

COVID-19 INFORMATION

RELAUNCH CONSIDERATIONS - TEMPLATE

As part of your plans to reopen your business, you may wish to share how you are reducing the risk of transmission of COVID-19 among your staff and customers.

The template includes considerations to help guide you as you plan to open. This should be completed using Alberta's [Workplace Guidance for Business Owners](#), which provides general guidance applicable to all sectors; as well as sector-specific guidelines available on [Alberta Biz Connect](#) and any additional requirements of your business or sector association.

Guidelines:

Distancing Measures – Refer to page 8

Considerations: How will you ensure people maintain 2 metres between each other? Do you need to maintain directional traffic flow? How would you limit congregating (e.g., in break rooms, communal spaces, rest areas, etc.)? How will you limit the overall number of people in your space? Refer to the Personal Protective Equipment (PPE) section to mitigate the risk of transmission when 2 metre distancing cannot be maintained.

- Spacing of tables to have a 6 foot distance between adjacent table guests.
- Blocking adjoining tables (booths) that are fixed
- Partial closure of patio windows to maintain barrier between tables (interior vs exterior)
- Removal of seating around the bar
- Capacity limited to below 50% regular seating capacity
- Limiting group size to six or fewer
- Reduced hours of operation
- Recommended time limit on seating to limit exposure
- Use of digital app to minimize lineups – groups are texted when table is ready
- Hostess stand outside (weather dependent) to minimize gathering in entryway
- Encourage guests to “wander” while waiting for their table.
- Discourage line-up and congregation along the sidewalk and boardwalk area
- Reduction in bathroom stalls (adjacent toilet stall is blocked or out of service). Signage posted at bathrooms for distancing.
- Reduced staffing levels in the front of house and kitchen to maintain distancing
- Separation of point of sale terminals for distancing
- Posters are mounted encouraging social distancing
- Reduced music volume for ease of communication

Cleaning – Refer to pages 5-6

Considerations: How will cleaning on high touch surfaces be maintained in your location (e.g., bathroom, chairs, doorknobs, break rooms)? How will you train and ensure workers or volunteers keep equipment clean? If you are a business, how will work surfaces, order screens, debit machines and cash registers be cleaned?

- Touchless hand sanitizer station at the front entrance/exit for guest use.
- Touchless hand sanitizer station outside washrooms.
- Touchless hand dryers turned off – single use paper towel dispensers available in the bathrooms
- Tables are cleaned using a quaternary solution (Diversey D10), and disinfected with Oxivir (Diversey Oxivir Five 16 Peroxide Solution) Drug Identification Number DIN **02332965**
- Tables, chairs, points of contact surfaces cleaned between each seating

COVID-19 INFORMATION

RELAUNCH CONSIDERATIONS - TEMPLATE

- Regular spray of high touch surfaces – door handles (entry/exit, staff bathroom, kitchen door), faucets, bathroom stall handles, bathroom doors (where applicable), paper towel dispensers, soap dispensers with disinfectant (Oxivir), in addition to at the start and end of each day.
 - Electronic equipment (telephones, point of sale terminal, printers, tablets) cleaned with Isopropyl Alcohol (70% solution)
 - Eigen payment terminals cleaned with Isopropyl Alcohol (70% solution) after each use. Servers carry spray with payment terminal)
 - Tap/touchless payment available and encouraged
 - Menus (printed on plastic) cleaned with D10 Quaternary solution after each use
 - Hand sanitizer and Isopropyl Alcohol (70% solution) spray is available at staff areas (point of sale, bar pickup, expo)
 - Salt & pepper shakers and additional condiments are cleared from the tables and available by request only
 - Any reusable item brought to the table is cleaned after use (plates, cutlery, ramekins), disposable items (napkins, paper menus) disposed after each use
 - Refills require a fresh glass for each service. Straws are available – individual use, paper-wrapped
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Screening for Symptoms - Refer to page 4

Considerations: How will you be aware of symptoms in staff, customers, congregants or volunteers, such as fever, sore throat, cough, runny nose or difficulty breathing? Have you provided education or communication of self-monitoring of symptoms? Have you identified a space where staff or volunteers can be separated from others if they develop symptoms? Have you considered what you would do if you see increased absenteeism due to illness or isolation requirements? Have you considered absenteeism policies that encourage staff members or volunteers to stay home when ill, in quarantine (self-isolation), or if they are taking care of children or someone who is ill? Are you maintaining a log of staff or volunteer attendance? What is your response plan for staff who come to work with symptoms?

- Employees completed a questionnaire prior to their first shift returning to work
 - Employees must acknowledge no change to the questionnaire at the start of each shift, and temperature (using an infrared touchless thermometer) is recorded. Staff are not to work with a temperature exceeding 37 C.
 - Staff that are feeling ill or visibly ill to complete online assessment and will not be allowed to remain at the workplace
 - Staff are only returning to work on their accord. Staff that do not feel comfortable, or may be in a household with/or are immunocompromised are not scheduled
 - Proper handwashing procedures are posted in staff handwashing areas
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Personal Protective Equipment (PPE) – Refer to pages 6-7, Appendix C

Considerations: How will you promote PPE use (e.g., masks or gloves) when people are unable to be 2 metres apart? If 2 metres cannot be maintained and PPE is necessary, where would you obtain it? Have you considered installing physical barriers (e.g., acrylic plastic window or high-walled cubicle) to reduce exposure when 2-metre distancing is hard to maintain?

- Reduction in staffing in the kitchen to reduce proximity
 - Seats have been removed from around the bar
 - Hours of operation are reduced, and a recommended time limit for seating is in place to limit exposure
 - Staff are required to wear a face mask – both in the front of house and kitchen
 - Food runners (those handling clean side plates, rolled cutlery, delivering food to tables) are to wear gloves.
 - Gloves are available for all staff
 - Wrapped disposable cutlery is available for guests on request
 - Staff bathrooms are checked at least hourly to ensure supplies are stocked (soap, paper towel and toilet paper), and high touch surfaces are disinfected
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COVID-19 INFORMATION

RELAUNCH CONSIDERATIONS - TEMPLATE

Responsibilities

Considerations: Who will be responsible for ensuring staff, customers, congregants and volunteers are following your precautions? Have you updated contact information for staff and volunteers so that they can be notified in the event of a known exposure? What would your approach be if you had to manage a situation where there was apparent non-compliance with your plans/direction?

1. The FOH manager on duty will be responsible for the front of house; The BOH manager on duty will be responsible for the kitchen.
 2. Yes. All staff were called personally before returning to work. Contact information confirmed up-to-date.
 3. Guests: Would be asked to comply or leave premises.
Staff: Would be asked to comply or face suspension/reprimand.
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