



# REOPENING TASTING ROOMS & Hospitality Recommendations

## INTRODUCTION

These health and safety protocols for reopening brewery tasting rooms and hospitality areas are recommendations based on [WorkSafeBC guidelines](#). The board of the British Columbia Craft Brewers Guild would like to thank the British Columbia Restaurant and Food Services Association for their leadership and expertise in developing the templates these manufacturing guidelines are based on and sharing their knowledge and experience. The board would also extend our gratitude to ABLE BC for their guidance and input throughout the pandemic.

On May 14, led by the British Columbia Wine Institute the BCCBG engaged with stakeholders from the BC regional winery associations and the Craft Distiller's Guild of BC. in a constructive dialogue around reopening guidelines, and ultimately best practises, specific to the BC alcohol manufacturing industry. Together, this input has resulted in the development of these best practises for your brewery to safely reopen your tasting room while complying with government recommendations and ensuring the safety of employees and customers.

The diversity of our locally owned alcohol manufacturers in British Columbia means that a one-size-fits-all approach is not possible. Each recommendation and practice should be applied as applicable to individual brewery operations, while also following the guidance issued by the [provincial health officer](#) and the appropriate local health authority.

*These protocols are not a list of requirements; however, they should be considered and implemented to the extent that they address the risks your workplace. You may need to identify and implement additional protocols if these do not sufficiently address the risk to your workers.*

## BACKGROUND

### Developing a COVID-19 Safety Plan

Employers are required to develop a [COVID-19 Safety Plan](#) that outlines the policies, guidelines, and procedures they have put in place to reduce the risk of COVID-19 transmission. WorkSafeBC will not be reviewing or approving the plans of individual employers, but in accordance with the order of the Provincial Health Officer this plan must be posted at the worksite and on your website.

### Understanding the Risk

The virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, and from touching a contaminated surface before touching the face. Higher risk situations require adequate protocols to address the risk.

- The risk of person-to-person transmission is increased the closer you come to other people, the amount of time you spend near them, and the number of people you come near. Physical distancing measures help mitigate this risk.
- The risk of surface transmission is increased when many people contact same surface, and when those contacts happen in short intervals of time. Effective cleaning and hygiene practices help mitigate this risk.

## BC LIQUOR MANUFACTURER LICENSE, LOUNGES, PATIOS AND TASTING ROOMS

Breweries, Wineries, and Distilleries in BC must have a Manufacturer license. Other manufacturing license endorsements include on-site retail store, picnic area, or special event area.

As more and more visitors come to visit our locations, we look forward to being able to provide them with a tasting experience, unique to our industry, and that will allow them and our staff to feel safe and continue to have an enjoyable time.

The following suggested protocols are specific to those holding a BC Liquor Manufacturer License including lounges, patios and tasting rooms. Refer also to any applicable practices in the [WorkSafeBC protocols](#) for restaurants, cafés, and bars.

### EMPLOYEES & STAFF

#### Physical Distancing

- Implement team scheduling where possible with rotating shifts to avoid cross- contamination.
- Encouraged to practice social distancing where possible during shift & outside of work
- Encouraged to not come into contact with staff from alternate team during shift.
- Not permitted to come to the workplace during off- days to avoid cross- contamination.
- Separate lunch or break rooms designated that accommodate 2 m distance between employees.

#### Cleaning & Sanitation

- Mandatory hand washing upon entering the workplace and every 30 minutes minimum.
- Instructed to sanitize phones & service tools.
- Not permitted to have personal items on the floor.

#### Health & Hygiene

- Required to inform management of any flu- like symptoms & quarantine for 14 days.
- Have staff complete a brief health questionnaire to be filled out by all returning staff after re-hire, stating last 14 days, if they travelled, and/or have shown any signs of Covid-19 and or sign a waiver stating they will not come to work if: they are feeling ill, have travelled outside the country within the previous 14 days, have been in contact with someone diagnosed with Covid 19 or have themselves been diagnosed with Covid 19.
- Temperature check before entry (maximum temperature

allowed is 37.5 Celsius, anything above the employee is deemed unsafe to work.

- Arrive for shift in uniform.
- Instructed to wash hands upon arrival & frequent, proper handwashing throughout their shift.
  - Before and After Breaks
  - After touching or cleaning tables, any surface may be contaminated
  - After sneezing, coughing or blowing your nose
  - After touching your face or hair
  - After using the restroom
  - After touching our personal phone
  - After using shared equipment such as computers systems and debit terminals between different users
- Breaks to be taken outside when possible. Masks or face shields to be worn during shifts, if and when social distancing is not possible - nb: these are in short supply so it might be difficult to make them available for staff.
- If masks are to be used, then they must be used correctly. That means they are not to be adjusted, pulled down, or touched at all during the shifts. If so one needs to wash their hands and replace the mask.
- Gloves to be worn at all times when handling food or drink.

#### General

- Pre-shifts daily to provide updates, done outside where possible.
- Staff rooms to be frequently cleaned & used primarily for food storage.



