

RauDZ Creative Concepts

COVID19 Return to Work Policies & Procedures

Our Supervisors, Managers and Owners are committed to ensure that the risk of exposure to the virus that causes COVID-19 is minimized and our work and guest spaces are compliant with COVID19 return to work guidelines on health, hygiene, sanitation and safety.

We ARE in this together and together we will succeed.

This guide to our **COVID19 Safety Plan** provides Supervisors And Managers with a framework to help create and manage the following:

Healthy Spaces

- Informative signage on occupancy, health and hygiene standards for both guests and staff at key areas in restaurant.
- Manage mandatory restaurant cleaning and disinfecting checklists, with special attention paid to high-contact areas such as: tabletops, chairs, knobs, handles, switches, POS terminals, credit card terminals, telephones, writing instruments, bottles and dispenser, printed menus and lists
- Safe handling of tableware, utensils, small ware, pots, pans and glasses
- Social distancing measures in both staff and guest spaces

Healthy Staff

- Staff training on new sanitation and social distancing procedures
- Managers to enforce and encourage “We don’t work sick” mindset and be prepared to fill shifts should a worker call in sick. Clearly state that they are not to return to work until safe to do so.
- Managers to enforce staff who feel sick at work to be sent home and followed up on.
- Social distancing measures in staff and guest spaces

Safe Food Preparation Areas

- Manage safe receiving of goods from Delivery doors to Kitchen and Bar areas
- Manage mandatory restaurant cleaning and disinfecting checklists
- Special attention paid to high contact areas such as: cooler and freezer handles, knobs, ice machine, cooking and cleaning equipment, compost and garbage disposals

Communication

- Communicate to guests and staff that all efforts have been taken to minimize risk of exposure and adequate controls are in place.
- Controls follow the guidelines set in place by Provincial Government and WSBC.
- Communicate to staff that mental health is just as important as physical health, and to take measures to support mental well-being. Provide staff with resources for those affected by the anxiety and uncertainty created by the COVID-19 outbreak.
- Link to BC COVID19 Self Assessment tool <https://bc.thrive.health>
- Increase Health & Safety Committee meeting frequency from once a month to bi-weekly

Safe Health - Training and Compliance

Key message: We are all responsible for building and maintaining the trust of our guests and co-workers. Please be aware that compliance to the standards we have set out in this training session is *mandatory* and failure to comply will result in termination.

- Onboarding and Training for New and Returning Staff
- Hand hygiene
- Respiratory hygiene
- Laundry, Uniform and Linen handling
- First Aid procedures
- All staff must sign agreement form at end of training session

RauDZ Creative Concepts COVID19 Safety Plan

Risk Assessment

- We have involved all staff, supervisors and managers, and our Health & Safety Committee in identifying the areas of risk in the transmission of the COVID19 virus.
- We have identified the areas where staff or guests might gather as: front entrance, front of house Server, back of house areas by dishwashing equipment and the staff room and set distancing standards in each of these areas.
- We have identified job tasks where staff and/ or guests are close to one another as: welcoming guests at entrance, taking food and beverage orders, ringing in F&B orders, receiving, prepping and cooking of food and beverages.
- We have identified tools and equipment that staff share
- We have identified surfaces that people touch often

Protocols

The following protocols were agreed upon evaluation of risk:

- Cleaning protocols: responsibility, cleaning schedules posted, list of surfaces, tools, equipment etc.
- Patron capacity established and posted.
- Guest 'party' size limited to a maximum of 6 people
- Guest 'parties' will be separated by a distance of 6 feet or 2 meters and 3 feet between chair backs
- Kitchen and Service staff numbers working at one time have been reduced to allow for effective physical distancing practices.
- Maximum capacity in high traffic areas and staff room posted
- Administrative and Accounting staff have moved to 'work from home' where applicable
- Staff and Management meetings are now conducted via 'virtual' applications such as Zoom
- Staff receiving deliveries for the kitchen and bar will practice strict hand hygiene between all job tasks

- Service staff taking orders from guests, serving and delivering food to tables will practice strict hand hygiene between all job tasks
- Service staff clearing tables to dish area will practice strict hand hygiene between all job tasks
- Counter bar staff taking orders from guests, preparing food or drinks will practice strict hand hygiene between all job tasks.

