

ROGUE KITCHEN & WETBAR

Covid-19 Safety Plan May 2020

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COVID 19 SAFETY PLAN ROGUE KITCHEN AND WETBAR GASTOWN

This safety plan outlines the policies, guidelines, and procedures that have been put in place to reduce the risk of COVID-19 transmission as we return to safe operation, utilizing industry specific protocols as recommended by WorkSafeBC and the BCRFA.

Rogue Kitchen and Wetbar has implemented comprehensive policies and procedures to reduce the risk of person to person transmission of COVID -19 through all four levels of protection as organized by WorkSafe BC

FIRST LEVEL PROTECTION:

Limit the number of people in the workplace and ensure physical distance whenever possible

- We have established and posted new occupancy limits for our restaurant, including area specific occupancies in break rooms, washrooms, and smaller spaces.
- We have reduced our floorplan to ensure all tables are at least 2 m apart
- We have created walkways and paths for servers to ensure safe distancing through supervised flow and reduced table touches.
- We have designated entrance and exit only paths, and identified high traffic areas with signage to help facilitate proper distancing.
- We have reduced the number of people on the worksite necessary to operate and have utilized
- all work-from-home possibilities.
- We have organized tasks and work schedules to maximize distancing protocols

SECOND LEVEL PROTECTION:

Barriers and Partitions

- We have organized the restaurant floor plan and natural partitions and barriers to minimize or eliminate areas where workers and customers cannot physically distance themselves.

THIRD LEVEL PROTECTION:

Rules and Guidelines

- We have developed a list of rules and guidelines that everyone in the workplace must learn and follow.
- We have communicated these rules and guidelines to all staff through an orientation process and training to ensure the rules and guidelines are being followed.
- We have posted signage in multiple staff areas to ensure staff have access to and are reminded of the workplace guidelines to reduce the risk of airborne transmission.

FOURTH LEVEL PROTECTION:

Using Masks

- We have made it mandatory that ALL staff visible to customers wear masks on top of all other control measures that have been implemented.
- We have trained staff on the proper use of masks, and have posted signage with supporting information.

REDUCING RISK THROUGH EFFECTIVE CLEANING AND HYGIENE PRACTICES:

- We have posted signage with proper handwashing techniques at all our handwashing stations, and made sure they are visible and accessible to all staff.
- We have trained staff, posted signage, and set up schedules to ensure staff are practicing good hygiene and washing their hands frequently and properly.
- We have made hand sanitizer available to all customers and staff, at the entrances and exits, and throughout the establishment.
- We have implemented cleaning protocols for high use areas, surfaces, tools, and equipment, utilizing checklists and sign off sheets to ensure the frequency and timing of the cleaning protocols are being upkept.
- We have trained staff, posted signage, created checklists and provided adequate materials to ensure staff are able to keep a clean and disinfected environment.

POLICY DEVELOPMENT:

- We have policies in place to ensure workers and others showing symptoms of COVID-19 are prohibited from the workplace.
- Following the guidelines of the WorkSafeBC Safety Plan Template to recognize anyone who have been directed by Public Health to self isolate, who have arrived from outside of Canada or who have been in contact with a confirmed COVID-19 case and make sure they self isolate.
- We have included in our staff training a violence prevention program, policies for staying home if sick, and steps if they start to feel sick at the workplace.

Rogue Kitchen and Wetbar's management and staff will continue to monitor the workplace and will update plans, and make changes to policies and procedures as necessary to ensure safe operations and minimize the risks of transmission of COVID -19 between staff and customers.

WHEN YOU COME TO WORK

- When you first enter the building, head to the closest handwash station and wash your hands right. Follow hand washing protocol
- Make sure you are keeping your personal items as far from others as you can when you are able to
- After you change into work clothes and put your personal items away wash your hands again
- Make sure you read and follow health and safety policy
- Avoid touching your face as much as you can
- Every employee must wear a face mask to make sure we keep everyone safe
- Do your best keep 2 meters social distanced from each other where possible
- Hugs, high-five, handshakes are not permitted
- When you sneeze please sneeze into your arm, avoid sneezing close to anybody If possible
- Observe social distancing whenever possible – when in the walk-in staff room, kitchen, servery, breaks, ice machine etc.
- Wash your hands after the following:
 - After using washroom
 - Before and after meal
 - After sneezing or coughing
 - After touching an animal, animal feet or animal waste
 - After touching garbage
 - After putting your shoes on
 - After using screens, iPad, Phones or cash etc.

