

COVID 19 Reopening Plan

General Considerations

1. Where possible meetings and staff updates will be done remotely via conference calls or through WhenIWork App messaging.
2. All hand to hand contact with customers will not be allowed, ie. No handshakes etc.
3. Waiting area has been rearranged so there is a minimum of 2 metres available between guests if they must wait inside. Reservations will be staggered to limit the number of customers that come into the restaurant at any time. Signage has been posted outlining customer limits in waiting area and social distancing guidelines.
4. Take out orders will be processed over the phone and curbside pickup will be encouraged. Skip the dishes drivers will be asked to go to the back of Cimo to pick up their orders. Signs will be posted.
5. Servers will wear masks on shift. Seating arrangements at tables will allow for a open serving side so servers do not need to reach over customers to place anything on the table.
6. Hand sanitizer stations are located at the front door of the restaurant, by patio door, and by bathrooms for customer use, these have been labelled with signage showing proper hand sanitizer procedure.
7. Plexi glass has been installed at front payment counter. When taking payments at the table servers will sanitize their hands, then input the check information, sanitize the machine and hand it to the guest. Tap option is enabled. The terminal will be sanitized after the guest has finished and the server will wash their hands or sanitize before moving on to a new task.
8. Medical resources have been provided to staff in the Employee Handbook which is located at the front server station.
9. Health and safety team includes, Sam Siegrist, Teresa Olivera, and Sam Tenveen. Health and safety manual is located in employee handbook binder at front server station.
10. Delivery log is located at back door and must be signed by all delivery personnel and visitors.
11. Water glasses will be filled at the bar and provided to guests, water jugs for refills are to be left on the table for guests to do themselves.
12. Servers will expo their own food and drinks and leave these at the side of the table for guests to handle themselves, if the table is small enough and servers do not need to reach over anyone they can place the items in front of the customer.
13. Tables have been arranged so there is a "serving space" at each table.
14. All items have been removed from tables, including candles, cutlery, etc. Servers will offer pepper to guests and pepper mill will be sanitized after every use.
15. Servers will bring coffee in cups on saucers and the saucer will be used to pick up the cup when refilling.
16. Take out boxes will be provided to guests to package their own food rather than having the server package it for them.

17. Menus will be printed on recyclable paper and will be recycled after every use. Cocktail and wine lists will only be provided upon request and will be thoroughly cleaned after every use.
18. Servers will sanitize gift cards before handling them and before returning them to guests.
19. Floor decals have been installed for social distancing, and staff have been trained to monitor flow of people on the floor to ensure proper social distancing.
20. All staff will be completing a short health check before beginning work to ensure they are not ill or displaying any COVID19 symptoms.

Cleaning and Hygiene

1. Staff have been trained how to properly wash their hands and hand washing posters have been installed in all bathrooms and at all handwashing stations.
2. Servers carry personal hand sanitizers with them and additional stations are available throughout the restaurant for customer and staff use.
3. Hand sanitizer stations are located at the front entrance, at the patio doors, and by the bathrooms for customer and staff use.
4. Tables are sanitized after guests leave, including all seats (backs, sides) , table tops and sides and all items are removed and either disposed off or sanitized. Nothing is left on the table, all items for the next guest will be provided when they arrive.
5. Condiments will be limited, most will only be handled by staff and will be sanitized between uses or will be single use. Guests will be asked how many sugars they would like etc to limit the number of items that are placed on the table and minimize waste.
6. Staff will be re-trained on cleaning procedures and will follow the cleaning checklists (see attached).
7. Bathrooms will be cleaned at minimum once per hour, or more often if busy. Cleaning procedures have been put in place and cleaning log is in all the bathrooms. On busy nights a dedicated “cleaner” will be on staff to clean bathrooms and other high traffic areas.
8. Servers will clean all terminals after every use, and other high traffic areas will be cleaned at least once per hour. (See attached cleaning checklist).
9. All staff will wash their hands before commencing work and regularly throughout the shift. Hand washing/sanitization will be required between switching tasks and before and after leaving tables if items were touched. Signage outlining how COVID19 spreads, and proper hygiene has been installed in the restaurant. The Employee Handbook also outlines proper handwashing techniques, and how to limit the spread of COVID19.
10. Bathroom cleaning logs are located in the washrooms, and hourly checklists for high traffic areas must be completed and signed off by staff. These records will be kept for at least one month in the office.
11. Trays will be sanitized between tables and each server will be required to use the same tray all shift.

