



VILLA VIDA LOCA FARM MARKET

COVID-19 SAFETY PLAN

Business name: Villa Vida Loca Farm Market

Date completed: April 1, 2021

Revision date: May 19, 2021

Developed by: Ann and Brian Hawley

Others consulted: Durham Region Health Department, Staff

Villa Vida Loca Farm Market - 13350 Highway 12, Sunderland ON L0C 1H0
905-852-8332

www.villavidalocamarket.com

1. How will you ensure all workers know how and are able to keep themselves safe from exposure to COVID-19?

ACTIONS

Staffing Issues and Communication

- Ann and Brian Hawley (the business owners) are the only "staff" on-site. Both business owners are vaccinated.

Staying up to date

- Ann monitors Ontario.ca and the Durham Region Health Department website routinely for relevant information and any updates including a check for any changes to local regulations.
- Staff will maintain a current understanding of all relevant COVID-19 regulations and local by-law requirements.

Staff training

- Staff are trained on how to safely put on and take off masks and face coverings as well as cleaning and disinfection procedures. All staff will be trained in these procedures.
- Staff will be notified that screening will be performed prior to entry of each shift.
- Staff will be told not to come to work if they are sick. If symptoms develop, they should immediately self-isolate, and advise Ann at 905-852-8332 who will provide a notification to Durham Region Health Department of any staff either diagnosed with COVID-19 or identified as a high-risk contact to someone with COVID-19 by calling the Durham Region Health Department Help Line at 1-905-668-2020.
- Staff are encouraged to download and use available COVID tracking and exposure tools, such as the Canadian COVID Alert app (<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/covid-alert.html>).
- Staff will be trained on the cleaning and disinfection procedures and schedule.

Communication with customers

- Ann will ensure that any notices required by Durham Region Health Department or other government regulations are printed and posted visibly (at the outdoor entrance to market at the hand sanitizing station).
- Ann reviews our social media and email routinely and ensures that they are updated to let customers know how we are working safely and what has changed.
- Ann ensures the website is up to date when there are changes to hours or how service is being done.
- When customers arrive, staff will remind them to keep their mask on when entering the indoor area of the market. The number of customers in the indoor area is limited to four (4) persons at a time adhering to distancing measures.

2. How will you screen for COVID-19?

ACTIONS

Staying up to date

- Routinely, Ann will check Ontario.ca and Durham Region Health Department website for updates on symptoms and screening protocols.

Screening staff

- Ann and/or Brian will ask staff screening questions before they will be permitted to start their shifts. The screening log will be used to confirm each day that each staff has been actively screened.

Screening customers

- Screening questions will be posted at the outdoor main entrance to the market for customers.
 - If Durham Region is in the Restrict level, Ann and/or Brian will ask each customer if they have travelled within the past 14 days, have any COVID-19 symptoms or any known exposure to COVID-19 prior to entry.
 - If a customer answers yes to any of these questions, they will not be allowed in the market area. Customers will be offered a take-out option.
- We will have a guest contact tracing log to collect name and contact information (phone number or email address) for one customer per group.
 - If Durham Region is in the Protect level or higher, staff will record the contact information for all seated customers in the guest log. The daily log will be kept for a minimum of 30 days.

3. How will you control the risk of transmission in your workplace?

ACTIONS

Maximize distance and separation

- The cash and pickup counter is located outdoors. Physical distancing will be required at all times.
- There will be a limit of five (5) tables in the outdoor market area to allow for at least two (2) metres between tables and space for servers to move around.
 - If Durham Region is in the Protect Level, we will seat no more than six (6) people together.
 - If Durham Region is in the Restrict Level only four (4) people may be seated together, so even if all tables are full, it is below the limit of fifty (50) people.

- If Durham Region is in the Control Level no more than ten (10) people may be seated.
- If Durham Region is further restricted take-out only service will be provided.

Source control masking and using personal protective equipment

- Staff will wear a mask at all times when assisting customers in the indoor portion of the market.
- When seating or serving customers at the outdoor tables physical distancing will be observed.
- Masks will be made available for anyone who needs one.
- Staff will wear a mask when delivering food and beverages to the tables or approach within two (2) meters of customers who are unmasked while eating or drinking.
- Staff will ensure there is up-to-date and clear signage at the entrance clearly stating that all persons must wear a face covering when entering the indoor portion of the premises.

