



## The Station Public House COVID-19 Safety Plan

Our plan is current as of this date: Feb 10, 2021

Our Contact for COVID-19 related concerns: Lee Agur

You can reach our COVID-19 contact by phone: [250-493-3388](tel:250-493-3388)

Our customer facing version of this plan is available at the Hostess Station

This COVID-19 Safety Plan is our business step-by-step response to increased awareness the health and safety of our staff and customers. The safety and well-being of our guests and employees is our #1 priority.

We are following government guidelines and taking additional measures to keep you safe. Our plan includes outlining our Physical Changes, Cleaning & Hygiene and increased Protocols

### PHYSICAL CHANGES

- **Table and Chairs** - Remove table and chairs in order to keep all groups 6 feet apart.
- **Reduced Capacity - Operating at a reduced capacity and/or in accordance with provincial occupancy guidelines.**
- **Floor Decals** – Social distancing and directional stickers have been installed on the floors throughout the restaurant to help direct the flow of guests and keep everyone at a minimum of 6 feet in distance.
- **Washrooms** – Signage has been placed on the outside of each of the restrooms stating only one person allowed in it each time due to the small size of each of them. We will post signage asking guests to please wait their turn on each of the bathroom doors if there is a guest already using the facilities. This will also be stated on our house policies at our front entrance.
- **Buffet Service** – Buffet service removed for the time being.

### CLEANING & HYGIENE

We have enhanced our cleaning and hygiene practices in response to COVID-19. We have selected Health Canada approved methods to clean and disinfect surfaces for all common areas and surfaces of our business.

- **Hand Washing Procedures** - Develop and establish handwashing procedures for all front-of-house and back-of-house staff. Handwashing signage is provided in various locations throughout the restaurant to communicate good handwashing practices. The proper hand-washing technique takes 20 seconds to do.
- **Hand Sanitizer** - Hand Sanitizer dispensers have been installed at both entrances of the restaurant (Front Entrance and Patio Entrance) for guests and staff. Multiple hand sanitizer bottles have been placed around the restaurant as well including outside on the patio.
- **Table & Chairs Cleaning** – Remove all items when turning a table (cutlery, plates, cups, etc.). Clean table. Laminated sheet is placed on tables stating whether the table is “clean” or “not clean” so guests do not sit down at dirty tables. Wipe down chairs.
- **Condiment Cleaning Procedures** – All condiment containers are cleaned before being brought to the table.
- **Point of Sale (POS)** - POS machines are sanitized between patrons.
- **Enhanced Cleaning** – Enhanced cleaning on all frequent touchpoints including tables, chairs, handles, buttons and other frequent touch points. Other touch points include freezer doors, oven handles, knobs and other equipment.
- **Cleaning Procedure Checklist** – Checklists have been created for various areas of the restaurant.
- **Shift Change** – When staff switch positions, any shared equipment will be sanitized. This will include all repeated contact surfaces such as computer terminals, keyboards, POS machines.
- **Clean Restrooms** – Restrooms are cleaned frequently. Make sure touch-free soap dispenser and paper towel dispensers are installed and refilled on a regular basis.

## PROTOCOLS

### Servers/Expos/Bartenders

- **Guests Contact Information** - Servers must take down contact name and phone number of one person from each table.
- **Masks** - All servers are required to wear personal protective equipment mask.
- **Work Attire** - Staff are to wear clean work attire.
- **Menus** - Disposable paper menus will be left at the table and disposed of at the end of the meal service. Regular menus have been suspended and not in use at this time. Guests also have the option of viewing the paperless menu through the QR Code Menu.
- **Water Service** - For water service, staff will provide in a glass at the table.
- **Leftovers** - For leftovers/carry away, staff will provide the guest with the container and let them pack.
- **Hand-to-Hand Contact** - Eliminate hand-to-hand contact with customers such as handshakes, high fives and fist bumps.
- **Cash Handling** – Bartenders and servers are asked to wash or sanitize hands after handling cash.
- **Debit/Credit Cards** - Try to limit the use of cash and encourage guests to use credit and debit cards whenever possible, by allowing customers to scan or tap their cards and handle the card readers themselves. Encourage tap payment over pin pad use.
- **Growler Refilling** - Growler filling at restaurant is no longer permitted.
- **Pick-Up Orders** - Signage stating that pick-up orders are to go directly to the bartender in a designated area that provides plenty of space.
- **Symptoms** - Staff members who are sick or displaying symptoms have been asked to refrain from coming to work and are not permitted to return to work until fully recovered. Staff are surveyed for health symptoms and temperature checked prior to each shift.
- **Room Delivery Service** – Wash hands before and after delivery service. Make sure to let the guest know at time of ordering that we will leave the food outside their door, knock, and then walk away. Must wear mask when delivery food. Must be zero contact delivery service.

### Kitchen

- **Masks** - All kitchen staff are required to wear masks.
- **Work Attire** - Staff are to wear clean work attire.
- **Kitchen Limit** - We will limit the number of people who aren't cooks and chefs from entering the kitchen area. This includes sales representatives, delivery drivers and technicians.
- **Food Handlers** - Food handlers are required to wash their hands for 20 seconds frequently for best practices.
- **Kitchen and Prep Area** - are wiped down in frequent intervals with approved cleaner.
- **Symptoms** - Staff members who are sick or displaying symptoms have been asked to refrain from coming to work and are not permitted to return to work until fully recovered.

### Guests

- **Symptoms** - Any guest exhibiting COVID-19 related symptoms will be asked to return when they are well.
- **Maximum Table Seating** - A maximum of **6 people** will be sat per table.
- **Physical Distance** - In common spaces such as waiting areas, guests are asked to maintain a physical distance of **6 feet** between them and other restaurant guests.

We will continue to monitor the evolving COVID-19 situation, taking guidance from the Public Health Agency of Canada, Centre for Disease Control and Prevention, and local health authorities, and we will update our practices as new details and recommendations emerge.