



F&B-Specific Protocols

Assessed Risks:

We have worked extensively with our staff and identified the following risk areas in our workplace. We have assessed both physical proximity issues as well as surface contamination issues.

We have identified the following areas where people gather as points where 2 metres of physical distancing is difficult to maintain:

- Behind the bar
- Kitchen
- Vodka Room

We have identified the following job roles, tasks and processes where workers are frequently close to one another or members of the public for periods of time that are longer than 15 minutes:

- Bartenders
- Chefs, cooks
- Host/Hostess
- Managers

We have identified that the following kitchen equipment, small-wares, computer and POS terminals are high touch surfaces that must be subject to rigorous cleaning protocols:

- portable kitchen equipment; oven controls, oven doors, Rational oven control surface, modular kitchen equipment, espresso machine

We have identified that the following locations are high touch surfaces that must be subject to rigorous cleaning protocols:

- All handles; fridge, door, drawers
- Service counters
- Chairs

First Level Protection (Elimination):

- Staff check-in & break area moved to larger space to allow appropriate distancing
 - Daily check-in procedure includes a daily health declaration
- Reduced capacity of diners to adhere to physical distancing requirements of 2m between different parties
- As per Provincial Health Order, no tables larger than 6
- Per **physical distancing & tables no larger than 6**, our maximum capacities have been reduced:
 - Dining Room 76 (+12 staff)
 - Champagne Lounge 42 (+6 staff)
 - Patio 34 (+4 staff)
 - Cellar 18 (+4 staff)
 - Bar 12 (+2 staff)
- Tables have been spaced to allow a minimum of 2m between guests of different parties
- As a result of distancing within a catering setting, there will be adequate space for staff to approach tables so as not to get too close to guests
- In the inevitable occurrence of a hand shake with a guest, staff will immediately sanitize their hands thereafter

Second Level Protection (Engineering Controls):

- Service will be set up in order to allow 2m between staff and guests
- Plexi divider installed in high-traffic area of kitchen
- Plexi dividers installed on bar top
- Plexi divider installed in vodka room

Third Level Protection (Administrative Controls):

- Name and phone number will be kept in reservation system to allow for contact tracing
- Upon making a reservation online, the guest will receive communication outlining the procedures we expect the guest to follow
- Signage is visible upon entering the restaurant telling guest not to join if they are experiencing any Covid-19 symptoms
- There is a section on the menu that highlights key procedures we expect our guests to follow
- We will educate the guest not abiding by the health order. Continued failure to abide by the health order will result in the guest being asked to leave our establishment
- Bottles of water and wine only to be used for a single table – when dirty bottles are removed from tables, they will be washed appropriately, followed by handwashing
- Keep hands off the bowl of a spoon or prongs of a fork.
- Any cutlery that is removed from a table, clean or dirty, will be washed again
- Provide hand washing facilities or alcohol-based sanitizers within easy reach of the station
- Post signs reminding guests to wash or sanitize their hands before touching self-service food or other items and to maintain a two-meter distance from on another

- Frequently clean and sanitize high touch surfaces at the station and utensils for self service
- Staff member to wash hands before and after clear dirty items
 - Dirty glassware does not go into bar safe zone
 - Dirty plates do not go past dishwasher
 - There are **NO** drop areas for dirty items – items directly to wash area
- Touchpoints to be sanitized in regular intervals (Ostro San 200ppm)
 - Door handles
 - All drawers, fridges, work surfaces
- Staff complete a daily health check when arriving at work
- **Contractors**- including wine reps, food reps, any type of contractors, as well as any person entering the building for work purposes that is not directly and currently employed by Listel Hospitality Group are subject to a verbal health check
 - The manager that arranges a contractor to be in the building is responsible for being present (or appointing another manager) when contractor arrives to do a verbal health check and ask the following questions:
 - 1. I confirm I am COVID19 symptom free, and have been free of symptoms for the last 10 days (fever, chills, new/worsening cough, shortness of breath, sore throat/muscle aches/headache)
 - 2. I confirm that I have not knowingly been in contact in the past 14 days with someone who has COVID-19.
 - 3. I agree and understand if I start to feel symptoms of COVID-19 at work I will tell the manager right away

Fourth Level Protection (PPE):

- All restaurant staff are required to wear masks upon entering the building and to continue wearing them until leave
- All restaurant guests are required to wear masks upon entering the building and when not at their table. Masks will be provided to those who don't have one.
- Staff sanitizing washrooms will wear gloves, facemask
- Staff trained in proper cleaning procedures for reusable masks
- Staff trained on when to replace disposable masks & gloves
- Guests are required to wear a mask when entering the restaurant and when not at their table

Cleaning & Hygiene:

- Proper handwashing before handling anything going to the table, and after handling anything coming back
- handwash & workstation sanitization every 30 minutes in addition to regular handwashing
- Handwashing instruction sheet at all handwash stations

Covid-19 Vodka Room Protocol

- Vodka room will run in 15 minute intervals
- Patrons that are not dining will be required to book through the Vodka Room experience online through Tock. Once they book, our guests will receive communication regarding our covid procedures
- All guests are required to wear masks when in the building and entering the Vodka Room. They may only remove them to drink. Masks will be provided to those who don't have one.
- All guests are required to sanitize their hands before entering the Vodka Room
- There will only be single groups of no more than 6 allowed on each side in the VR at one single time. Groups are separated by a plexi-glass barrier.
- Coats will be provided for the groups. Coats are fogged with a Cobalt Mini ULV spray gun using Vital Oxide to disinfect the soft fabric. The coat is left fogged for 10 minutes to let the disinfectant work.
- Coats are circulated back into rotation after 1 hour.
- A plexiglass barrier separates the Experience Host and the guest
- All guests are seated when drinking in the Vodka Room
- Clean shot glasses will be set up on single use trays on the left bar for the VR bartender to use and replenish.
- All dirty shot glasses are taken out and washed before the next group starts.
- All common touch areas will be sanitized

