



#29 – 2755 Lougheed Hwy Port Coquitlam

Ma Now Thai Kitchen is committed to providing a safe and healthy workplace for all our staff and customers. This Safety Plan is based on WCB Guidelines and BC Restaurant and Food Services Association (BCRFA) recommendations related to COVID-19.

The COVID-19 safety plan has been created and communicated to all staff as well as published on our website for the public. We continue to be mindful about new developments of COVID-19, follow government updates, and update our plan as necessary

Risk Assessment

The COVID-19 virus can spread in several ways, commonly through eye, nose, and mouth. It can spread in droplets from an infected person, and by touching a contaminated surface and then touch your face.

A person may not be aware that he/she has the virus, the risk of transmission increases when a person comes into close proximity with an infected person or within the area which have been recently contaminated. To prevent and reduce the risks of virus transmission, we have identified the following:

- Areas where people gather through close physical proximity or contaminated surfaces such as the dining area, washrooms, behind the bar, and in the kitchen.
- Job tasks and processes where staff are close to one another or members of the public such as kitchen area, behind the bar, dining area, and bussing tables.
- Shared tools and equipment.
- Surfaces that people touch often, such as card machines, all door handles, prep tablets, light switches, tables, chairs, sink faucets.

Reducing the Risk

We have selected and implemented protocols to minimize the risks of transmission. We have reviewed the protocols with all staff and managers

- set up a Take-out pick-up area separated from the dining area
- additional cleaning procedures, cleaning checklist, monitored by manager
- implemented additional cleaning and disinfecting procedures based on information from WCB.

- cleaning schedule has been created. Cleaning high-contact and common areas such as disinfecting tables, seats, and menus after every use. frequently clean washrooms, door handles, credit card machine, and iPads.
- reduced occupancy by 50%; re-arranging dinning room to allow 6 feet between tables.
- implementing physical distancing guidelines for entering/exiting/queuing
- signage related to COVID-19, proper handwashing signage
- removed unnecessary equipment and items have been removed to simplify cleaning
- staff who are cleaning have adequate training and materials.

Levels of protection

FIRST LEVEL - ELIMINATION

- reduced occupancy limit to 50%; reduced the number of tables by half. Posted signage with occupancy limits
- minimized number of staff per shift and stagger shifts
- re-arranged dining room to ensure 2 metres between tables
- maximum of 6 people per party
- removed bench in waiting area and ask customers to wait outside or in their cars - will call or text when a table or take-out is ready
- hold virtual meetings and communicate via group chat rather than in-person meetings
- implementing policies for staff to stay home when ill
- signage reminding customers to not come in when ill

SECOND LEVEL - ENGINEERING CONTROLS

- installed plexiglass barrier at designated take-out area
- created QR code for customers to scan to access our menu online, (we will still have the book menus and they are wiped down after every use)
- designated take-out station apart from dine-in customers
- hostess directing incoming customers; separating dine in and take out customers

THIRD LEVEL - ADMINISTRATIVE CONTROLS

- mandatory hand washing when begin working, back from the washroom, breaks and handling cash
- provide additional hand sanitizers stations
- improve handwashing stations: high quality hand soap, proper hand washing signages at bar sink and bathrooms
- post information for customers about our new procedures
- asking for and keeping customer information for 30 days when taking reservations or putting their names on waitlist (optional for customer)
- train all staff the new procedures and expectations
- create checklist for cleaning procedures (i.e. all door handles, tables, seats, card machine, both sides of plexiglass barrier)
- simplified the bar menu by removing cocktails, coffee from menu. Keeping wine, bottled beer, Thai tea and canned pop

- provide water jugs at tables for customers to pour their own water. Do not touch mugs or glasses when refilling.
- wipe down tables, seats, and menus after every use
- provide condiments in small dishes
- servers to leave food and drinks and the front of the table and have customers pass it down
- for bringing leftovers home provide customers with containers
- minimize unnecessary trips to the table and keep social distance whenever possible

FOURTH LEVEL – PPE

- provide non-medical masks to all staff
- continue to wear aprons while working
- provide face shields to all staff
- single use disposable gloves

With all staff having been trained for the new procedures. All of us at Ma Now Thai will be mindful about the health and safety of one another and our customers. We will use our common sense and will to ensure that all additional steps are taken. As we have implemented and monitored the safety plan, we strongly believe we can now operate safely for the public and all staff.