

Re-opening The Smokehouse Restaurant (dine in) & Hospitality – during COVID 19 pandemic

Our Path Toward Re-opening The Restaurant/Hospitality.

As the Smokehouse Restaurant moves to the recovery and re-opening phase, here is a summary of recommended practices that will be implemented to a successful re-opening:

- Enhanced Food Safety
- Enhanced Cleaning and Sanitization
- Health and Personal Hygiene
- Hand washing instructions Posted at all sinks in kitchens 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 touch points 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 new Covid-19 procedures prior to 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, fridge and freezer temperatures to reinforce current standards. All equipment temperatures to be checked and tracked twice daily. These are currently in use but will be reinforced to heighten safe 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. Customers will be observing service staff, and there is already anecdotal evidence that customers have greater confidence if restaurant staff wear masks, and that they are not touched. Make sure the mask is secure when it is first put on so that no adjustments need to be made.

- **Our “New Normal” 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.
- Updated cleaning schedules and logs to reflect increased disinfecting procedures.
- Clean and disinfect shared equipment such as debit machines & POS Stations after every use.
- Clean tables after every use and clear all used plates, cutlery and condiments.
- Each guest to be given a disposable menu, when the guest is done, the menu will be discarded.
- A Hand Sanitizer station will be provided at the entrance of the restaurant and at the exit.
- High Risk infection areas will be cleaned and disinfected on a regular basis to reduce the risk of transmission.
- If customers ask to take unfinished food with them, provide packaging and let the customer put the food into 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 that 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.
- Current health policies state that parties per table cannot exceed 6 people.
 - We set our maximum at 4 people for the time being.
- Mark direction to travel and to designate entrances and exits, plus pick-up areas.
- Floor plan (attached) provided to demonstrate required social distancing.
- Staff to be trained in regards to physical distancing and how to best serve food with the least amount of contact.

- Reservation only or call ahead seating to better place and space customers.
- Provide clear guidance to guests that they show up only at their designated time in order to reduce waiting time within foyer.
- Provide clear guidance to designate take-out/pick-up procedures and dine-in procedures. Keeping each separate.
- Bring customer's utensils, etc., once they are seated.
- Do not touch coffee cups or water glasses when refilling. Only provide jugs of water, if requested, so that the customer can pour themselves at their table.
- Tables to be cleared at one time to reduce the possibility of cross-contamination.

Staff:

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

Contact Tracing (If Practical):

- We must retain contact information for one member of every party of patrons for thirty days in the event that there is a need for contact tracing on the part of the medical health officer.

Items to create:

- Reduced Occupancy Load Statement (Visually available for customers and officials)
- Restaurant & Hall floorplans denoting reduced occupancy load.
- Physical distancing guidelines for entering, exiting, queuing and seating.
- Refusal of 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 date, time, company and signed by employees receiving the orders. Records should be kept up to 1 month.

Processes to document

- Have a reservation guestbook and waitlist for tables are being handled.
- Protocol for exterior waiting that is appropriately physically distanced.
- Sanitization guidelines for cleaning surfaces in contact with guests (tables, debit machines, etc.,)
- Enhanced process for handling dirty dishes.
- Staff training for cleaning and sanitization procedures.



High Risk Situations/Areas:

- Hallway from the restaurant to the senior managers' hallway:
 - Reduce traffic from staff coming through both ways.
 - To close off the hallway from opening of the restaurant to closing of the restaurant.
- Public Washroom:
 - Many people use the washroom:
 - Have janitorial personnel work during the day to clean the washrooms every 60 minutes.
 - Place sanitary wipes within both washrooms so that the public are able to sanitize themselves before and after each use.

Cleaning logs in place to indicate that they are being properly sanitized on a regular basis during the day. (Every 30 to 60 minutes)

PGNFC Staff COVID- 19 Screening Form Program: Smokehouse

Name: _____

Staff: _____ Date: _____

At PGNFC we take the safety of our clients, our staff and our communities 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:

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

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

Professional Visitor/Client excluded from services until cleared medically.

2. Are you experiencing any of the following:

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

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

Professional Visitor/Client excluded from services until cleared medically.

3. Are you experiencing any of the following:

- Fever
- Cough
- Sneezing
- Sore throat

If yes to any of the above, no need to screen further. As a precaution the Ministry of Health is asking anyone with symptoms (fever, cough, sneezing, sore throat, or difficulty breathing) to stay home for 14 days.

Professional Visitor excluded from services until cleared medically

Client to be provided with Personal Protective Equipment and then contact your supervisor for direction and support.