We are going through this time together and we will make it through as a team together.

If you do not feel well let us know and please stay home.

If you have any questions or you are not sure about something, please ask a manager

NEW GUIDELINE AND POLICIES FOR STAFF

- All staff should complete a brief health questionnaire before returning, if they have travelled, or have shown any signs of COVID-19
- Masks must be worn at all times by staff when they are not able to follow proper social distancing rules.
 - Proper mask usage and handling procedures will be posted throughout the restaurant.
- Mandatory handwashing for all employees when they enter the restaurant, and hand sanitizing stations will also be set up for all staff entering to immediately clean hands. Proper handwashing and sanitizing procedures will be posted throughout the restaurant. Staff should perform regular hand washing with soap and water for at least 20 seconds following the official handwashing guides. Handwashing must be done:
 - Before and after breaks
 - After touching or cleaning tables any surfaces that may have been contaminated
 - After sneezing, coughing or nose blowing
 - After touching your face or hair
 - After using the restroom
 - After touching personal phones
 - After using shared equipment such as computers, POS systems and debit terminals between different users
 - On a 30-minute frequency with our cleaning cycle as an extra precaution
- We will also have modified cleaning and sanitizing schedules for all staff that must be signed off on.

Physical distancing while working:

- Firstly, it is a no contact workplace for the time being. No elbow bumps, handshakes, etc. Feel free to dab instead
- All tables in the restaurant are at least 2 meters apart
- All walkways have been widened as much as possible
- The flow of staff and customers will be directed so as to maximize physical distancing

- Areas like the server and the staff room will have maximum occupancies that must be followed
- High traffic and contact areas like stairwells and doorways will have signage to try and minimize contact-please allow for distancing by giving customers the right of way, staying off stairwells until they are vacated, and following occupancy rules of the spaces.

Service:

- Know your menu and any changes we have made. That way you can answer any and all questions in one visit without having to leave and come back to a table multiple times with information.
- Let guests know the steps we are taking to keep them safe, especially any changes in how we are serving tables, how restaurant flow should work, and bathroom and heavy traffic protocol. Remind them of our multiple hand sanitizer stations.
- Staff will use personal iPad that must be sanitized before the start of the day and after usage.
- Tables will be bare at the beginning of a guests experience, menus or QR codes will be provided at the guests discretion.
- Any items requested by a table must be moved to a sanitizing station to be cleaned and sanitized before it goes back to the shelf. Please wash hands after handling any of these items. Single service condiments may replace some table condiments to reduce contact.
- Standing and greeting poses for servers at table should be slightly back away from the table. All tables will have server contact points designated on the floorplans, and tables should only be approached at these contact points. The contact point is also the drop point for food and drink. Items will be placed there with outstretched arms and the server or sa will move back from the table to allow the customer to move items from the drop point to themselves.
- Allow proper physical spacing when making drinks or when waiting for drinks from the bartender. Tongs must be used by the bartender for any drink garnish.
- A designated staff member will run food from the expo line to the table. This is their main job and are not to be touching any dirty dishes
- Servers must clear a table that is finished. Gloves must be worn when you are clearing/cleaning, once you are finished clearing a table you must sanitize that table, the tray and wash your hands.
- Tables must be cleared and completely sanitized after the guests leave (including coat hooks, benches chairs)

- Take extra care in glass handling, open wine away from the table, use water jugs and allow guest to pour their own
- Drop off to go containers and let guests pack their food up.
- Pack your Uniform up in your bag and change when you get to work. You must wash your uniform after every shift. This includes pants, shirts & aprons.

HOSTESS GUIDE

When a guest approaches the host stand:

- Make sure you have your mask on
- Politely ask the guest to stay behind the Blue line while you help them. If there is more than 1 group, ask them to wait in the designated waiting area, “just behind you on the stickers”.
- Take their Name and phone number and enter it in open table, if they ask, explain that we are doing it to keep track of who is in and out of the restaurant, if they refuse, ask for a Manager.
- The Manager will be telling you when tables have been cleaned, make sure to write down the table number and the time it will be ready at on your control sheet.

