

Glo Restaurant + Lounge Covid-19 Safety Plan

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Purpose of Policy

Our goal is to ensure the safety of our guests and staff, we have implemented the many health and safety protocols as recommended by Work Safe BC, BC CDC, and BC Health Officer. We have reviewed the industry specific protocols as outlined by Work Safe BC. In building our protocols we have consulted the BCRFA.

Upon assessing the risks in the workplace, we have involved our Health and Safety Committee to help develop policies and protocols to ensure the safety of our staff and guests.

Joint Occupational Health and Safety Committee

Our committee made up of 8 staff members representing management, kitchen team and floor team.

Kitchen Management

Joe Lima, *Sous Chef*

Kitchen Team

Daniel Boldyre, *Line Cook*

Floor Management

Cam Simpson, *Bar Manager*

Floor Team

Darienne Reyes, *Server*

Janaka Scorey, *Lead Expo*

Chelsea Seguin, *Head Host*

Ownership Representation

Sharina Hyman, *Paul Simpson's Assistant*

Human Resources

Meghan Bond, *HR Coordinator*

Risks in the Workplace

1. Places where people gather and limited the amount of people in each area
 - a. Break room, maximum 2 people
 - b. Walk-In Refrigerator, 1 person
 - c. Staff Washroom, 1 person
 - d. Guest Washroom, 2 people in both male and female
 - e. Management Office, 2 people on Shift Leader Side, 2 people in Paul's Office
2. Limited the use of shared tools and individual tools when possible
 - a. Large equipment sanitized between use
 - b. Kitchen team brings in their own knives
3. Identified common touch points
 - a. Doorknobs on all entrances and exits
 - b. Door to breakroom and management office
 - c. Door to walk in refrigerator
 - d. Light switches by music station and DJ booth
 - e. Bar handles and beer taps

Reducing the Risk of Transmission

There are four levels of protection we have considered to reduce the risk of person to person transmission:

Part 1: Elimination

- a. We have spread out our tables to ensure they are all 2 meters apart
- b. We have ensured that no tables can seat more than 6 guests
- c. We have ensured that each table has a dedicated space for the server
- d. We have asked our employees to reduce the amount of interaction they have with members of the public outside of the restaurant, as well as interactions with other coworkers
- e. We have ensured that no supplier delivery comes close to food preparation areas, and any food intake is done by a kitchen employee wearing gloves and a mask
- f. Limited use of the breakroom will be implemented and limited to two people in at the same time
- g. We have removed all items from the tables, and will sanitize any condiments brought to the table between guest use such as
 - i. Sugar
 - ii. Salt and Pepper Grinders
 - iii. Placemats
 - iv. Sauces and Condiments

Part 2: Engineering

- a. A plexiglass barrier will be placed in front of the host stand

Part 3: Administrative

- a. We will be taking names and contact information from all guests entering our establishment, and keeping this information for at least a month
- b. All employees must receive a daily health and temperature check before starting work
 - i. All employees and guests entering the building must not show new or worsening symptoms of any illness including and not limited to:
 - a. fever
 - b. chills
 - c. cough
 - d. shortness of breath
 - e. sore throat
 - f. muscle aches
 - g. headache
 - ii. Anyone who has had Covid 19 in the last 14 days may not enter the premise or anyone that has come in contact with someone who has Covid-19 in the last 14 days
- c. We have asked our employees to reduce the amount they touch surfaces and items that may be contaminated
- d. We have implemented separate entrances and exits to and from the kitchen

- e. We have implemented new food and drink menus that can be fully sanitized in-between use
- f. We have provided training to all our staff to ensure they are aware of protocols
- g. We have established proper signage to ensure that all guests and staff are aware of protocols and physical distancing
- h. We have implemented rigorous cleaning schedules of all items that guests and employees touch, including but not limited to:
 - i. Tables + Chairs
 - ii. Menus, Tablets, POS Machines, + Payment Machines
 - iii. Door handles
 - iv. Tools
- i. We have asked all of our employees to wash their hands every half hour, and in addition after sneezing, coughing, touching their face, using the washroom, touching personal items, using shared equipment, or touching items that may be contaminated
 - i. Handwashing stations are located in the kitchen by the dishwasher, the coffee station, the bar, the guest washrooms, and the staff washroom.

