

## **Springwater Covid-19 Safety Plan • Summer 2020**

The Springwater values the safety of our staff and customers during this unprecedented time. It is our belief that a sudden reopening may cause unsafe work conditions. We are dedicated to a slow opening over and above the guidelines set out by the PHO. To keep all staff and customers safe and healthy we will be reintroducing service gradually in four phases.

**Any staff that feel ill or is showing any symptoms must inform management and refrain from coming to work.**

### **SPRINGWATER PHASE I**

As of March 13<sup>th</sup>, 2020, the Springwater discontinued dine in services- a week before the Provincial Health Officer ordered all restaurants to cease dine-in services.

Cabins were immediately shut down and guests were notified of cancellations without any penalty.

We adjusted the menu and transformed the front window into a takeout restaurant.

Due to a heavy drop in sales, staff were laid off in order to reduce all costs and keep the restaurant isolated from anyone other than myself, my partner, and our two sons- this was our bubble.

Take out consisted of customers placing orders by phone, email, or Facebook message.

The front window has a sliding window that creates a natural barrier separating customers from us.

Takeout orders are made in the kitchen, packaged in takeout containers, and placed in paper bags.

Customers pick up their orders from our takeout window, using tap on our debit machines. E-transfers are also acceptable payment.

The inside of the restaurant, with the exception of the washrooms, remained closed to the public at this time.

## **SPRINGWATER PHASE II • May 28<sup>th</sup>, 2020**

### **Opening Springwater Patio**

Inside the restaurant will remain closed.

A second order window will be near the entrance on the main walkway. Menu will be written on chalk boards beside order window to avoid people handling and touching things unnecessarily.

Guests dining on the patio will place their food and drink order and pay for their meal before proceeding to a sanitized table on patio.

Meals will be delivered to a second window, closer to guest seating to avoid unnecessary cross-traffic and walking around. Guests will be notified that their order is ready and they will pick up their meal, cutlery, and condiments on trays to take to their table. There will be a bell and sanitizer provided at the service window for customers to alert staff of any needs such as more drinks or food, use of the washroom, etc.

The accessible/family washroom will be available for customers to use as it is a single washroom with no stalls, permitting only one person at a time and making it easier to sanitize between each use. The only exception to the rule will be a child or person that requires assistance. Cleaner will ensure all contact areas are cleaned and sanitized after each use.

The men's and women's washroom will be locked and only available to staff and will be sanitized daily.

Customers that are able to leave via stairs will be asked to leave from the dining patio exit to prevent unnecessary cross-traffic with customers entering the restaurant. Customers with children, elderly, or disabilities will be able to exit via the main entrance.

Tables will be cleaned and sanitized after each use including table tops arms of chair back of chair, portion umbrella. Most popular condiments will be placed on each table: ketchup, salt, pepper, and malt vinegar. After each party leaves, the condiments will be sanitized with the table and chairs or be replaced with sanitized condiment containers.

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### **SPRINGWATER PHASE III • July 1<sup>st</sup>, 2020**

Introducing table service, adding additional seating

Seating will increase on dining side patio from 36 to 54

Seating increase on bar side from 18 to 22

Servers will greet guests on walkway and guide them to an open and sanitized table

A laminated and sanitized menu will be on tables for guests to view

Orders will be taken and delivered to tables by servers or kitchen staff

Cabins will be open for reservations

### **CUSTOMER PROTOCOLS**

Patrons are expected to follow all guidelines put forth by the PHO and the Springwater.

Customers will socially distance from staff and other patrons not in their party by at least 2 metres. Customers cannot sit in groups larger than six people (not including infants who do not require their own seats).

Customers cannot move tables or chairs and are expected to ask staff for assistance with the umbrellas.

Patrons must ask for access to the washrooms to control traffic and spacing in the building.

During peak periods, there may be a time limit on tables.

Customers that do not comply with the new COVID-19 protocols will be asked to leave.

## **INTERACTING WITH CUSTOMERS**

Servers are to wear face masks when dealing with customers and when unable to adequately distance while working around other staff members.

Servers and kitchen staff will wear gloves when bussing tables and cleaning washrooms and will wash or sanitize hands afterward.

Sanitizer will be provided at host stand and washroom entrance so that it is also accessible to customers.

Servers are to maintain social distancing as much as possible and must ensure that customers are following distancing guidelines as well.

Servers will stand wherever is the most reasonable/has most space at the table and will not move around the table to serve each customer.

Nothing will be handed directly to customers, all plates, drinks, etc. will be placed on the table and customers will pass down/distribute items amongst themselves.

Drink refills will be provided in fresh glassware.

Bills will not be provided in billfolds; server will place paper bill on table for customer.

Servers may enter a tip amount in card reader when requested by the customer if they wish to tap and avoid touching the machine. Card reader will be sanitized after each use.

Tables, chairs, condiments, and menus are to be sanitized after customers leave each table.

Dishes, garbage, and food scraps are to be brought to the kitchen for disposal, washing, and sanitizing.

Men's and Women's washrooms will open to the public and will be checked over and sanitized every half hour. Access will be controlled to allow for proper spacing of patrons in the building.

## **PAYMENT**

While card payments are preferred, cash will be accepted. Each bill or coin is to be cleaned with warm soapy water and left to air dry before placing in cash drawer. If cash cannot be cleaned immediately upon receiving it, it is to be kept in a glass jar that can be sanitized at the end of the day after all cash has been cleaned.

## **FOH**

Employees must wear masks when working within close proximity of each other.

One person behind the bar at a time.

Masks, gloves, and sanitizer will be provided; all staff will frequently use the PPE provided as well as wash their hands.

Wash hands after using washrooms, doing dishes, pouring drinks, handling money, touching your face, sneezing, etc. FREQUENTLY.

Sanitize POS screen, clovers (card readers), takeout window and counters.

When not dealing with customers:

Clean and sanitize all contact surfaces, light switches, door handles window ledges, outside railings, umbrellas, take out counters, etc.,

Check bathrooms,

Clean and sanitize server fridge, bar fridge, liquor bottles, beer tower, etc.,

**There is always cleaning and sanitizing that can and should be done.**

## **BOH**

When working by oneself, a mask is not required as it is so hot in the kitchen, however, when there is more than one employee behind the line, mask or face shield is required.

Hand washing is a must. Always wash your hands- before and after handling food, after touching face, sneezing, after returning from the washroom, etc.

Gloves are for single use, discard after use. Frequent hand washing is the preferred.

When not prepping or cooking, clean and sanitize all surfaces, equipment, dishes, etc.

**There is always cleaning and sanitizing that can and should be done.**