



Food & Beverage Best Practices COVID-19

The Vancouver Convention Centre, and its exclusive hospitality partner [Centerplate](#), proudly operates a 'scratch' kitchen using fresh, local and seasonal ingredients – from freshly caught seafood to produce from nearby farms and pastries baked fresh daily.

Our exclusive provider has an ongoing commitment to the health and safety of our employees and guests. Employees are to be informed about our updated best practices relating to operations and COVID-19. Managers are responsible to ensure that all employees of Centerplate read and understand this information prior to starting a shift in our public-facing food and beverage outlets.

We have completed an assessment of areas that could cause potential risk of exposure to COVID-19 and put in place appropriate measures to reduce those risks.

Some of the new procedures and measures include:

- Requesting that guests coming to LOT185 Café & Wine Bar, Coal Harbour Café and any of our retail food and beverage outlets, as a consideration to others in the Vancouver Convention Centre, please do not enter the Facility if you are unwell, particularly with any symptoms that may be related to COVID-19.
- Enhancing sanitation process for all our surfaces, tools, and other high touch areas.
- Stringent hygiene protocols and handwashing training for all employees.
- Making hand sanitizing stations available at the entrance and throughout our Facility for guest and employee use.
- Providing touchless menus, available on digital format as well as paper individual use menus.
- All transactions being cashless and touchless.
- Plexiglass panels installed to create a barrier between and protect both guests and employees.
- Floor markings to assist all guests in maintaining a physical distance of **2 metres (6.5 feet)** between them and other guests.
- Employees not handling personal containers or mugs.
- Condiments are offered upon request in individual containers.
- Public washrooms are available for guest use with maximum capacities posted.

More detailed procedures for takeout & dine in include:

Takeout

To place a takeout order, guests will need to line up from the South end of the West café following stanchions placed to create a path. Guests who need to wait for an order prepared in the Café will need to wait on decals placed on the West side of the café counter. Guests who are waiting for a coffee from the café can stand on either 2 of the decals right on the west side of the café counter on either side of the door to the patio.

Guests needing to pick up an order prepared in the Wine Bar will need to exit the café using the South West exit, and make their way up to the "takeout window" at the east end of the Wine Bar counter. There are also eight "distanced" decals placed on the East side of the wine bar to accommodate guests waiting

for their orders. Guests will need to respect physical distancing of 2 meters at all times by standing on the marked decal placed on the floor until the next marker is freed up.



Our food and beverage menu will be posted on the Wine Bar and Café screens. Guests will be able to help themselves with cold beverages and ice cream bars in our grab and go, after they have first sanitized their hands and before they touch any products. A sign is in place to inform guests of this protocol.

All takeout food items will be served on disposable wares. Alcohol is available for sale with takeout orders as long as guests purchase at least one food item from the menu.

Dine In

A sign will be displayed at the South entrance of the patio indicating to guests that it is an exit only and that guests need to proceed to the glass door entrance and into the café for take out or dine in service. Additionally, each available table of the dining areas will have a sign reading that guests must see our café attendant to be seated, or make a takeout order. Our service standard is to take guests to a table of their choice and then proceed with regular table service.

The café attendant must record the first and last name of one person from each guest party on our tracking sheet, as well as their phone number or email address and the date and time of arrival. This tracking sheet should be kept out of other guests' view to maintain privacy of the information collected. At the end of each day, the tracking sheet will be filed in a folder and kept in the Banquet office for at least 30 days.

The following standards are based on most recent requirements by VCH and must be followed for dine in service:

1. Guests must be seated by an employee to ensure they are taken to a table that has been fully sanitized. Upon seating guests at their table, remove the "this table has been sanitized" immediately, and sanitize the sign.
2. Hand sanitizer must be available and visible to guests at the entrance of each dining area.
3. China and glassware along with rolled up cutlery (with a dinner napkin and sticker) will be provided for all dine in service.
4. Employees must wear masks to attend to guests outside of the café counter area.
5. Guests will be presented a food and beverage menu, which is single use and will be discarded.



