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*Prince George Native Friendship Centre*

*Smokehouse Restaurant, Catering and Hall Rentals*

*Phase 3- Communicable Disease Safety Plan*

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**Our Path towards Re-opening the Restaurant/ Hospitality**

As the Smokehouse Restaurant moves to Phase 3, here is a summary of recommended practices that will be implemented moving forward:

- Enhanced Food Safety
- Enhanced Cleaning and Sanitization
- Health and Personal Hygiene
- Hand washing instructions are posted at all sinks in the kitchen and staff washrooms
- Physical Distancing Procedures
- Marketing (Facebook, Website, etc.)

Over time, these practices will be adapted or expanded as measures continue to be eased based upon guidance from the Provincial & Federal officials & Senior Managers.

**Best Practices:**

All Staff and guests must know that our restaurant is practicing accurate safety, sanitization, and health procedures to ensure everyone's welfare. This will be communicated to back of house and front of house staff. Now is the time to enhance our cleaning procedures and protocols with special attention to key touchpoints and objects.

Mandatory hand washing when entering the kitchen is the first step. Having employees change into work clothes before starting a kitchen shift is a solid best practice. This can mean putting on a chef coat or changing into a separate t-shirt and apron. This will also be the same protocol for Hospitality staff. All Kitchen Staff will complete a fresh orientation on the Communicable Disease Safety Plan procedures before returning to work. Observe social distancing whenever possible (i.e. when in the walk-in coolers, dry storage area, during staff meetings, staff meals, receiving orders, large prep jobs, etc.).

Post all documents listing requirements for high and low temp ware washing, chemical amount testing, and fridge and freezer temperatures to reinforce current standards. All equipment temperatures are to be checked and tracked twice daily. These are currently in use but will be reinforced to heighten safety practices.

If masks are to be used, then they must be used correctly. That means they are not adjusted, pulled, down, or touched at all during service shifts. A mask is contaminated and rendered useless quickly if touched repeatedly. Make sure the mask is secure when it is first put on so that no adjustments need to be made.

### **Procedures:**

- Thoroughly clean the entire restaurant before opening.
- Clean and sanitize food contact surfaces and all other surfaces.
- Wipe down and sanitize tabletops, seating, and high chairs.
- Update cleaning schedules and logs to reflect increased disinfecting procedures.
- Clean and disinfect shared equipment such as debt machines and POS stations after every use.
- Clean tables after every use and clear all used plates, cutlery, and condiments.
- Each guest is to be given a disposable menu. When the guest is finished, the menu will be discarded.
- A hand sanitizer station will be provided at the entrance of the restaurant and the exit.
- High-Risk Infection areas will be cleaned and disinfected regularly to reduce the risk of transmission.
- If a customer asks to take unfinished food with them, provide packaging and let the customer put the food into the container.
- Ensure that there are reduced touches between servers, clean-up, kitchen, cashier/ host, and expeditor (food runner).

### **Physical Distancing:**

- Manage break times and schedules (stagger) to support maintaining physical distancing between people.
- Create pairs of workers, who work together, and who do not interact with other pairs daily. This will assist in reducing transmission throughout the workplace in the event a staff member becomes ill.
- If it is not possible to maintain physical distancing at all times, employees may consider the use of masks as an additional measure.
- Post signage in regards to physical distancing upon arrival.

- Display signs in multiple locations that indicate the maximum number of customers and staff the restaurant can accommodate at any given time.
- Mark direction to travel and designated entrances, exits, and pick-up areas.
- Staff to be trained in regards to physical distancing and how to best serve food with the least amount of contact.
- Provide clear guidance on take-out/ pick-up procedures and dine-in procedures; keeping procedures for both separate.
- Bring customer's utensils, condiments, and anything else they require once they are seated.
- Do not touch the customer's cup when refilling their drink. Only provide jugs of water, if requested, so the customer can pour for themselves at their designated table.
- Tables are to be cleared only once to reduce the possibility of cross-contamination.

**Staff:**

- Staff will be trained to understand and practice all health and safety procedures before returning to work.
- Staff is to ensure all cleaning and sanitizing procedures are visible to guests.

**Items to Note:**

- Reduced Occupancy Load Statement (Visually available for customers and officials).
- Restaurant and Hall floorplans denoting increased occupancy load.
- Physical distancing guidelines for entering, exiting, queuing, and seating.
- Refusal of the guest protocol.
- "Prevent the Spread" entrance signage.
- Sanitization schedule with cleaning log posted in multi-touch areas (cashier area, halls).
- Receiving/ delivery log. This will include the date, time, company, and signed by employees receiving the order. Records should be kept for up to one month.
- No socializing between tables.
- The capacity level will increase to the maximum allowed capacity.
- Buffet style is allowed, although it is recommended that we provide sanitizer at each menu item.
- One entrance and exit are still in place.

**High-Risk Situations/ Areas:**

- Hallway from the restaurant to the Senior Managers' Hallway.
  - Reduce traffic from staff coming through both ways by closing off the hallway during the opening to closing of the restaurant.
- Public Washrooms:
  - Have janitorial personnel work during the day to clean the washrooms every hour.
  - Place sanitary wipes within both washrooms so that the public can sanitize before and after each use.
- Cleaning logs are in place to indicate that the washrooms are being properly sanitized regularly during the day (every 30- 60 minutes).



**PGNFC Staff Communicable Disease Safety Plan Screening Form**

**Program: Smokehouse Restaurant**

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Please be aware of the following if you feel ill.

At the PGNFC we take the safety of our clients, our staff, and our community very seriously. Please help us provide the safest possible services to you by completing this screening with us.

1. Are you experiencing any of the following symptoms:

- Severe difficulty breathing (struggling to breathe or speak in single words)
- Severe chest pain
- Having a very hard time waking up
- Feeling confused
- Losing consciousness

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If you answered yes to any of the above symptoms, no need to screen further. These symptoms require immediate attention. Please call 811 for further instructions regarding health care concerns.

***Professional Visitor/ Client excluded from services until cleared medically.***

2. Are you experiencing any of the following symptoms:

- Mild to moderate shortness of breath at rest
- Inability to lie down due to breathing difficulties
- Chronic health conditions that you are having difficulties managing due to breathing difficulties

If you answered yes to any of the above symptoms, no need to screen further. Please call 811 to speak a nurse at HealthLink BC, you will need to speak about your symptoms with the nurse in more detail.

***Professional Visitor/ Client excluded from services until cleared medically.***

3. Are you experiencing any of the following symptoms:

- Fever
- Cough
- Sneezing
- Sore Throat

If you answered yes to any of the above symptoms, no need to screen further.

***Professional Visitor excluded from services until cleared medically.***

***Clients to be provided with Personal Protection Equipment and then contact your supervisor for direction and support.***