## TASTING ROOMS

### Physical Distancing

- Where practical, plexi-glass should be installed between the order taking and payment area and the pouring and pickup area.
- Create social distancing policies and procedures in place to manage guests in line and the flow inside the tasting room to purchase beer- consider using floor and wall directional signals
- The Public Health Officer has requested if in the ordinary course of business, you collect information from patrons for the purpose of making reservations or seating patrons, you must collect the first and last name and telephone number or email address of one member of every party of patrons. You are to retain this information for thirty days, in the event that there is a need for contact tracing on the part of the medical health officer.
- The Guild strongly recommends all tasting rooms set up a system to trace one contact per party for 30 days
- Do not allow customers to wait inside until they are ready to be seated
- Designated and controlled tasting locations separate from the retail stores where possible.
- Configure seating to comply with physical distancing requirements. Ensure tasting stations are spaced at least six feet apart so that distancing of six feet between parties is maintained, including when customers approach the bar.
- Food will be served for dine-in on plates that will be washed and sanitized after every use.
- Take-away food will be served in closed containers.
- Condiments will be served in individual ramekins with lids or in pre- packaged pouches.
- Pending BC LCLB approval of the proposed one site license consider creating tasting areas throughout the brewery including outdoors.
- If any outside areas are tented, all walls and windows that may be opened in the tented area should remain open during tastings.
- If possible have contactless payment systems available for payment of all tastings and purchases.
- If providing snack service use only prepackaged products during initial phase of opening.
- Monitor number of customers on premises at one time to ensure physical distancing requirements are maintained and to comply with provincial capacity restrictions.
- Groups are restricted to six people or fewer. People in the same party do not have to be six feet apart.
- Post signage and/or visual cues to ensure staff and customers maintain the six-foot distancing requirement.
- Increase ventilation for indoor spaces to allow for greater air turnover. Open doors and windows when practical. Air conditioners that push air around a room have proven to be virus spreaders be aware that your air conditioner might be recycling air around the room and could be a potential hazard during the pandemic.

### Cleaning & Sanitation

- Glassware to be used and cleaned in restaurant grade washers after each use OR disposable glassware.
- Sanitize customer-contact surfaces before and after each tasting, including seats, tables, menus, and all other touchpoints including payment devices.

### Health & Hygiene

- Establish hand-washing procedures for all staff.
- Times to consider requiring handwashing:
  - Before handling and running food and drink.
  - After every tasting session.
  - Before pouring a beer or a flight
  - After clearing any tables.
  - After handling cash or credit cards.
  - Between interacting with different parties.
- Health Authority Covid -19 guidelines do not make masks and gloves mandatory. However, public trust may be enhanced when the team is wearing masks and gloves so decide on when and where you use them and do so consistently.
- Each location needs to determine a mask protocol. Management to poll staff on preference
- If masks are to be used, then they must be used correctly. That means they are not to be adjusted, pulled down, or touched at all during the shifts. If so one needs to wash their hands and replace the mask.
- Sanitary place for guests to dispose of their own masks and gloves if they require
- **Service:** consider bar service only, if providing table service plan a spot where beer and food will be dropped at a table for guests to disperse amongst themselves. Mark a spot for servers to stand to maintain social distancing. Consider touching only the stem of stemware or base of glassware.
- Use tasting menus that are single-use (disposable), cleanable between each tasting (laminated), online, or posted on a whiteboard/chalkboard to avoid multiple contact points.
- Increase ventilation for indoor spaces to allow for greater air turnover.



## LOBBIES & ENTRANCEWAYS

### Physical Distancing

- Post signage promoting distancing upon entry to tasting room, patio & on site store indicating the maximum number of guests.
- Determine maximum capacity for retail store or tasting room, adhering to government mandates.
- Assign a designated greeter or host to welcome guests, manage customer flow and monitor distancing during the entering and exiting process.
- Floor markers for any areas that lineups may occur (i.e. washrooms, reservation desks, host stands). And or for general flow of the room
- Post your new policies around the room so people are aware of what is expected of them during this time

### Cleaning & Sanitation

- Consider use of portable sanitizer or handwashing stations for customers at entry and exit points.
- Continual sanitation of frequently used areas and touchpoint devices.
- Post your cleaning procedures in a communal staff area

### Health & Hygiene

- Prior to entry, guests will be asked if they have travelled in the last 14 days.
- Prior to entry, guests will be asked if they are experiencing any flu-like symptoms. OR: post a notice at the door letting guests know they may not enter the premises if: they have travelled in the last 14 days and or are experiencing flu-like symptoms
- Extra garbage receptacles throughout the visiting spaces.
- Removal of furniture and public seating areas in waiting areas.



## BEER TOURS

### Physical Distancing

- Advisable to pause all tours in Phase 2. If not practical groups cannot exceed 6 people.
- Reservations highly encouraged, with policies and procedures in place to manage walk-in guests.
- Signage promoting social distancing at the start of tours.
- Two-meter markers at each tour stop.
- Limited number of tours per day.

