

## PLANNING TO REOPEN FOR BUSINESS

To say the events of the last two-and-a-half months have been an experience is certainly an understatement! We sincerely hope that everyone has kept safe and that we can re-assemble our team as soon as possible so that we can begin to rebuild our business and our workplace to somewhere near where it was before this event.

There has been so much to take in and evaluate. CERB, UI, various government stimulus and benefits programs. Its been overwhelming for sure! We have been monitoring the news, government positions and mandates on a daily basis and, as you well know, talk is finally turning toward how to reopen an economy from an almost complete shutdown. Whatever the “reopening” looks like it will NOT look like it did before March 17<sup>th</sup>, 2020. We wanted to take the opportunity to let you know what we are thinking and to see if anyone has any thoughts, ideas, opinions, questions, etc. We’d be happy to hear what you have to say.

We do know that the reopening will be gradual, and in steps, as opposed to a complete reopening with “business-as-usual” out-of-the-gate.

As of today, as we await more detailed information, we are anticipating that steps may include (be advised these are only ESTIMATES and may change quickly):

1. Reopening for Take-Away within a very short time (3-7 days)
2. Reopening patios for table service (7-14 days)
3. Reopening interior dining areas for table service (7-14 days)

ANY reopening will see new guidelines, processes, practices, procedures, protocols, levels of compliance, etc. that will be in accordance with government and/or health officials as to the safest manner in which to operate our business on a go-forward basis. Our obligation to comply with these new RULES is dwarfed by our 100% +++ commitment to our guests and to all of you that our restaurant will be a safe and healthy place to eat, drink and work.

## BEST PRACTICES FOR REOPENING

In the restaurant industry, the health and safety of everyone we serve as well as our team is always critical to our successful mission. This is just as true now as it was before the emergence of COVID-19.

This pandemic has introduced words, phrases, levels of compliance, that are new to everyone.

Our “Best Practices” are going to address compliance and requirements aimed at:

- Physical/Social Distancing
- Cleaning and Sanitation
- Health and Personal Hygiene

These best practices are designed to ensure a safe and secure environment during the initial phase(s) of reopening and will be adapted, adjusted, expanded, relaxed, etc. depending on the circumstances and the guidance from government and health authorities as well as expectations and demands of our guests and team.

The following pages will lay out many of the specific practices which MAY be adopted with regard to each of the three categories described above – Physical/Social Distancing, Cleaning and Sanitation, Health and Personal Hygiene.

**Read On!**

### PHYSICAL/SOCIAL DISTANCING

- New signage and floor marking(s) promoting appropriate physical distancing at entry
- New signage that will declare occupancy limitations as they are established at reopening as well as whenever these guidelines change
- Party sizes will no doubt be affected by new guidelines
- Entrance and Exit points will be identified to minimize shoulder-to-shoulder encounters between guests
- Our floorplans will be redesigned to accommodate 50% (this is what we are currently anticipating will be mandated) of our previous capacity. This will be based on a minimum of 2 metres between tables
- Anywhere guests may need to form a line markings will be in place to indicate 2 metres, minimum, spacing
- Furniture will not necessarily be moved or removed to adjust for distancing but will be indicated as “Unavailable for Seating”
- Bar seating may be unavailable initially
- Protocols respecting distancing specifically for our team are being evaluated now

### CLEANING AND SANITATION

- Where practical and weather permitting, doors will be propped open to limit the need to touch surfaces unnecessarily
- Minimize the number of items on tables. Table cards, marketing materials, candles, silverware, glassware, etc.
- Don't touch glassware, coffee cups, etc. when refilling
- Tables should be cleared one at a time to reduce the potential for cross-contamination
- Possibly practice contactless payment options (no cash)

CLEANING AND SANITATION (continued)

- Thorough cleaning of restaurant upon reopening
- Avoid food-contact surfaces when using disinfectants
- Update task lists to reflect increased, and regular, cleaning of “high-touch” areas such as door handles, counter surfaces, restrooms, etc.
- Clean and sanitize shared devices such as payment machines, POS equipment, phones/headsets, computer keyboards
- When cleaning tables between seatings ALL items must be removed from the table and cleaned. Tables must be left empty until new guest(s) arrive and only those items NEEDED should be provided
- Clean and Sanitize reusable menus. Paper menus should be recycled after each use
- Make hand sanitizer available to all employees and guests
- Have a deep cleaning response in place in the event of an employee testing positive for Covid-19

HEALTH AND PERSONAL HYGIENE

- Signage that states that no one with a fever or symptoms of Covid-19 can be permitted in the restaurant. This may include a mandatory non-contact temperature assessment
- Appointment of a Health and Safety Point Person for each shift to ensure protocols are being adhered to and that education is being provided
- Employees should not share pens, cork screws, note pads, etc.
- Employees must practice appropriate distancing when practical and should not huddle unnecessarily
- Team members must remove all personal items from the property at the end of each shift. No work attire is to be worn to work
- Masks, gloves, etc. may be required when practical and/or necessary
- Team members are not permitted on the property if they are sick or exhibit symptoms of being sick

The single most important piece of advice health experts can give to help us stay safe from COVID-19 is this one:

**WASH YOUR HANDS!**

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- At the start of your shift
- Before and after eating or drinking
- After touching shared items
- After using the washroom
- After handling payment devices, POS equipment, cash
- After each interaction with a table
- At the end of the shift
- At least every 30 minutes
- After changing any waste or trash receptacle
- Minimize touching your face
- Whenever you THINK of it!
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Did we mention? –

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