



## COVID-19 Safety & Sanitation Plan

The importance of this Plan, goes hand-in-hand with the seriousness of this virus, which has costed the lives of many people worldwide and has affected the global economy in an unprecedented way.

New policies, procedures and protocols have been put in place to re-start our business in a safe way and they will be regularly scrutinized, adapted and modified, to achieve the maximum level of Safety for our Staff and Guests.

The respect towards this plan and the rigorous implementation of these new procedures will ultimately provide a safe work environment and create customer confidence in our restaurant, with the result of more jobs and more memorable experiences for all.

As per order of the Provincial Health Officer (PHO) dated June 11<sup>th</sup> 2020:

- *This Safety Plan will be changed and updated in accordance with the latest orders from the Provincial Health Officer and protocols provided by Work Safe BC.*
- Upon arriving to work, it is **mandatory for All Cuckoo Staff** to enter from the back door (dish pit area) and every employee, visitor, delivery driver, sales representative, technician, etc. **MUST** fill-in the self-certification **Sign in sheet**, date it and sign it, after answering all 6 questions. All sign-in sheets will be collected at the end of every day and stored in the manager's office for a minimum of 30 days.
- All staff and visitors are required to **wash their hands** before entering the kitchen and/or dining room, upon arrival. Non-surgical masks are available to all staff members and visitors that require one and, at this time, **as we can't guarantee a safe distance of 2 meters between staff members**, we deem it necessary to make the use of masks or visors **mandatory** for all staff on shift.  
This decision will be re-evaluated and may become optional in the future.
- Nitrile gloves and poly gloves are available for whomever need them, in multiple sizes.
- All 5 Washrooms, (4 public and 1 staff) are cleaned and sanitized every night by our cleaning crew. **A sanitation schedule** will be held in each washroom, (including the Staff washroom), recording and ensuring a safe and frequent sanitation of the public washrooms. These schedules will be collected when full and stored in the manager's office for a minimum of 30 days.
- Sanitation Stations have been set up throughout the restaurant, to allow Staff & Guests to access hand sanitizer whenever needed.

- A new dispenser of **Quat Liquid Sanitizer** has been installed in the dish pit and labelled spray bottles and labelled red plastic buckets will be used for the purpose of sanitizing all common areas and surfaces after each use. The sanitizer is tested every day with test strips and the value recorded.
- Squirrel p.o.s. terminals have been separated, plexiglass barriers have been put in place on the cooking line and new p.o.s. stations have been built on the patio, to ensure distancing between staff members, during the conduct of their daily duties.
- Physical Distancing posters, Mask Wear Protocol signs and Hand Washing Instructions have been posted throughout the restaurant.
- Two very important new positions have been created and are vital for our ability to conduct business in a safe way, ensuring protection for ALL our Staff members and Guests:  
***Bathroom Attendant*** and ***Sanitation Attendant***:
  - The Bathroom Attendant position is of the utmost importance as it will allow us to control the flow of Guests using the washrooms at any given time and, in order to enforce physical distancing, the Piano Room may be used for Guests to line-up while they wait to use the washrooms.
  - While the washrooms are being sanitized, during the course of service, a partition will be put in place to block access to the public washrooms until such time as they have been completely sanitized.
  - The Sanitation Attendant will routinely and constantly be focused on sanitizing all frequently used surfaces and common areas throughout our dining rooms and outdoor spaces, including but not limited to, Guests tables and chairs, after each use.
  - The capacity of each and every dining room, outdoor terrace and patio, has been reduced by at least 65% on average.
  - Tables and chairs have been positioned in such way to allow at least 2 meters (6 feet) between Guests and will not be moved until such time as the PHO will deem it safe.
  - Tables have been set up for a maximum capacity of 6 Guests. At this time we feel that it is safest to keep all tables at least 2 meters apart ***even if people are in the same party***. Tables are set up to allow a “point of entry” for the servers to approach and talk to the Guests at each table, that ensure the necessary physical distancing of 6 feet (2 metres).
  - Tables will not be pre-set and caddies have been purchased to provide all the necessary utensils to each table, in one single trip. Pitchers of water will be brought to the table, with the caddy, ***before the Guests are seated***.
  - Our Menus and Bar & Wine List are disposable and will be thrown out and recycled after each use.
  - Clear and well defined lines, marking the 6 feet (2 meters) distance, have been set on the ramp outside the restaurant entrance and a rope partition clearly defined the flow and direction of traffic, aided by glued on directional arrows.
  - Upon arrival, Guests will be welcomed ***outside*** the restaurant where a sign clearly instructs them to wait to be seated, while sign instructs them not to enter if they are sick or have respiratory symptoms.
  - The host will find out the size of the table necessary, inform the Guests of all policies and procedures and ensure that new Guests are informed of the location and protocol to access our public washrooms, then will enter the restaurant and set up the table with all the necessary implements, including a pitcher of water and disposable single use Menus, aided by the use of pre-set caddies. The host will then go back and bring the Guests to their table.
  - The servers have a clear point of entry to approach the table at a safe distance and will start service. At this time we are serving drinks and food at the end of the table, allowing Guests to pass the food & Beverages along the table, as the server retreats to a safe distance.

- Hand washing sinks and hand sanitizer are readily available to all staff and servers, food runners and bussers are reminded to wash their hands frequently, especially after clearing plates, glasses and cutlery used by the Guests.
- In the eventuality that a Guest requires some leftover food to be packed for take away, we will provide the Guest with the appropriate container and the Guest will have to pack the food.
- Disinfecting wipes are regularly used by the server to handle the “pay at the table” hand-held machines for each individual use, before and after bringing them to the table.
- During the past months we have set up a new **Take Away Menu** that is available at [www.cuckooincoombs.com](http://www.cuckooincoombs.com) A separate entrance has been created, by the French doors of the Heritage Dining Room, to separate the possible line up of dine-in patrons and take away orders pick up.
- Rigorous rules have been put in place for all our staff regarding calling in sick. Regardless of the reason for calling in sick (protected by right to privacy law), each employee that misses a shift or part of a shift because of sickness, **must bring a Doctor’s note** clearing the employee for a safe return, **before resuming work.**

For any questions regarding this Safety & Sanitation Plan, please feel free to email us at [cuckooincoombs@oldcountrymarket.com](mailto:cuckooincoombs@oldcountrymarket.com)