



Flying Beaver Bar & Grill COVID-19 Safety Plan

The following protocols have been developed based on guidance from the Provincial Health Officer, BCCDC, WorkSafeBC, and regional health authorities. All staff are expected to meet the requirements outlined in this plan. This is by no means an exhaustive list of our safety responsibilities.

Protocol:

- All staff must maintain a distance of 2 meters apart, as much as possible, between customers and coworkers.
- All staff must wear a mask as part of their uniform. Masks will be worn at all times.
- No hand to hand contact between coworkers or staff.
- There will be more frequent cleaning of all stations, with a focus on high touch surfaces.
- Staff are required to wash hands after every action and following the appropriate handwashing techniques outlined by Vancouver Coastal Health. Staff must wash their hands upon arriving to work, before and after breaks, after washroom use, after handling cash, after handling payment machines, and any point of sale machine.
- Staff are to practice hygienic health guidance at all times.
- If staff are sick with any symptoms consistent with cold, influenza or COVID-19, even if symptoms are mild, they must not work, they are to remain at home, and contact Health Link BC at 8-1-1. They will be asked to self-isolate at home for a minimum of 10 days from onset of symptoms, until their symptoms are completely resolved. Staff must not come to work when they are sick.
- We will no longer be taking cash and signs will be posted on the door.
- Checklists for cleaning have been created and are routinely completed by a designated employee.
- Staff who are returning from international travel must notify their manager and self-isolate for 14 days before returning to work.

Hand Sanitizing Stations:

- There are two hand sanitizing stations at the entrance of the restaurant for customer use.
- There is additional hand sanitizer available at the server station, on the patio and in the pass.

Entrance and Exits:

- Windows and doors will be left open when possible to create better airflow and ventilation.
- Door handles and other frequently touched areas are sanitized regularly.
- Customers are asked to wait in line, following social distancing decals on the ground while waiting for tables. Guests may not enter the restaurant until it is their time to be seated. A host will be monitoring the lineup and take names of guests. When appropriate, if a table is not ready, the host will take the phone number of someone in the party. Guests will be asked to leave the line and return when the host informs them via text that their table is ready.
- Hosts will take a phone number for one person in each party and the name of the guest. This will be recorded with a time and table number they are sat at. This information will be kept for a minimum of 30 days. If necessary, this information will be used for contact tracing.

Tables and Service:

- All tables are sanitized at the beginning and end of the shift, and after single use.
- There will be no unnecessary materials left on the tables.
- Hosts will walk customers to their tables, and direct them as to which chairs that can sit at to maintain the most distance from other parties. They will explain how to use the QR code menus.
- Food & drinks will be placed at the edge of each table and customers will distribute the items to their guests at the table. This includes the reverse. When refilling coffee mugs they are to be handed down to the end of the table so the server does not have to lean over any guests. This is the same for clearing dishes.
- Tables shall be arranged so the distance from the back of one chair to the back of another chair is at least 2 metres (6 feet).
- Maximum capacity for the entire restaurant, that allows for separate groups to remain 2 meters apart is 95 people

Menus:

- The use of paper menus is discouraged. We encourage guests to use the QR code menus that are on every table.
- In the event that a paper menu is used, they will be sanitized after every use and at beginning and end of every shift.

To-Go Boxes:

- To-go boxes will be given to tables to pack their own food. Staff are not permitted to pack up leftovers for guests.

Staff Must Wash Their Hands:

- Using the guidelines prepared by Vancouver Coastal Health as posted throughout the business.
- Upon arriving to work.
- Before and after smoke breaks.
- After washroom use.
- After handling cash.
- After using payment machines, POS iPads, and any shared tools and equipment.
- After handling dirty dishes.
- Before and after handling their mask or touching their face.

Bathrooms:

- Cleaned and sanitized regularly.
- Stalls, sink area, urinal and toilet handles are routinely wiped with sanitizing solution.
- Door handles, paper towel dispenser, soap dispenser are sanitized.
- All soap and toilet paper dispensers are routinely checked for refilling.
- A checklist is used for confirming the bathroom has been cleaned.
- Customer bathrooms have a maximum occupancy of two people at a time with social distancing.

Bar:

- Bar seating will ensure 2-metres between groups at the bar.
- Plexi-glass partitions are used at all times in between guests seated at the bar and the bartender.
- The bar top and stools are sanitized at the beginning and end of every shift, and after guest leaves.

Kitchen:

- Staff wash their hands frequently, at minimum every 30 minutes.
- All shared equipment is sanitized after each use.
- No delivery or members of the general public can enter the kitchen at any time.