



## Restaurant Covid Plan

### COVID-19 Safety Plan

#### Step 1: Assess the risks at your workplace

**Identify areas where there may be risks, either through close physical proximity or through contaminated surfaces. The closer together workers are and the longer they are close to each other, the greater the risk.**

Yes, we did a company wide walk through to ensure we are following all new protocols as well as identified possible problems:

- Tables
  - Table is first wiped to remove all large particles
  - Sanitized with "Zepp II" (Cintas) after each table vacates - spray table, edges, chair seats front and back, Booth seats. Let sit for 5 minutes. Wipe all areas
  - Spray D10 (Diversary) and wipe all areas again. No need to let this sit
- Debit Machines
  - Sanitizer station beside debit machines
  - Staff to also sanitize machines after each use
  - On the every hour wipe down list
- Phones
  - Sanitizer station beside phones
  - Staff to also sanitize phones after each use
  - On the every hour wipe down list
- Water Decanters
  - Single use - goes through the dishwasher after use
- Billfolds
  - Removed from use
- Salt Shakers
  - Removed from table will be offered to guests and then sanitized after use
  - Sanitize using "Zepp II" after each use
- Jams, Peanut Butter & Butter Portions
  - Brought to the table when asked
- Sugar Caddies
  - Removed and will be placing sugar/creamers on plates with the coffee

- All items disposed of after it leaves the guest's table
- Ketchups
  - Sanitized after every use
- Menus
  - All menus are laminated and are single use until sanitized
- Money
  - Servers will wash hands after they have handled money
- Coffee Cups/Glassware
  - Every refill we will bring a new glass (excluding coffee)
  - Coffee refills. Ask guest to put cut at the edge of the table so you don't touch the cups or have to reach over them
- Cutlery
  - Using cloth napkin roll ups
  - All cutlery will be preset
  - All extra settings removed after guests are seated
- Trays
  - Each server will have their own tray to use while on shift (with their name on it)
  - It will be the responsibility of the server to sanitize their own tray
- Wine Service
  - Glasses will be put at the edge of the table
  - First round is poured by the server and guests will be responsible for topping their own glasses
  - Bottle wine service - server to top up glasses. Wash or sanitize hands after
- POS Stations
  - On the every hour wipe down list
- Keeping Track of Guests Coming in our Restaurant
  - We must collect the first and last name and telephone number or email address of one member of every group of patrons and 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
- Reservations
  - New standard - 30 guests every 15 minutes to be seated at any given time
  - Maximum of 6 guests at one table - if more than 6 people in a party, the group will be sat at multiple tables.
  - Mingling between tables is prohibited
- Pagers
  - All FOH to wear pagers - this will prevent too many servers in the kitchen area at a time
  - Kitchen to ring individual server when their tables food is ready

**We have involved frontline workers, supervisors, and the joint health and safety committee (or worker health and safety representative, if applicable).**

Yes

**We have identified areas where people gather, such as break rooms, production lines, and meeting rooms.**

- Staff Room
  - 1 person in the staff room at a time
  - Installed sanitizer beside door
- Behind the Bar (high touch area) 1 person
  - For any bar prep, staff are to wear gloves
  - Use the small tongs to pick up anything that will be served to the guest
- Served

- Maximum 2 people in the server - the goal is to have no one in there unless it is to run food to guests
- Servers to use pagers and kitchen to page server when food is ready
- Servers not to enter the kitchen, they need to ask the kitchen staff member for any items that they need
- Host Stand
  - Physical distancing signs
  - Host to walk guests to the table at a safe distance
  - 1 person. If there is two - 3 feet away.
- Door Handles
  - Will be sanitized every hour
- Washrooms
  - Will be sanitized every hour

**We have identified job tasks and processes where workers are close to one another or members of the public. This can occur in your workplace, in worker vehicles, or at other work locations (if your workers travel offsite as part of their jobs).**

- Table service, Taking orders, Bussing and Delivery
  - Physical distancing stickers will be placed on the floor where servers will stand
  - Servers to place food/drinks at the edge of the tables closest physical distancing sign.
- Host Stand (entry into the restaurant)
  - Physical distancing stickers where guests should stand
- Bar
  - 3 bar seats only. All others removed.
  - Straws will only be available if asked

## **Step 2: Implement protocols to reduce the risks**

**Select and implement protocols to minimize the risks of transmission. Look to the following for information, input, and guidance:**

General consideration

- Preshift (shift meeting)
  - Meeting will be done with social distancing
- Takeout Protocol
  - Curbside pick up parking space
  - Employee to take food out to pick up area
  - Prepayment options
  - Expo to get all to go orders ready to reduce number of hands that touch the take out
- Masks
  - Mandatory for all front of house staff
  - Guests are required to wear masks when not seated at their table - children under 3 and those who cannot wear a mask are exempt
- Hand Sanitizers
  - We have installed 6 sanitizer stations for guests to use
- Washrooms
  - We will only allow 2 guests in our washrooms at any one time
  - Signage is posted outside washrooms
- Joint Occupational Health and Safety Committee
  - Our Food and Beverage Manager will be available by phone or email if anyone has any questions or concerns

