

Springwater Covid-19 Safety Plan • Summer 2021

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.

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

- Reintroducing table service on PATIO ONLY
- Occupancy on dining side patio at 48
- Occupancy on bar patio at 24
- Servers will greet guests on walkway and guide them to an open and sanitized table
- A laminated and sanitized menu will be provided to each seated group
- Orders will be taken and delivered to tables by servers or kitchen staff

CUSTOMER PROTOCOLS

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

Patrons must wear a mask on all parts of the patio unless seated at their table.

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).

Parties must arrive as a group.

Customers will be shown directly to their table and must not stop to converse with other groups.

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

Patrons can only enter the building to use the washrooms and must wear a mask.

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 on shift and follow all customer rules when on premises as customers.

Servers and kitchen staff can wear gloves when bussing tables and cleaning washrooms and must wash and 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.

Women's and accessible 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 on the premises.

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. Staff may wear their own reusable masks.

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 often.

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 and wash or sanitize hands. 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.