As requested by the Provincial Health Officer, the Manager of our restaurants that take reservations will retain contact information for at least one member of any party of patrons for thirty days. Our restaurants that operate 'first come first served' basis, will do the same when guests are seated.

Guest messaging for website, social media & posted in-house signage

Our Staff, Managers and Owners are committed to ensure that the risk of exposure to the virus that causes COVID-19 is minimized and our guest and work spaces are compliant with COVID19 return to work guidelines on health, hygiene, sanitation and safety.

We will be practicing the following safety measures; building upon the rigorous and strict sanitation standards we have had in place for years. This is by no means an exhaustive list but includes the following:

- All guests visiting our restaurants will be required to use hand sanitizer prior to entering.
- Hand sanitizer stations are available throughout the restaurant for guest use.
- All surfaces within the restaurant will be sanitized thoroughly between each use
- Washrooms will be sanitized every 30 minutes
- Laminated menus and beverage lists will be sanitized before and after every use. If guests prefer, they can view our entire food and beverage menus online at each of our restaurant's websites.
- Groups will be seated six feet apart with a maximum of 6 people per table, and 3 feet between the backs of chairs
- As requested by our Provincial Health Officer, guests must provide contact details so they can be reached should a potential exposure be identified.
- All employees will follow strict hygiene protocol at all times
- All managers will check in with employees as they arrive for their shift. If they present signs of illness they will not enter the building

SIGNAGE

RauDZ Regional Table

Front Door Entrance Window

Socially Distance Measures in Place Capacity notice

44 Guests at 50% capacity, 6ft minimum distancing measures between parties. 3ft between backs of chairs

Outside Space

Please Socially Distance until our team welcomes you inside.

Ladies Bathroom Door

Only one person at a time in ladies' washroom.

Staff Meal Area -

Please socially distance as you wait to make your plate, and when you sit down

Signage to set distancing standards in high traffic areas

All on one sign posted as a reminder at the staff entrance

One person at a time in the staff room

One person in the servery at a time

Two people max behind the bar at one time

One person at a time at host stand

Two people max in Bussing/Dish area at one time

Culinary

Two People on each side of line at a time

One person in cooler at a time

One person in the freezer at a time

Two people in the Prep kitchen at a time

Micro

Outside Patio Space:

STOP! Please wait in a socially distanced manner for our staff to seat you.

Front Door Entrance Window

Social Distancing Measures in Place-Capacity notice

32 Guests at 50% capacity (including patio) and 6ft minimum distancing measure between parties

Signage to set distancing standards in high traffic areas.

All on one sign posted in staff area

One person on hot side at one time

One person in dish area at one time

One person at POS system at one time

One person in the Bar Well at one time

Staff avoid congregating in "horseshoe area" of bar

Sunny's Modern Diner

Front Door Entrance Garage Door

Socially Distance Measures in Place Capacity notice

32 Guests at 50% capacity (including patio), 6ft minimum distancing measure between parties. 3ft between backs of chairs

Outside Patio Space:

STOP! Please Socially Distance as you wait for our team to seat you

Signage to set distancing standards in high traffic areas.

All on one sign posted at staff entrance

One Person at a time upstairs

One person in Dish area

Three People on line

One person Bar/POS area

COVID19 SANITIZATION PROTOCOL

RauDZ Regional Table, micro bar & bites, Sunny's Modern Diner, and The Okanagan Table