- Table Service
  - We are only allowing groups of 6 or under
  - Any groups larger than 6 people will be sat at multiple tables. There will be no mingling between guests at other tables.
  - Remove one chair per table to allow service more space
  - Guest to package their own leftover food
  - Encourage tap payment
- Cleaning and Hand Washing
  - All sinks for employees have signage denoting proper hand washing procedures
  - All staff are trained on hand washing protocols
- Increased cleaning for tables and chairs between seatings
- Added in an hourly high-touch surface area cleaning procedure
  - Posi stations, debit machines, tablets, door handles, sanitizers, paper towel machines, server doors, salt n peppers, bar counter, tap handles & toilet handles.
- A new cleaning schedule has been developed with a sign off and date
- Second Level protection engineering
  - Barriers have been installed between some booths
  - We have installed physical distancing signage
- Third level of protection administrative
  - We have identified rules and guideline for how workers should conduct themselves
  - We are clearly communicating these rules and guidelines to workers through a combination of training and signage
- Fourth level of protection
  - Masks
    - All workers have been trained on how to wear a mask.
- Igloos
  - Chair covers and tablecloth removed/Single use
  - Decor and fireplace sanitized
  - Zipper clasp sanitized
  - Sanitizer available at the entrance of the Igloo
  - Disinfectant spray sprayed on all soft surfaces
  - Blankets are single use only
  - Igloo vented for a minimum of 5 minutes after guest leave

### **Step 3: Develop policies**

- We will be collecting all names and phone numbers of guests in case of an outbreak
- Anyone who has had symptoms of COVID-19 in the last 10 days must self-isolate at home
- Anyone directed by Public Health to self-isolate will not be able to enter our establishment.
- Anyone who has arrived from outside of Canada or who has had contact with a confirmed COVID-19 case must self-isolate for 14 days and monitor for symptoms.
- Ensure workers have the training and strategies required to address the risk of violence that may arise as customers and members of the public adapt to restrictions or modifications to the workplace. Ensure an appropriate violence prevention program is in place.

### **Our policy addressing workers who may start to feel ill at work includes the following:**

- Sick workers should report to Restaurant Management or Kitchen Manager, even with mild symptoms - if the worker is experiencing these symptoms before coming to work, they need to stay home
- If a worker on shift appears to be experiencing any symptoms, they will be sent home immediately and will be asked to use the BC COVID-19 Self Assessment Tools available online.
- Clean and disinfect any surfaces that the ill worker has come into contact with.

### **Step 5: Monitor your workplace and update your plans as necessary**

- ROMEOs follows all government mandated public health orders and reviews any and all restrictions in our province. We make changes to our policies and procedures as necessary.
- Workers know who to go to with health and safety concerns.
- When resolving safety issues, we will involve joint health and safety committees
- This plan has been updated on Wednesday November 25th.

### **Step 6: Assess and address risks from resuming operations**

- We have a training plan for new staff.
- We have a training plan for staff taking on new roles or responsibilities.
- We have a training plan around changes to our business, such as new equipment, processes, or products.
- We have identified that the risk associated from returning to work after being shut down due to COVID-19 are almost non-existent (not including COVID-19 itself)

**THIS ORDER REPEALS AND REPLACES MY ORDER MADE ON MARCH 20, 2020 OWNERS AND OPERATORS OF PLACES AT WHICH FOOD AND/DRINK ARE PREPARED AND SERVED OWNERS AND OPERATORS OF PLACES AT WHICH MEALS AND DRINKS, INCLUDING DRINKS CONTAINING LIQUOR, ARE PREPARED AND SERVED.**

**You may provide services, including standing and seated service, subject to the following:**

- patrons must be able to maintain a distance of two metres from one another, unless they are in the same party, and from staff;
- if there are tables and chairs on your premises, patrons must be seated in such a way that
  - there are two metres between the patrons seated at the same table, unless they are in the same party, and
  - there are two metres between the patrons seated at one table and the patrons seated at another table, unless they are in the same party;
- there must be no more than six patrons seated at a table;
- patrons seated at a counter must be seated so that they can maintain a distance of two metres from other patrons, unless they are in the same party;
- patrons standing at a counter or table must be able to maintain a distance of two metres from other patrons, unless they are in the same party;

### **Kitchen: Assess the risks at your workplace**

**Identify areas where there may be risks, either through close physical proximity or through contaminated surfaces. The closer together workers are and the longer they are close to each other, the greater the risk.**

Yes, we did a company wide walk through to ensure we are following all new protocols as well as identify possible problems.

- Ordering & receiving
  - Sanitizer station beside the back door entrance, disposable gloves and personal reusable mask are given to the receiver.
- Prepping
  - We are scheduling prep shifts on off hours so we can limit the number of employees in the kitchen

- Each kitchen employee will be designated with one table to work with for dinner service prep
  - We will be prepping on the less traffic side of each table to make room for people.
- Health and symptoms free protocol.
  - Manager on shift will do a daily temperature check for employees before they start their shift and will be logged and kept for 30 days. Maximum temperature allowed is 37.5 degree Celcius, anything above is deemed unsafe to work
- Uniforms
  - All kitchen employees are required to wear a clean uniform
  - All kitchen employees are required to wear disposable gloves when handling food.
- All sauces and prep items
  - We will be monitoring who and when the products are prepared by labelling with dates and the person that made them.
  - We are limiting the amount of people in the walk-in coolers and freezer to 2 per person at a time.
- Social distancing online
  - We have created a menu that will limit the amount of people online to create more social distancing
- Dishwashing protocol
  - Dishwashers are supplied with their own personal labelled rubber gloves for washing and handling of dirty dishes.
  - When handling clean dishes, the dishwasher must remove gloves and sanitize hands before touching any clean dishes.