metre distance between them at all times. The standard three people in the bottling room will allow for more than a 2 metre distance between staff. Chairs will be moved and removed from the lunch room to ensure distancing between staff. Staff will be encouraged to eat outside if possible
- In all other areas staff will be directed to maintain their 2 metre distance from their colleagues. When interaction will be closer than a single or even double mask must be worn.

### Third Level Protection - Rules and Guidelines:

#### Tasting Room:

- As much as possible, one tasting room rep will be assigned to one tasting group. The rep greets the customers, serves them, takes payment, and cleans up the space and equipment immediately afterwards. If this is not possible then gloves should be changed/sanitized between groups.
- There are two roles during opening hours: one as host/cleaner and the other as a Tasting Room representative. Each role will be assigned for that entire shift. Roles can change between shifts but not during shifts.
- The Host's role is to greet the guest as they arrive, check them in, open door and direct them to step in, then take guest and party to their reserved spot.  
Each assigned location will be preset for each customer. Customer will use one glass for white wines, one glass for red wines, one small glass for water. Individual cups for each guest to use as a spittoon. Water, water glasses and a menu will be preset. Tasting Room rep will take their guest's wine order, retrieve wines, pour wines into glasses at end of table, guest at end can hand glasses down to each guest in the party, ensuring rep does not get closer than 2M.
- Tasting Room rep. will approach guests at the free end of the table and pour wines into glasses, without touching the bottle to the glass
- Tasting room rep will ring in any sales at the POS station, print a pre-receipt, and take that and the handheld device back to the guest table. Handheld receipts can be presented, and the rep then moves back from the table
- Wine sample orders will be given verbally to the tasting room rep, who can either write it down or retain information and bring the wines back to the guests
- After service, the rep will remove the stemware, and put directly into the dishwasher tray. Individual menus and cups should be discarded. Cleaning procedure for the table and chairs should then follow
- Gloves will be worn by all staff. Separate gloves will be used for consumer tastings and for cleaning activities. Employees will wash hands and/or gloves after each contact with the public
- Cleaning equipment provided to all staff: paper towel, gloves, 70% alcohol in spray bottle, hand sanitizer, soap foam in dispenser
- Procedure for cleaning: Spray alcohol directly on surface or directly onto paper towels, wipe all services. Dispose of the paper towel
- Areas to be cleaned after each use: tables, chairs, glasses, bar top, handheld payment device

- Areas to be cleaned frequently (minimum once per hour): touch points throughout Tasting Room and washrooms, toilets, sinks, soap dispensers and handles in washrooms, plexiglass barriers
- Glasses will go through commercial dishwasher. Glasses will be polished immediately upon removal from dishwasher. Employees will be wearing gloves at all times.
- Slow pours used for pouring wines will be removed daily from every bottle and soaked in a solution of water and sanitizer overnight.
- Cleaning log for each public area (each washroom) will be initialed by employee once cleaning is done.
- Employees will follow morning and evening cleaning checklist along with the standard setup and take down procedures

#### Bistro:

- Standard cleaning protocols will be followed as per health and safety
- In order to minimize contact, the Bistro has been converted from a sit down serve restaurant to a self serve, counter order, take out restaurant
- Tables will be placed 2 meters from each other, with a maximum of 6 people per table
- Enhanced cleaning measures include wiping down all staff touch points every hour with alcohol; including patio doors, sink faucets, counters, microwave, fridge doors and handles, coffee makers, cash till, oven handles, dishwasher handles
- Enhanced cleaning measures will be undertaken in the general public areas of the Bistro every hour and will include: handheld device, Plexiglas divider, door handles into and out of the Bistro
- Tables and chairs will be wiped down with alcohol between each group's use of the furniture. This role will be performed by the cashier and done before another group can take the table
- All dishes and utensils will be run through the commercial dishwasher at the prescribed temperatures. The self serve station will be built to ensure the minimum of touchpoints for the customer and will be cleaned hourly, if not more often, by the cashier
- Hand sanitizer will be provided at each table
- Other than to pay and pick up their food, patrons will not be allowed to mingle or stand in the common areas of the Bistro or the Tasting Room

#### Office:

- The office desks allow for distancing between office staff
- If office staff must move from their desk to other areas or within 2 metres of a colleague a mask must be worn
- Any meeting of staff must maintain 2 metre distance and/or staff must be wearing masks
- Common touch points within the office and in connecting walk ways between areas will be sanitized regularly; at a minimum twice daily
- Courier delivery and pickup must be done by personnel wearing a mask or they must be asked to leave immediately. Under no circumstances are they to be invited in the office area and must stay within the entry vestibule. All touchpoints will be wiped down with alcohol immediately after they leave.