- Gloves & masks *optional* for all staff to wear during service
- Sanitizer station at the front door and outside the bathrooms, strictly suggested for guest use
- Paper towel available in the washrooms for opening doors, hand drying, and turning on and off water faucet if needed.
- Removal of all extra toilet paper rolls to avoid unnecessary contact from guests, refilled when necessary
- Washrooms cleaned completely on a 30-minute schedule, signed out afterwards
- Sanitizing all service trays thoroughly between uses
- Ensuring that bar surfaces top/bottom as well as stools are sanitized between guests
- Staff to wash hands every time they return from the dish area / washrooms / sanitize tables, etc.
- Beer tap handles / cooler handles sanitized every 30 minutes.
- POS system, debit machines sanitized after every use
- All liquor bottles, syrup bottles sanitized at the end of every service before storage
- Bar prep only done before or after service in a controlled and sanitized environment to avoid contact or exposure from guests or multiple staff members. Prep to be done with clean gloves and sanitized tools

SERVICE - FOH

RauDZ Regional Table

- For Wine bottle service, server opens bottle at the table, pours first glass for guest as close to the edge of the table as possible. Offer to leave bottle for the guest to continue to refill glasses
- Make sure when Guest arrives that we request a name and phone number put into Bookenda for records if they are not a reservation
- When taking payment, put in amount due, place at the edge of the table and server steps back.
- Bar food service, Server deliver food to spot #215 then the bartender serves from behind the bar to avoid side by side service.

Micro Bar and Bites

- Guests to wait outside patio before being seated to ensure we can control sanitization and capacity at all times.
- Room split into sections. Each section server will be responsible for service, food running, clearing, payments to minimize multiple contacts between guests and staff.
- Place food and beverages at edge of table for guests to distribute (when applicable) to avoid staff reaching over guests. Request that guests place empty plates and glassware at the edge for clearing.
- Wine bottle / 9oz wine carafe service: pour first glass, offer to leave bottle for guests to pour themselves
- Will not be utilizing bone billfolds / refillable hot sauces. Hot sauce / salt / pepper will be served by request only in ramekins.
- Water available upon request, carafe left on the table for service, to minimize guest contact.
- When taking payment, put in amount due, place at the edge of the table and server steps back.

Sunny's Modern Diner

- Water upon request to minimize guest contact
- Request Contact information from at least one guest in the party including phone number or email, kept for our records.
- When taking payment, put in amount due, place at the edge of the table and server steps back. Or set it on the empty bar space beside guest and step back.
- Guests stack plates at the end of the table to minimize contact
- Servers run their own food to minimize contact with other staff members

CULINARY - BOH

RauDZ Regional Table

- RauDZ Creative Concepts has mandatory training in the policies and procedures for Covid19
- Mandatory hand washing, when entering the kitchen, Prep space, kitchen, building.
- Cooks need to change they're into work clothes before entering kitchen.
- Staff have to wear a hat while on shift.
- Specific knives/tools on each station, to minimize touching between staff.
- We have adjusted our staffing strategy to have a smaller team that always work together
- Dish area
- Our food deliveries are delivered at the back of the restaurant. No access to our main culinary kitchen. Receiver strict hand hygiene.
- ½ hour reminders to all food handlers of hand washing procedures, and sanitizing counters.
- End of Service, cleaning, sanitizing, initialed by chef or manager. Records kept!

Micro Bar and Bites

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- Cooks need to change they're into work clothes before entering kitchen.
- Staff have to wear a hat while on shift.
- Specific knives/tools on each station, to minimize touching between staff.
- We have adjusted our staffing strategy to have a smaller team that always work together
- Dish area
- Our food deliveries are delivered during non-operating hours. Strict hand hygiene protocols for Receiver.
- ½ hour reminders to all food handlers of hand washing procedures, and sanitizing counters.
- End of Service, cleaning, sanitizing, initialed by chef or manager. Records kept!

Sunny's Modern Diner

- RauDZ Creative Concepts has mandatory training in the policies and procedures for Covid19
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The Okanagan Table

- RauDZ Creative Concepts has mandatory training in the policies and procedures for Covid19
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- Cooks need to change they're into work clothes before entering kitchen.
- Staff have to wear a hat while on shift.
- Specific knives/tools on each station, to minimize touching between staff.
- We have adjusted our staffing strategy to have a smaller team that always work together
- Dish area
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