

Covid-19 SAFETY PLAN

The Lakes Restaurant

Step 1 – Assess the risks at The Lakes Restaurant

JHS Committee to review and discuss action plan. Plan written with input from Back of House Employees, Front of House Employees and Management Team

Areas where people gather:

- Dining room
- Meeting room
- Break room
- Lobby/front entrance
- Kitchen/Line

Tasks or processes where employees may be in close proximity:

- When accepting orders for food and beverage suppliers (ie: Sysco, GFS)
- When working on the line in the kitchen
- When returning dirty dishes to the kitchen
- When taking orders, dropping off food at a table, clearing dishes, taking payments
- Handing off takeout orders to delivery companies (ie Skip or Door Dash)

Shared tools, machinery, and equipment used while working:

- POS Systems
- Debit Terminals
- Kitchen equipment (line and prep area)
- Coffee pots/coffee maker
- Drink gun
- Cleaning supplies – vacuums, washroom cleaners, brooms, mops

High touch surfaces:

- Tables

- POS Systems
- Door handles
- Washroom counters
- Sink faucets
- Toilet handles
- Table top items (salt and pepper shakers, menus, condiment bottles, jams, sugar catty)
- Debit machines
- Lottery Machines
- Cash drawer
- Light switches
- TV Remotes

Step 2: Implement protocols to reduce the risks at The Lakes Restaurant

Elimination:

Procedures/Policies to create safe distances for guests and employees:

- Remove every other bar stool at the bar to ensure 6 feet between patrons
- Put every other table 'out of order' to ensure 6 feet apart between parties
- Utilize large tables for smaller parties to allow distancing
- Only 1 employee allowed behind the bar per shift
- Kitchen Staff will be assigned a work station each shift that allows to social distance. We will not use employees in multiple stations throughout a shift before a complete sanitization of station.
- During deliveries receiving staff should not assist in drop off or come within 6 feet of person delivering

Procedures and policies to handle crowding:

- Cap reservations to parties of 6 or under
- Limit the lobby are to 4 people for waiting
- Use a call back method to reduce lines (take a name and phone number, ask guest to come back when their table is ready)
- Limit number of people in bathrooms to 2 at a time. Utilize private stall bathrooms in hotel lobby
- Use contactless drop off for hotel guests to limit traffic in restaurant lobby

- Use Curbside pick-up for take-out guests to limit traffic in lobby

Procedures and policies to while providing table service:

- Server should use the specified 'food drop' section at each table. Stand back and then allow guests to distribute meals to each person at the table
- Quality checks can be done at a safe distance – if a guest is 'sending something back' the person designated to do the clearing will pick up this food as they will be wearing gloves and a mask
- All payments will be done at the front host stand where physical distancing can be maintained and barriers are in place
- All table top items such as jams, sugars, condiments, drink menus will be removed from tables. Single serve options will be provided to the guest upon request only

Engineering Controls:

- Plexiglass barrier at host stand
- Step N Pull door openers on bathrooms to allow for opening doors with your foot
- Second set of double doors propped open to avoid guests touching

Administrative Controls:

- Bathroom Cleaning Schedule posted – employee sign off after each cleaning
- Hand Sanitizer station at entrance for guests
- Hand sanitization at each server station. Server supplied with small hand sanitizers to keep on them at all times
- Servers must follow circulation pattern to improve distancing between each other
- Visitor Log in Kitchen for all deliveries to track who has entered the building
- Sanitization stations on line – one for each worker
- Kitchen equipment cleaning log – all staff will clean after each use and sign that it has been done
- Staff will sign a notice that outline the signs of COVID-19 and that they will not report to work if showing any symptoms. Staff who do report to work showing any symptoms will be sent home.
- Use of outside are will be used to socially distance guests waiting for a table
- 1 time use of condiments will be provided for guests
- Signs posted asking guests with symptoms of COVID-19 to not enter

- All closing procedures including cleaning lists will be posted for all staff
- All staff Front of House staff will be assigned a POS and debit terminal to avoid cross contamination between staff. POS and Debit machines will be sanitized between each use
- Guests will be asked to push all dirty dishes to the edge of table to allow the employee collecting dishes to remain at a safe distance
- All high touch surfaces will be sanitized regularly, on a schedule, and will be signed off on
- Dishwasher will collect dishes from the line to avoid cross contamination between line cooks
- Menus will be displayed on TVs and Large boards. For those guests who need a physical menu, a paper copy will be supplied for a 1-time use. Use of QR codes on tables and in rooms to avoid reusable menus
- Water jugs will be provided to each table to avoid 'refills'
- 1 designated person in charge of coffee making to avoid cross contamination
- Guest will be asked to push coffee cups to edge of table for refills. Staff or not to touch mugs while refilling
- 'In' doors and 'out' doors will be established and clearly marked
- Use of QR Codes or 1 time use paper menus
- Limit operating hours to align with Public Health Orders
- All Guests will sign in and provide phone number before being seated

Personal Protective Equipment:

- Use of gloves when cold plating
- Use of gloves/masks available for employees cleaning washrooms/kitchen/restaurant
- Use of gloves and masks available for employees washing dishes
- Use of gloves/masks available to employees clearing dirty dishes from tables
- Use of gloves and mask available for employees receiving orders from suppliers/sanitizing those incoming orders
- Sanitizing Stations at Front door/Server stands/Keno Machine