Part 4: Personal Protection Equipment (PPE)

- a. Kitchen employees will be required to wear gloves and masks/facemasks
- b. Floor employees will be required to wear masks/facemasks

Service and Kitchen Protocols

Starting Your Shift

- Enter through the back door and wash your hands near the coffee station
- Proceed to office to receive a temperature and symptom check
- Put all personal items in staff room, and take them home at the end of your shift

Seating Protocols

- 1 food menu per person, 1 drink menu for the table
- Ask guests to follow you to the table at a distance
- Place menus at the end of the table and step back
- Tell the guests the servers name and walk away, allowing guest to sit down

Host Protocols

- Guests who have a reservation
 - Continue with seating protocols
- Guests who do not have a reservation and there is no wait
 - Ask guest for first name, last name, and phone number for their table, then follow seating protocol
- Guests who do not have a reservation and there is a wait
 - Ask guest for first name, last name, and telephone number, repeat back for accuracy
 - Ask guests to wait outside leaving through the side patio by the water fountain outside. Explain to them we will message them through open table when the table is ready.

- Message guests when table is ready to be sat, not before, to avoid having a line at the door

Table Service Protocols

- Upon being sat server brings tray with:
 - Roll-ups for each guest at the table on a side plate
 - Water glasses, single use coasters and a carafe of water for the table
 - Server places tray on the table and takes a step back allowing guests to remove items
 - Server takes drink order, removes tray and rings in drink order
 - Sanitize Squirrel and tray after use
 - Grab drinks from bar and place on tray
 - Place tray at end of table and allow guest to remove drinks
 - Server takes food order and guests place menus on tray
 - Server rings in food order, then sanitizes Squirrel and tray Squirrel + Service Stations – each server uses their own to reduce cross-touching surfaces
 - Coffee cups – ask guests to place at the end of the table + do not touch when refilling
 - Tea pots – bring new pot when guest needs more water, leaving the old pot to clear until later
 - Glasses of wine –bring wineglass and carafe to the table, guest pours wine themselves
 - Wine bottles – opened at the bar, cork or cap discarded, guest pours their own
 - Bottled beer – opened at the bar, cap discarded, guest pours their own
 - Leftovers – provide the guest with the container and let them pack their food

Expo Protocols

The Expo + Kitchen staff are the only ones allowed past the tape + table in the expo area

- Server or SA waits behind tape in the kitchen in front of the table
- Expo places the food on the table and steps away
- Server or SA steps forward and takes the food to the table
- If employees need to use the bathroom or go into the staff room, ask the expo and they will tell you when it is safe to go across the expo line

Kitchen Protocols

- Kitchen employees must wear distinct kitchen uniforms separate from street clothing
- Recommended to wear hats or hairnets
- If possible, change kitchen utensils regularly throughout service or prep

Supplier Delivery Protocols

Supplier deliveries will be made in the back hallway, away from the kitchen

- Deliveries are to be signed for + logged by the kitchen employee accepting the delivery
- Gloves MUST be worn when bringing deliveries into the kitchen and unpacking items
- Delivery drivers are not to come into the office or prep area
 - Exception is liquor deliveries are to be brought into stock room and wine fridge

Dishwashing Protocols

- Dishwashers MUST wear gloves and a face shield and/or mask
- 2 dishwashers – 1 for dealing with dirty dishes, 1 for clean
- Be very cautious when placing dishes in sanitizer bins

Bussing Protocols

Before clearing a table, place a tray stand at the end of the table:

- Ask the guests to place anything they are not using on the tray
- Remove the tray + tray stand from the table
- Enter the kitchen through the door by the music station
- Drop the dirty dishes at the dish pit, spending as little time as possible in the kitchen
- Sanitize your hands
- Exit the kitchen through the door by the salad station

Bartending Protocols

- Use tongs or spoons for all garnishes if possible
- Do not sample or test cocktails made for guests
- Straws + stir sticks should not be used unless requested
- When pouring beer, tap spout and glass must not touch

Takeout and Delivery Protocols

All pickup + delivery orders will be placed on a table outside the back door

- Guest will ring the doorbell when they arrive
- Expo will bring the food to the back door and place it on the table for the guest to pickup

Cleaning Protocols

Every half hour:

- Host stand
- Door handles of bathrooms
- Door handle if the front door is closed

- All kitchen + prep areas:
- All repeated contact surfaces (fridge, door, drawer, faucet handles)

Between parties/guests/staff:

- Tables
- Chairs
- Menus
- Tablets
- Coat hooks
- Condiments
- POS Machines
- Chairs
- Menus
- Tablets
- Coat hooks
- Condiments

When to Wash Your Hands

- Before and after breaks
- After touching or cleaning tables and surfaces that may be contaminated
- After sneezing, coughing, or nose blowing
- After touching your face or hair
- After using the washroom
- After touching personal phones
- After using shared equipment (computers, POS systems, debit terminals)

Training Plan

Using our in-house online training program Schoox, all our documents and training material were available to staff before their first shift, completed with an online quiz. There is a minimum 90% required to pass the quiz for competition. All staff are pre-shifted prior to entering the floor of any changes to the policy that have been made

Contact

Paul Simpson, Owner, paul@glovictoria.com if you have further concern or recommendations to ensure that Glo Restaurant + Lounge continues being safe for guests and staff.