### Cleaning & Sanitation

- All surfaces wiped down between tours.
- Glassware to be used and cleaned in restaurant grade washers after each tour OR disposable glassware.

### Health & Hygiene

- Eliminate all multi-touch points.
- Beer pre-poured where possible. Provide gloves and masks for participants while in the production area.
- Increase ventilation for indoor spaces to allow for greater air turnover.

## RETAIL STORES

### Physical Distancing

- Signage promoting physical distancing throughout the location.
- Max capacity determined for retail store, adhering to government mandates as you did in phase one.
- Acrylic shields at cash and reception desks.
- Two-metre markers on floors at cash desks and arrows directing the flow of traffic throughout the store (floor plans reconfigured where necessary).
- Consider not accepting cash during phase 2

### Cleaning & Sanitation

- Regular sanitation of frequently used surfaces.
- Frequent sanitation of washrooms, doors and credit/debit units. Portable hand sanitizer stations at entry and exit points.
- Washroom attendants assigned to a cleaning schedule and recording times on back of door for guests to observe throughout the day.

### Growler Cleaning / Filling - Cap-Submerge-Spray-Fill

- The Guild has strongly recommended filling only new glass during the pandemic. As the Restart plan is underway the Guild still recommends ideally only new glass but if impractical please utilize these guidelines for previously purchased growlers
  - Consider installing a sink or bucket at the growler filling station and it fill with sanitizer.

- Customers or staff members (gloves provided) cap the growler and submerge the growler in sanitizer for the appropriate amount of time. Once this sanitization process is completed the re-useable growler can be filled
- Remove the cap, spray the opening with sanitizer, and rinse it with water.
- Sanitize the growler filling hose with a high grade manufacturing sanitizer such as peroxyacetic acid or any other industry standard food-safe sanitizer.
- Using Gloves, place a sanitized fill tube into a faucet and begin filling the growler
- Once the growler has been filled, rinsed, sealed and labeled, sanitize the outside of the growler with an alcohol based sanitizer in view of the guests before offering it back to them.
- Sanitize the filling tubes after each growler fill.

### Health & Hygiene

- Determine mask and glove protocol for all staff for the duration of their shift.
- Grouped employee scheduling to reduce the number of people exposed to each other.
- Debit/Credit sales only; no cash transactions. Encourage the use of tap where possible and receipts in the bag or box.
- Increase ventilation for indoor spaces to allow for greater air turnover.





## PATIOS

### Physical Distancing

- Configure seating to comply with physical distancing requirements. Ensure seating is spaced at least six feet apart so that distancing of six feet between parties is maintained, including when customers approach the space
- Size of parties cannot exceed current public health restrictions. Remove tables to spread out guest seating areas and reassess floor plan to accommodate.
- Indicate outdoor tables cannot be moved together.
- Floor markers for any areas that lineups may occur (i.e. washrooms, reservation desks, host stands).
- Plexiglas to be installed where necessary (i.e., walk-up bars)

### Cleaning & Sanitation

- Sanitize customer-contact surfaces before and after each tasting, including seats, tables, menus, and all other touchpoints including payment devices.
- Glasses to be sanitized after every use.
- Glassware to be used and cleaned in restaurant grade washers after each use OR disposable glassware.
- Daily washroom attendants to continuously sanitize washrooms.
- Cutlery pre-packed, disposable and biodegradable.

### Health & Hygiene

- Prior to service, guests will be asked if they have travelled in the last 14 days.
- Prior to service, guests will be asked if they are experiencing any flu-like symptoms.
- Masks to be worn during service. Regular hand washing for all staff.
- Menus will be posted at entrance and online. Use of physical menus will be disposable or laminated and wiped down between each use.
- Food will be served for dine-in on melamine plates that will be washed and sanitized after every use.
- Take-away food will be served in closed containers.
- Condiments will be served in individual ramekins with lids or in pre-packaged pouches.
- Have a deep cleaning response plan in place in the event an employee or visitor tests positive for COVID-19.

## BREWERIES WITH LIQUOR PRIMARY OR FOOD PRIMARY LICENSES

Breweries with Liquor primary or Food primary licenses please refer to [WorkSafeBC protocols](#) for restaurants, cafés, and bars and use the [British Columbia Restaurant Blueprint for opening EDL BCRFA blueprint for reopening NPR](#)

## RESOURCES

- “BC Wine Industry Reopening Workshop”, Thursday, May 14, 2020
- BC Provincial Government Plan May 6 2020 [BC's Restart Plan](#)
- Worksafe BC
  - [Manufacturing and COVID-19 Safety](#)
  - [Returning to Safe Operation](#)
  - [Returning to safe operation frequently asked questions](#).
- [BCCBG Safety Plan template](#)
  - Customize this template to your own business and post in house and on social media as per WorksafeBC policy.
- Checklist for reopening your brewery from the [Brewers Association](#)
- Ekos - Reopening Your Taproom? Be Prepared with These Tips [blog post](#)

