

Samz Neighbourhood Pub

COVID-19 Safety Plan – Front of House

UPDATED – NOVEMBER 20, 2020

Due to the restrictions placed on the service industry, along with the concerns for our staff and customers, we have had to make a number of changes to the way we conduct business.

Our first and foremost concern is that of the safety for you our employees. The changes that are laid out in this document are a mixture of regulatory restraints and best practices that we are putting into place. Your locations Joint-Health and Safety Committee will meet regularly but if you have any suggestions and/or concerns around the operations of business, you may reach out the COVID – Safety Officer, Kara Geransky at any time. Kara’s contact information is posted on both BOH and FOH communication boards.

Prior to Coming to Work

1. All staff will have to complete a self-assessment within 3-4 hours prior to your scheduled start time to ensure that you are in good health and do not have any symptoms of a cold/flu/COVID-19. This self-assessment can be found on bc.thrive.health or via the BC COVID-19 App on Google Play or the Apple App Store.
2. If you do not pass the self-assessment and/or have had symptoms of COVID-19 in the last 10 days, contact your manager ASAP via the main Pub line or via their personal cell phone. We will work to get your shift covered and based on the assessment we will let you know how long we would like you to refrain from returning to work. At minimum, we will ask that you do not return until you have been symptom free for at least 24 hours. If you are confirmed to have COVID-19 you will be required to stay away from work for a minimum of 14 days.
3. If at any point you are informed that you “may” have come into contact with someone who had tested positive for COVID-19, you are to inform Kara and/or your direct manager ASAP. Your shifts will be covered until you have received your test results.
4. We will require that those with shoulder length or longer hair have it pinned back or tied up to ensure you are not touching it throughout your shift. As always, if you do touch your hair, face, used dishes/glasses or other surfaces, you will be required to wash your hands with soap and warm water for 20 seconds.

On Shift

1. Prior to entering the building, you must properly put on a mask.
2. All staff will complete a temperature check to ensure that you do not have a high temperature. You will sign off that you have completed this on your sign-in/out sheet daily.
3. Once you are on site, you will place all your personal belongings in one bag. We ask that you bring a duffle bag or reusable bag that can be closed securely to keep your personal belongings in while you are at work. These bags are not to be accessed throughout your shift, unless absolutely necessary. You will also be asked to keep your phones in these bags to avoid the temptation of accessing them throughout your shift.
4. Proper hand washing procedures will be done any time you come in contact with your hair, face, used dishes/glasses or other surfaces. These procedures include washing your hands with soap and warm water for 20 seconds and drying them with paper towel.
5. All surfaces must be washed and sanitized properly prior to a seating change. This includes chairs, booths and plexiglass barriers, if applicable.

6. When taking payment of any kind you must wash your hands. We will encourage the use of debit and credit but will not refuse cash as payment. The Moneris machine will be wrapped in plastic wrap and wiped frequently.
7. There are signs stating that chairs and tables are not to be moved and that we are not allowing groups of more 6 people.
8. Any time you leave the floor area (ie. To use the washroom or take a break) you must wash your hands thoroughly with warm water and soap for 20 second and dry with paper towel.
9. Only bartenders will have access to behind the bar. No other staff should be back there at any time, unless t the request of the bartender on shift.
10. FOH Staff – Will be required to do 1-hour washroom checks and sanitize contact surfaces frequently throughout their shift. This includes gaming equipment, door handles and railings, as well as checking that sanitizer is fully stocked at customer entrances, sanitizer stations and outside the washrooms.
11. Bartenders will be dressing/garnishing all cocktails and beverages. They will also be keeping straws behind the bar and will only be providing straws upon request.
12. Personal Protective Equipment will be made available for all staff should they desire it.
13. If at any point you feel ill, please report to a manager immediately and we will ask you to go home immediately and re-take the Self-Assessment Tool or call 8-1-1.
 - a. Your station and touchpoints will be thoroughly cleaned and sanitized by management.

End of Shift

14. Servers – Will be required to sanitize their entire sections tables, chairs and booths, as well as all the condiment containers, computer terminals, telephones and Moneris machines, prior to cashing out.
15. Bartender – Will be required to do a final sanitize of the bar top, tap handles, pop/liquor gun, any other touch-points, gaming equipment, entrances and exits prior to cashing out.
16. There is to be only ONE person at a time in the break/cash out area. There are signs to remind you!

In addition to the changes listed above, there have also been changes to our layout and new practices have been put in place to discourage crowds and encourage social distancing.

1. Customers are required to wear facial coverings when not seated. Disposable masks will be made available upon request.
2. Server cards will be eliminated. Each server will be given an access number.
3. We will be collecting contact information from all customers and holding on to it for 30 days.
4. Notices are posted at entrances to remind customers not to enter if they are not feeling well and that we reserve the right to refuse service to individuals who are showing cold/flu like symptoms.
5. Tables are a minimum of 2 meters apart from each-other or have a barrier between.
6. We are limiting table size to a maximum of 6 people.
7. A chair will be removed from tables to allow easy access to place items in front of customers without having to lean in closer than required. Servers will place the glassware and plates at the front of the table and have the customers grab or pass them to other guests, to eliminate leaning over guests.
8. Coasters will NOT be used.
9. Additional sanitizing stations have been placed throughout the pub for guest use.
10. Cutlery and other condiments will not be left on the floor area. All items will be stored in the service prep area and thoroughly sanitized after use.

11. Ketchup bottles will be removed and replaced with ramekins of ketchup upon request.
12. There are posters stating that there are is to be no gathering in the foyer area and decals around areas that people tend to gather (ie. Keno SST, Pull Tab machine, payment areas).
13. There are hand sanitizer stations located at each entrance.
14. The washrooms will have a checklist that needs to be initialed after each 1-hour interval check.
15. Customers will be required to pack up their own leftovers at the table.

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4. Proper hand washing procedures will be done any time you come in contact with your hair, face, used dishes/glasses or un-sanitized surfaces. These procedures include washing your hands with soap and warm water for 20 seconds and drying them with paper towel.
5. There will be absolutely NO EATING in the kitchen area. If you are on a break and eating a meal, it must be in the staff area, beyond the walk-in freezer.
6. Proper sanitation procedures are posted throughout the kitchen and MUST be followed.
7. Assign tools and equipment to one staff member at a time. Once you are done with an item, it must be fully sanitized.
8. High traffic touch points, such as handles on fridge and freezer doors, must be sanitized frequently throughout your shift.
9. We will be limiting the distance that deliveries will be able to enter the building. This will be displayed with clearly stated lines on the floor and your manager will show you where these lines are. This is to ensure that we have as little contact with outside employees as possible.

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