Kitchen

Physical Distancing

1. Prep cooks and line cooks will stay in their own work areas and will limit contact with other areas when possible.
2. Food deliveries will be cleaned when possible and gloves will be used when receiving the shipments. All delivery persons must complete the delivery log.
3. Staff will be encouraged to wear masks when possible.

Cleaning and Hygiene

1. High traffic areas will be cleaned frequently, minimum once per hour, more frequently if needed. These areas include prep areas, cooler doors and handles, shared surfaces. (See attached cleaning checklist).
2. All shared utensils will be sanitized between users and staff will be encouraged to use only their own tools for the shift when possible.
3. All equipment (blender, slicer etc.) will be cleaned and sanitized after every use.
4. Kitchen staff will wash their hands frequently, and always after leaving the kitchen before commencing work. Handwashing signage is installed at all handwashing stations.

Front of House Cleaning Checklist

Date: _____

Opening Cleaning Procedure

Wipe down all high traffic areas including terminals, door handles, server stations, light switches, kitchen pass etc.

Clean bathrooms: ensure all surfaces have been wiped and toilet paper and paper towel are stocked (fill out bathroom log).

Ensure sani stations are refilled.

Ensure all spray bottles are refilled and clean towels are available.

Hand scanner is to be sanitized before shift

Daily Cleaning Procedures

All high traffic surfaces (door handles, server stations, kitchen pass etc.) must be wiped and sanitized at least once per hour.

Terminals (Moneris) are to be sanitized after every customer use.

Squirrel terminals must be wiped before and after every use.

Bathrooms must be checked and cleaned every hour; ensure you complete the bathroom log.

- Surfaces sanitized
- Toilet paper checked
- Paper towel stocked
- Garbage's emptied if more than half full

Check sani stations, refill if needed.

Tables must be fully wiped down and sanitized once the customer leaves, including all sides and the chairs.

Wipe down bar surfaces frequently (once per hour) including bottles, counters, taps, cooler doors

Bar tools cleaned and sanitized after every use, put through glass washer, kitchen dishwasher, or use Foodsafe Disinfectant.

Pepper mill and salt grinder wiped down after every use – Food safe Disinfectant

Hand scanner must be sanitized after every person uses it. There will be a sanitizer bottle and cloth that will remain next to the scanner.

Closing Procedures

Ensure all tables, chairs, bar stools and booths have been wiped down and sanitized. This means all surfaces, including sides and backs.

Wipe down and sanitize all counters, ledges and the pass, making sure you move anything on these surfaces and get under them.

Clean and sanitize server stations, squirrel terminals and Moneris terminals.

Sanitize all handles including coffee pots, door handles, light switches, bar taps, bottles that have been used, cooler doors.

Final bathroom check: ensure all surfaces have been sanitized and garbage's have been taken out.

Cleaning products:

Vert to go: Food safe Disinfectant

Kitchen Cleaning Checklist

Date: _____

Opening Cleaning Procedure

Wash hands before commencing work.

Wipe down all high traffic areas including prep stations, cutting boards, door handles, coolers etc., before commencing work

Daily Cleaning Procedures

All high traffic surfaces (door handles, counters, prep stations) must be wiped and sanitized at least once per hour.

Knives and utensils must be sanitized between users, or once per half hour if the same user.

Cloths used for sanitization or holding pans must be changed frequently

Hand washing stations sanitized hourly

All equipment (slicer, blender etc.) must be cleaned and sanitized after every use.

Closing Procedures

Sanitize all surfaces including, coolers, cutting boards, handles, faucets, prep stations dish pit

Ensure all utensils and knives have been cleaned and sanitized

Wash floors

Take out garbage's, ensure gloves are used and glove procedure followed

Cleaning products:

Vert to go: Food safe Disinfectant

Vert to go: HPC

Blue Thunder : used for floors