6. Food and beverage orders must be taken at the table with all food and beverages delivered to the tables.
7. Guests must remain seated during service (except to utilize the restroom), especially when receiving alcoholised beverages. It is the responsibility of employees to enforce this standard.
8. Employees must monitor the number of patrons present in each area and ensure that the number present does not exceed the maximum number in our safety plan.
9. A maximum of six guests can be seated at a table. If there is a party with a number higher than six, they must sit at two separate tables, and each table must maintain a distance of two meters.
10. Guests must be able to maintain a distance of two meters from other patrons unless they are separated by physical barriers.
11. Employees must monitor all areas and remind patrons to maintain a distance of two metres from one another.

Guests can choose between seating from the listed areas below. Each area has an occupancy of which is 50% or less than our regular maximum occupancy.

1. The Patio: Maximum current capacity of 18 seated guests while our license permits 37 guests.
2. The Wine Bar: Maximum current capacity 2 standing. Maximum current capacity of booth 2 is 4 seated guests. Booth number 3: Maximum current capacity of 6 seats. Our license permits 39 guests.
3. The West Café: Maximum current capacity 7 standing including the line-up.

Each area will have the maximum occupancy sign posted for guest's reference. The café attendant is in charge of monitoring and enforcing maximum occupancy in each area.

We will continue to monitor and adjust the controls and measures to be implemented as needed and as determined by the Public Health Authority and WorkSafe BC.

Vancouver Convention Centre Protocols

All managers and employees must be informed about the best practices of the Vancouver Convention Centre, including updated protocols as they relate to COVID-19 risk prevention. These protocols must be followed including but not limited to properly logging attendance for any shift, following the check-in procedures to the building and all other protocols in place for working safely on site at the Vancouver Convention Centre site. The details of these protocols are found [here](#).

Working On Site

Remote working arrangements have been made wherever possible for employees. In the instance that it is necessary for employees to come to work on site they must assist in prevention and in reducing the risk of spread of COVID-19. All employees are required to follow the procedures put in place to ensure everyone maintains physical distancing of two metres away from another employee and guest and/or follow the protocols in the instance that this is not possible for particular tasks.



If there are any concerns about the health and safety of employees at work, it is to be immediately reported to a senior level leader, the General Manager and/or Director of Human Resources for Centerplate. It may also be reported to a member of the Centerplate Joint Health and Safety Committee.

Employees are required to follow all procedures and implement all measures to contribute to the prevention of COVID-19.

To help reduce your risk of infection:

- Wash your hands often with soap and water for at least 20 seconds. Using soap and water is the single most effective way of reducing the spread of infection.
- If soap and water are not available, alcohol based hand rubs (ABHR) can be used to clean your hands as long as they are not visibly soiled. If they are visibly soiled, use a wipe and then ABHR to effectively clean them.
- Do not touch your face, eyes, nose or mouth with unwashed hands.
- Cover your mouth and nose with a disposable tissue or the crease of your elbow when you sneeze or cough.
- Regularly clean and disinfect frequently touched surfaces.
- Do not share food, drinks, utensils, etc.

Under the instruction of the public health and government authorities, all employees must adhere to the following in order to help reduce the spread of COVID-19.

- If you are feeling ill or have any new or worsening symptoms of illness including fever, chills, cough, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue, or loss of appetite must self-isolate at home for a minimum of 10 days from onset of symptoms, until their symptoms are resolved.
- Employees who have travelled internationally must remain away from the workplace for at least 14 days.
- Anyone under the direction of the provincial health officer to self-isolate must follow those instructions.

Employee Illness

Employees who have been exposed to anyone confirmed to have COVID-19, or to anyone with possible symptoms of COVID-19, should call HealthLink BC at 8-1-1 for an assessment and to determine any necessary next steps.

Any employee who starts to feel ill while at work with mild symptoms, must immediately report this to a manager and establish a plan on how the employee will travel to their home. The manager needs to report the employee illness to the Director of Human Resources, who will work with the employee about when they are able to return to work. If an employee is severely ill (difficulty breathing etc), then the VCC first-aid protocol is to be followed.