



**COVID-19 RISK MITIGATION
MANUAL**

The COVID-19 pandemic is unprecedented and unlike any crisis we, as a hospitality industry have had to face before. This is a manual on how we are attempting to get on top of the situation, stay ahead of the curve and come out the other end of it as a team with our values intact.

We are monitoring what the government releases daily and if the situation declines in or outside of our operations then we will act quickly and accordingly. It is everyone's responsibility to follow the guidelines so you can keep yourself, your coworkers and customers safe. All we ask is to do your best, use common sense and please respect each other in this challenging situation. Please do not hesitate to talk to your manager about anything regarding the virus whether it's about your personal life or at work. There is no shame in this current situation and we want everyone to remain open and working as a team. Thank you and stay safe.

DINING AREAS

Table Placement and Layout

- Dining parties must be seated at least 2 meters apart
- Aisle space should be wide enough for people to maintain physical distancing
- 6 people per table maximum
- No pre-set tables

Table Settings

- Tables will be set after the customer is sat
- Cutlery will be rolled in napkins only
- Glasses will be brought with ordered drink
- Salt and pepper shakers, ketchup and other condiments to be brought on request
- No candles and decorative items on the table
- Paper menus to be used and discarded after use

Cleaning

- Have the appropriate disinfection and cleaning products available and labelled on what they should be used for. Hard surface cleaner (tables, chairs, counters, handles, etc.), D10 cleaner for food contact surfaces.
- Tables and chairs should be disinfected after guests leave
- All items that get re-used to be cleaned after use:
 - Salt and pepper shakers, ketchup, etc
 - Credit/debit machines
 - Touch computers and tablets
 - Carafes
 - Counters
 - BOH equipment (coffee machines, bar equipment, etc.)
- If applicable, washroom contact areas to be disinfected frequently (counters, faucets, door handles, toilet seat and flush handle)
- Disinfect door handles/knobs frequently

GUEST INTERACTION

Entrance and Exit

- Marked one way foot traffic is encouraged unless aisle are wide enough for people to distance in passing
- Entrances and exits should be clearly marked and preferable only way traffic when possible
- Place hand sanitizer with 60%+ alcohol on a table at the entrance, exit and host station
- Post signage promoting physical distancing upon entry

Guest Arrivals

- Stagger guest arrival times to prevent entrance crowding
- Encourage guests to come at their designated time. If there are too many people in the waiting area ask guests for their cell number and call them when their table is ready
- Ask guests to sanitize their hands before being seated or entering the event space

Dining

- No buffets, table service is permitted and food stations where food service staff is assembling the plate and placing the meal on a contact free table
- Serve guests with least amount of contact
- Do not touch glasses/cups when refilling
- Try to clear all dishes after each course at one time

STAFF HEALTH AND SAFETY

Regular Uniform and Personal Hygiene

Employees are expected to shower for all scheduled shifts. Long hair is to be tied back and away from the face. Fingernails are to be kept short and clean (no colored nail polish). Facial hair must be kept clean and trimmed or clean shaven. Uniforms must be kept clean and well kept.

Additional Hygiene and Distancing Procedures

- Face masks are MANDATORY and must be worn when social distancing is not possible. Staff can bring their own mask (disposable non-surgical or cloth in a solid neutral color) or masks will be provided.
- Mask must cover both nose and mouth. Only covering your mouth is not the proper way to use a mask.
- DO NOT touch your mask before thoroughly cleaning your hands to avoid cross contamination.
- Avoid touching your face. Try not to touch or adjust your mask in front of guests.
- Gloves will not be required for FOH service due to risk of cross contamination.
- Gloves should be used when changing waste and recycling receptacles
- BOH employees MUST wear gloves when handling food
- When using gloves, do not touch multiple surfaces or things. Change gloves between tasks.
- Hand washing should occur frequently (every 30 minutes). The following are examples of when staff should their hands:
 - Start of shift

- Before eating or drinking
- After using the washroom
- After handling cash or a credit card machine
- After clearing dirty tableware
- Before rolling napkins and setting tables
- Your temperature will be checked before you start your shift. It is your responsibility to find your manager to do this before you clock in. A temperature over 37.5 Celsius is considered a fever.
- Create individual work stations or stagger employees in BOH areas
- DO NOT come to work if you are sick. Contact your manager immediately to allow enough time to find a replacement. If you have COVID-19 symptoms, get tested as soon as possible. Stay in contact with your manager. Everyone has the responsibility to keep themselves, their co-workers and guests safe and healthy.
- Practice safe distancing during work and breaks. You may be comfortable with being close to someone but the other person may not.
- No hugging, handshakes, high fives, gathering in groups, sharing food, etc
- If you decide to travel, you must inform your manager and self-isolate for 14 days before returning to work.

Guests are very sensitive to hygiene and anything that even looks messy will translate to unclean in their minds, so everyone's uniforms, hair, nails, any surfaces guests can see, it all needs to be tidy and spotless, now more than ever.