Table number	Time Cleaned / Time ready
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- Make sure to double check that the table you are going to sit has been cleared (10 minutes after Lysol sprayed, check your control sheet).
- In case there are no tables available, you can offer to take their info and we will text them when the table is available
- Ask if the guests would like to use regular menus or use their phones to scan QR and access the menus. Both will be located at the host stand.
- Grab the quantity needed of QR codes or menus and do your best to Keep 2m distance from the guests while you walk them to the table.
- Point them to their table and step aside, 2m.
- Put the QR codes or menus on the edge of the table, see if there is any questions, if not, tell hem their server will be there shortly.
- Walk back to the host stand, make sure to sanitize your hands. EVERYTIME BEFORE HELPING A NEW GUEST YOU SHOULD SANITIZE YOUR HANDS.

S.A. GUIDE

- Make sure you have your mask on
- Make sure to follow the flow patterns indicated by arrows on Expo line, using the correct door to exit and enter it.
- You must WASH YOUR HANDS every time you come back off the floor
- When running food, only tray and run 1 bill at a time.
- Upstairs:
 - Use the tray stand
 - Run 2 items at a time to the table.
 - Put food down ON THE EDGE OF THE TABLE and verbalize what it is and which seat it belongs to.
- Bring the used tray back downstairs and place it in the 'dirty tray' holder.
- WASH YOUR HANDS for 20 Seconds
- Every 2 hours the servery dirty station should be emptied, **PUT GLOVES** on and bring the dirty dishes and cutlery to dish area, place dishes organized. Every time after doing this, make sure to wash your hands and fore arms.
- Make sure to sanitize the dirty trays whenever possible, wash your hands after.

SERVER GUIDE

- You will be assigned 1 tray for your shift, and you are responsible for making sure it is clean and sanitized whenever needed.
- Make sure you read and understand the Hostess guide. Follows those steps when seating a guest (go over searing guide)
- Greet your table with roll-up and offer them water.
- (ROLL-UPS ARE THE NEW COASTERS)
- Ask table if they have any questions on accessing the menu with their phone or if using regular menus, ask them if they have any questions.
- Remember you have a QR code for the menu in the back of your Ipad, the guest can scan it if needed.
- Make sure to keep your distance to the table, approach it by the head of the table, Don't forget to keep your distance to the tables behind you.
- If the table has regular menus, ask them to put the menus on the edge of the table so you can take them away, make sure to bring the menus to the "dirty menus" area in the servery. WASH YOUR HANDS.

- Quality check your table, mention to them that if they want any items removed from the table to please put it on the edge of the table so you can grab it without reaching for it, to avoid coming too close to them. Or if they don't want to do that, they can just leave on the table and it will be cleaned after they leave
- Any time you remove anything from the table while the guests are still there, you should be wearing gloves. And remember to sanitize your tray and wash your hands after.

When running Drinks:

- Beer jugs and wine > bring the glasses with the bottle/jug to the table, before putting it down ask the table not to touch the glasses and explain that you will be doing the initial service but to reduce touching they will have to serve the next rounds.
- Single Glass beer/ Cocktails > make sure to grab the glass by the bottom, and when putting it down remember to put it on the edge of the table and announce who it's for and what it is.
- Garnishes will be honor don't offer.

Billing your table:

- Ask your table if they want the bill together or separate. No bill folds, bring them the bill and the machine with a small spray bottle/pump. Put the bill on the edge of the table in a way you can see the check number, if the guest grabs it, you can ask them for the check number. Make sure you don't touch the check after the guest touches it.
- Enter the check info in the machine and put it on the edge of the table so the guest can finalize the payment. Offer to spray sanitizer on their hands after grabbing the machine from them.

Cleaning the table after they are gone

- Put gloves on. And have with you:
 - Tray
 - Clean cloth
 - Sani Spray bottle
 - Disinfectant
 - Timer

Follow the order:

1. Spray D10 Quat on table and chairs
2. Wipe tables first then chairs.

3. Spray disinfectant on tables and chairs.
4. Set the timer for 1 Minute
5. Tell a Manager that table is clean and that you just sprayed it.
6. Sanitize your tray and wash your Hands.