#### Cellar:

- Touchpoints within the cellar will be cleaned daily, over and above the regular sanitizing of all equipment, and include; door handles, pump handles, valves, all fittings, and clamps

- Gloves will be worn by all cellar staff when handling equipment that other colleagues might use during the day
- All staff will wear a mask when they need to meet another colleague during their regular work procedures
- Vineyard workers are not required to wear a mask while working outdoors but shall wear a mask when they come into the building for instructions or to gather equipment. All areas and surfaces they touch will be sanitized immediately after they leave the area
- All staff who use company vehicles to get to a work location and/or pickup/drop off supplies must limit the numbers in the vehicle and follow all safety protocols
- Within a vehicle, if a 2 metre distance can not be maintained by staff then face masks must be worn. If employees who live, work, and commute together then they have developed their own bubble and they do not have to follow this procedure within a vehicle.

#### **Bottling Room:**

- The bottling room allows for 4 people to work safely and not infringe on each other's 2 metre radius. Anyone additional who enters the bottling room must wear a mask
- Breaks for bottling line staff are usually taken at the same time, due to the nature of the work, but staff must not congregate together
- All staff working the bottling line must wear gloves at all times
- Entrance handles and touchpoints on the bottling line must be sanitized at the end of each day
- Within the bottling room, roles are assigned daily, and the staff member does not change positions. If responsibilities are changed or exchanged a thorough cleaning of each work location will take place before the new person takes over those responsibilities. This covers the sparging, packaging and fork lift responsibilities.

#### **Lunch Room:**

- Capacity is 4 people in this room. Within the room all staff must maintain a 2 metre distance from each other. If this can not be maintained breaks and lunch must be taken outdoors
- All surfaces must be sanitized after each use; including the table, fridge handles, door handles and the washroom. This task will be assigned daily to one member of the bottling line team and the responsibility will be rotated daily

#### **Private Tasting Room:**

- This area is primarily used as a staging ground for the Bistro or for staff meetings in the off season. A 2 metre distance must be maintained and masks worn when the distance is not maintained
- All touchpoints within this area, including the kitchen area, will be part of the area maintained and sanitized by the office procedure

#### ***Forth Level Protection - PPE:***

- Tasting Room employees and Bistro employees will wear gloves while they are working at Wild Goose whether inside or outside of the winery
- Gloves should be sanitized after each contact with a consumer group. This can be done by spraying alcohol or hand sanitizer on the gloves and washing them like you would your hands
- Masks should be worn by all staff when they are performing duties that takes them within 2 metres of the guest. Proper use of masks will be reviewed with all staff members during the training period prior to opening.
- Hand sanitizer will be distributed for guest use throughout the property. Guest will need to arrive with their own PPE. Wild Goose will be providing all staff with PPE

### 3. Policies

- In addition, to what is described above the following policies are in place until COVID restrictions have been lifted:
- Meetings, outside the property, and with people outside of Wild Goose Staff, will not be attended by Wild Goose staff. Rather, virtual means to attend will be used.  
Employees with the following are prohibited from coming to work: Any of the COVID-19 symptoms in the last 10 days.
- Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat and new muscle aches or headache. Employee is to notify their supervisor immediately upon development of symptoms and not come to work if there are at home or immediate leave the premises if they are at work; Anyone directed by Public Health to self-isolate; anyone who has arrived from outside of Canada or who has had contact with a confirmed Covid19 case
- Contact information for staff if they are experiencing any symptoms of COVID-19 will be posted in the tasting room and in the cellar
- If staff is at work and develops symptoms please wash or sanitize hands, put on a mask, and isolate. Notify your supervisor or colleague and proceed straight home. If you are severely ill, please call 911 or ask a colleague to do it for you. Colleagues are to clean and sanitize any areas that the sick colleague may have come in contact
- All staff will wash their hands upon arrival for shift, after any interaction with another individual, whether staff or public, and at the end of their shift. Good hygiene practices are encouraged and re-enforced

### 4. Communication Plan and Training

- Signage at public entrances will specify occupancy limits and remind patrons to self assess for COVID 19 symptoms before entering the property
- Signage at staff entrances will specify occupancy limits and remind staff to self assess for COVID 19 symptoms and sign off that they are not experiencing any symptoms, before they come to work

### 5. Monitor and Update

- Through weekly Manager's meetings and monthly OH & S meetings all policies and procedures will be regularly reviewed, discussed, and trained. Any improvements suggested, discussed, and recommended by a Manager with be implemented and become part of this plan. All attendees must be distanced and masked.
- Any updates to the plan will be documented with in this safety plan
- Any new equipment purchased and brought onto the property will be assessed for hygiene measures and COVID protocols

### 6. Resuming Operations

- In 2021, operations inviting the public to the Tasting Room will resume in March. All staff, new or returning, will participate in a two day training session where the plan and procedures will be reviewed and discussed as part of the training agenda. All equipment and materials were maintained and cleaned throughout the winter by the office staff
- In 2021, operations inviting the public to the Bistro will resume in May. All staff, new or returning, will participate in a half day training session where the plan and procedures will be reviewed and discussed as part of the training agenda. At this time a cleaning regiment will be implemented for all equipment that has not been in use since October.