Transmission from surfaces and objects

- All commonly touched surfaces and shared areas will be cleaned by staff at the start of the day and as needed throughout the day. This includes tables and benches, counters, food-prep areas, doorknobs and handwashing stations.
- Ann will ensure that all cleaning and disinfection products we use are Health Canada approved as effective against COVID-19.
- Disinfectants in use are Lysol Spray (DIN #02279177), Lysol Wipes (DIN #02359014) and Chlorox Disinfecting Liquid Bleach (DIN #02459116).

Hand hygiene

- Staff will make sure that hand sanitizer is available for customers to use at all times, including on the table at the main outdoor entrance and at the checkout area.
- Public health posters on washing hands and safe distance measures will be posted at handwashing stations.
- Staff will wash their hands with soap and water or use hand sanitizer frequently.

4. What will you do if there is a potential case, or suspected exposure to, COVID-19 at your workplace?

ACTIONS

Procedure if someone becomes ill while at the market

- Staff will conduct immediate additional screening if they notice someone showing symptoms.
- Staff will call 911 if a person is experiencing severe and potentially life-threatening symptoms, such as difficulty breathing.
- If a customer becomes ill, they will be required to leave the premises as soon as possible. Physical distance will be maintained and if staff must go closer than two (2) metres (e.g., for first aid), PPE

must be worn. If the customer needs to wait for a ride, they will be encouraged to wait outside, maintaining a minimum two (2) metres distance from others.

Process for a confirmed case of COVID-19 on the premises

- Staff will contact the Durham Region Health Department COVID-19 Help Line at 905-668-2020 to let them know that there has been a case on the premises and ask for further direction.
- If the Durham Region Health Department contacts us to notify us that someone who was at the market has tested positive, the call should be directed to Ann at 905-852-8332.
 - The guest log will be provided to the Durham Region Health Department if needed for contract tracing.

5. How will you manage any new risks caused by changes to the way you operate your business?

Harassment hazards due to customers being frustrated with the new protocols.

- Harassment will not be tolerated in the market.
- Non-compliance with safety protocols will not be tolerated.

6. How will you make sure your plan is working?

- Customers will be invited to provide feedback by email.
- Ann will reach out to the Durham Region Health Department (Vivian Lam) to inform them if any such feedback requires attention and may ask for input on any changes needed to the plan.

COVID-19 Safety Plan Snapshot – Villa Vida Loca Farm Market

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MEASURES WE'RE TAKING

How we're ensuring we keep everyone safe from exposure to COVID-19

- We regularly check Ontario.ca health information and other news sources to inform our protocols.
- Social media and posters at our market inform customers of safety measures.

How we're screening for COVID-19

- All people entering market are screened before they enter.
- Screening questions are posted at the outdoor entrance to the market area.

How we're controlling the risk of transmission in our market

- Source control masking
 - All persons are required to wear a mask when entering the indoor portion of the market.
- Maximize distance and separation
 - All of our seating is outdoors. To ensure physical distancing, tables have been rearranged. We are following provincial and Durham Region Health Department rules for table seating and building capacity.
- Transmission from surfaces and objects
 - High touch surfaces are cleaned and disinfected regularly throughout the day.
- Hand and respiratory hygiene
 - Hand sanitizer and garbage bins are available throughout the market, emptied regularly.
 - Signage is posted to remind everyone how to properly wash their hands.

What we will do if there is a case, or suspected exposure to, COVID-19 at our market

- Follow Durham Region Health Department regulations and share information (from the contact tracing log) about people who entered the market to help Durham Region Health Department contact tracing if needed.
- Communicate with our customers.

How we're managing any new risks caused by the changes made to the way we operate our business

- A zero-tolerance policy toward non-compliance with safety protocols.

How we're making sure our plan is working

- Seeking feedback from customers (by email).
- Review our plan frequently, consult with Durham Region Health Department and make changes based on feedback.