

Shinglemill Pub & Bistro COVID-19 Protocol

Responsibility

- Duty bartender will be responsible for front of house protocols;
- Duty chef/cook will be responsible for kitchen protocols;
- Both will be responsible to management;
- For any questions, issues, concerns, or otherwise, speak to Ryan;
- If he is not available in person, he can be reached at: 250-893-2565.

COVID-19 Symptom Policy

- Symptoms of COVID-19 include:
 - Fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache;
- Any staff showing signs of COVID-19, including the following, are prohibited from the workplace:
 - Those who have had symptoms of COVID-19 in the last 10 days,
 - Anyone who has been directed by Public Health to self isolate;
- Any staff must self isolate for 14 days and monitor for symptoms if:
 - Arriving from out of Canada,
 - Have had contact with a confirmed COVID-19 case;
- Staff members who are starting to develop COVID-19 symptoms at work are to call their manager and remove themselves from the worksite:
 - All areas that employee has come in contact with must be sanitized;
- If anyone becomes severely ill (difficulty breathing, chest pain), call 911.

Front of house

Physical Distancing:

- Patrons must be able to maintain a distance of two metres from one another unless they are in the same party;
- Patrons must be able to maintain a distance of two metres from staff;
- Patrons must be seated in such a way that there are two metres between the patrons seated at one table and the patrons seated at another table, unless they're in the same party;
- There must be no more than six people in a party seated at together;
- Patrons are not to be seated at the bar as they will not be able to maintain two metre distancing from staff;
- Patrons standing at a counter or table must be able to maintain a distance of two metres from other patrons unless they are in the same party;
- There must be no more than 100 people on premises at one time (staff inclusive), seating is limited to 92;
- There must be no events held that include more than 50 people;

- No hand-to-hand contact with guests or staff (handshakes, hugs, fist bumps, high-fives, etc.);
- Guests waiting for tables are to wait outside, maintaining two metres between parties;
- Staff must maintain two metre distancing between each other;
- No more than one staff member allowed in the staff room at a time;
- No more than one staff member behind the bar at a time.

Table Service:

- Restaurant section is closed and to be used only as overflow;
- As much as possible maintain two metres distance between yourself and the guests, avoid contact with the table as much as possible;
- One space per table is to be left blank as a designated place for the server to take orders and drop off food and beverages;
- Servers are to leave food and drinks at the space in the table and have guests distribute amongst selves after stepping away;
- Servers are not to touch plates, cutlery, or glassware between placing and removing from the table;
- Servers are to ask guests to place finished plates, cutlery, and at the empty space provided at the table for removal;
- Salt and pepper shakers, as well as condiment bottles, not to be left on tables and are to be made available upon request and are to be thoroughly cleaned and sanitized after use;
- Pre-pour water and coffee glasses at the bar for guests;
- If guests need coffee or water refreshed the container can be left at the table for them to fill themselves; bring the container back to the bar and sanitize after guests are finished with it;
- The menu is to be posted on chalk and sandwich boards; physical menus are not to be handed out to guests;
- If a guest would like to take food leftovers home, servers are to provide packaging and let the guest put the food into the container themselves;
- Only one server at a time in the kitchen for food pick up or stocking purposes;
- No buffets are to be served;
- Staff are required to wear masks while interacting with guests and other members and when unable to maintain two metres distancing;
- If masks are removed, hands are to be washed after putting it back on;
- Masks will be provided by management:
 - o If a staff member wishes to use their own mask, they are welcome to after getting approval from management;
- Masks are to be washed daily;
- One patron per party is requested to leave name, date, and contact number in our guestbook in the event there is a need for contact tracing by the medical health officer.

Sanitization, cleanliness, and hygiene:

- All staff are to wash and/or sanitize their hands on the completion of each task/after touching a common item;
- If you do cough or sneeze, rewash;

- Staff are to refrain from touching their face;
- Hand sanitizing stations are set up at the entrance for guests to utilize upon entering and exiting the Pub;
- Tables and chairs are to be cleaned and sanitized after table turnover;
- Tables must be emptied and sanitized before new guests are seated;
- All shared containers such as salt and pepper shakers, condiment bottles, etc, are to be thoroughly cleaned between uses;
- Server trays are to be sanitized between uses;
- Debit/credit machines are to be sanitized after each use;
- All staff areas to be cleaned and sanitized twice minimum per shift;
- Bartenders are to ensure frequent touch points, such as doors, door handles/knobs, squirrel screens, keno/pull tab machines, server stations, coffee stations, railings, etc. must be cleaned and sanitized every hour, to be initialled as completed on the log posted in the staff office by the individual doing the sanitizing;
- Bartenders are to ensure washrooms are cleaned and sanitized on a regular schedule every two hours and to be initialled as completed on the log posted in the staff office by the individual doing the sanitizing:
 - o The individual cleaning the washrooms are to wash their hands before hand, wear gloves, and wash their hands thoroughly afterwards;
- Wash hands before and after roll ups.

Washrooms:

- Only one urinal to be used in the men's room;
- Women's middle stall to be placed out of order;
- Hand washing signs are to be posted in the washrooms at all times;
- No more than two people in the washroom at a time;
- To be cleaned/sanitized as per above.

Kitchen

Physical Distancing:

- No more than one person at a time at each workstation;
- No more than three kitchen staff on at one time;
- Only one server at a time in the kitchen for food pick up;
- Kitchen staff to refrain from being on server side of the line unless necessary;
- No one is to be sitting on any prep tables or freezers;
- Food deliveries are to be dropped off outside of the food prep area;
- Kitchen is off limits to non-essential personnel;
- If physical distancing is not possible to maintain at all times, kitchen staff are to wear masks.

Sanitation, cleanliness, and hygiene:

- The on-shift chef/cook is to ensure that high-contact surfaces such as prep tables, ingredient/sauce containers, ovens/fridge/freezer/cooler handles/doors, soup station,

- hot and cold stations, etc. are cleaned twice per shift minimum and are to initial as completed on the log posted in the chef's office by the individual doing the sanitizing;
- Where possible cooks are to use their own specialized tools such as knives;
 - All shared small tools and implements are to be washed between uses and are not to be shared unwashed/sanitized between employees;
 - All shared equipment such as small appliances and mixers must be cleaned between uses, and staff are to wash their hands before and after use;
 - Kitchen staff are to wash their hands before and after leaving the kitchen, and before and after using kitchen equipment

Other Changes Made for COVID Safety

- All cloth chair and napkins have been removed;
- All paper table adverts removed;
- Physical menus have been removed and are not to be used;
- Tables arranged to be at least 2-metres away from heavy traffic areas such as server stations, pay stations, and keno;
- Guest book set up to track customer information and signage put in place to request participation;

Information/Resources

- For Serious Emergencies
 - o 911
- WorkSafeBC Health Information & Safety Assistance Line
 - o 1-888-621-7233
- BC Centre for Disease Control Non-Medical COVID Information Line
 - o 1-888-COVID19 (1-888-268-4319)
- Government of Canada COVID Self-Assessment Tool
 - o ca.thrive.health/covid19/en
- HealthLink BC Provincial Health and Advice Phonenumber
 - o 811
- For Information About BC's COVID Response
 - o <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support>
- BC Crisis Line
 - o For emotional and mental health support
310-6789 (No area code necessary)
 - o If you are, or know someone, having thoughts of suicide
1-800-784-2433
- BCMHSUS Alcohol and Drug Information and Referral Service
 - o 1-800-663-1441