Restaurants Canada

The voice of foodservice | La voix des services alimentaires

Restaurants Canada COVID-19 Rapid Recovery Guide

Reopening Resource for Foodservice Operators

Last Updated: May 21, 2020

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Message from the President

There is no denying that the COVID-19 situation presents our industry, and country at large, with an incredible challenge. Restaurants have always played an essential role in communities across Canada. Beyond just providing food and drink, restaurants fulfill a human need for connection and help shape social relations. They represent a warm place for communities to gather, and support the supply chain from farm to table.

As we move into a post-COVID world, it is important to stay optimistic while also realistic about the future. Our industry is a resilient one, though it may be a while until the restaurant landscape looks the way it used to, in adversity there is always opportunity; to learn, to grow, and to change. We need to consider what the 'new normal' will look like and how we can best adapt to new consumer needs and habits.

This guide is designed to provide you with a summary of recommended practices that can be implemented in your operation. Together with recommendations from your local health departments, you can ensure a safe and secure reopening.

To the restaurant operators, employees, and the entire supply chain who make up our foodservice industry to service 22 million Canadians each day, we want to reassure you that Restaurants Canada is committed to supporting you as we navigate the effects of COVID-19.

We are Stronger Together!

Shanna Munro
President and CEO, Restaurants Canada.

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Your Path To Reopening

In the restaurant industry, the health and safety of everyone we serve is always mission critical. This is just as true now as it was before the emergence of COVID-19.

During the COVID-19 pandemic, essential retailers such as restaurants provided critical services in their communities by ensuring safe and reliable access to food. Many restaurant operators increased cleaning procedures and instituted new ones to keep customers and employees safe. Appropriate public health measures were implemented to prevent and reduce the spread of COVID-19 amongst employees and customers.

As the foodservice industry moves to the recovery and reopening phase, this guide is designed to provide you with a summary of recommended practices that can be implemented in your business, including:

- Food Safety
- Cleaning and Sanitation
- Health and Personal Hygiene
- Physical Distancing
- Marketing
- Financial Planning

This document is provided to support your operation during the initial phase of reopening. Over time these best practices may be adapted or expanded as measures continue to be eased, based upon guidance from federal and provincial governments, as well as public health authorities. Ensure that your operation is compliant with your provincial government and health authority reopening measures.

For the latest COVID-19 information and resources for the foodservice industry, visit restaurantscanada.org/COVID19.

Food Safety

The food service industry is heavily regulated by federal, provincial, and municipal rules and regulations. Food safety and handling protocols have been in place for decades to prevent foodbourne diseases.

Since the onset and worldwide growth of COVID-19 Coronavirus, many restaurant operators have increased their cleaning procedures and instituted new ones to keep guests and employees safe.

These guidelines are designed to address specific concerns regarding food safety and COVID-19, and to help build on already-established best practices and regulations.

- ✔ Check expiration dates across dry, refrigerated and frozen food storage, and dispose of any foods that are past expiration date.
- ✔ Ensure that climate controls in facility are food safe (temperature, humidity, cleanliness, pest-proofing).
    - o Temperature: 4°C or below in coolers, -18°C or below in freezers and 10-21°C in dry stores.
- ✔ Store cooked and ready-to-eat food items on shelves above raw food.
- ✔ Cook all food to their recommended minimum internal cooking temperature.
- ✔ Cover food with lids or wrap.
- ✔ Use proper utensils to reduce direct hand contact with prepared food.
- ✔ Use water that is safe to drink for food preparation.
- ✔ Correctly label chemicals and pesticides and store them away from food and the food preparation area.
- ✔ Keep all food items 15 cm/6 inches off the floor on shelves, racks or pallets.
- ✔ Ensure that the person in charge has their approved Food Handler Certification to keep the risk of a COVID-19 outbreak low.

Trained and knowledgeable Food Handlers help to ensure that food safety, personal hygiene and cleaning and sanitizing standards are being upheld. The SafeCheck® Advanced Canadian Food Safety Certification is an effective way to gain Food Safety (Food Handler) Certification that includes COVID-19 awareness.

Operators should make use of these guidelines as they relate to their existing policies and procedures and in conjunction with instructions they receive from authorities during their reopening.

Cleaning and Sanitation

Both your staff and guests must know that your restaurant is practicing accurate safety, sanitation, and health procedures to ensure their welfare. This will need to be communicated to BOH, FOH, as well as through external marketing. Now is the time to enhance your cleaning procedures and protocols with a special attention to key touch points and objects.

Use of Approved Cleaning Products

Per guidance under development from the Public Health Agency of Canada:

- ✔ Use only approved hard-surface disinfectants that have a Drug Identification Number (DIN). A DIN is an 8-digit number given by Health Canada that confirms the disinfectant product is approved for use in Canada.

Disinfecting Procedures

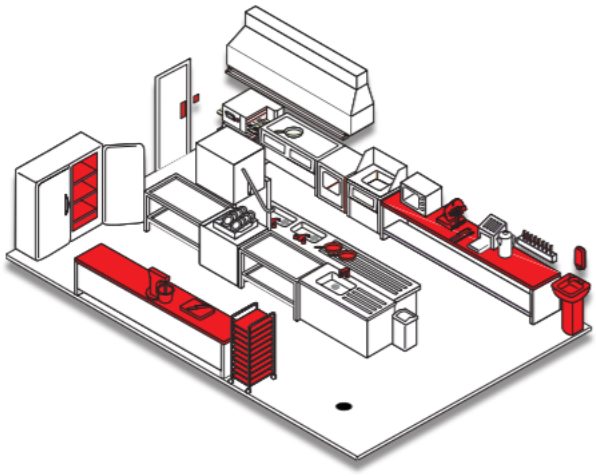
- ✔ Thoroughly clean the entire restaurant upon reopening. Clean and sanitize food contact surfaces. Clean and disinfect all other surfaces.
- ✔ Update cleaning schedules and logs to reflect increased disinfecting for high touch areas including door handles, front of house counters, restrooms as well as in the back of house.
- ✔ Clean and disinfect shared equipment such as kitchen equipment, credit card machines, point of sale stations, safety vests, headsets, etc. after every use.
- ✔ Clean and disinfect any other equipment by suppliers and subcontractors including dolly's, and janitorial equipment.
- ✔ When cleaning tables between every seating, any cutlery, salt and pepper shakers, sauce dispensers, or other items must be removed and cleaned then sanitized or disinfected. Tables should be left empty until the new guest arrives and only those items needed should be provided to customers.
- ✔ Clean and disinfect reusable menus. Paper menus should be recycled after each customer use.
- ✔ Make hand sanitizer available for staff and guests.
- ✔ Have deep cleaning response plan in place, in the event an employee(s) tests positive for COVID-19.

Key Touch Points

High risk infection areas need to be cleaned and disinfected on a regular basis to protect against pathogen spread. These key touch points include areas where traffic is high, bodily spills may be frequent or where there is a generally low level of hygiene.

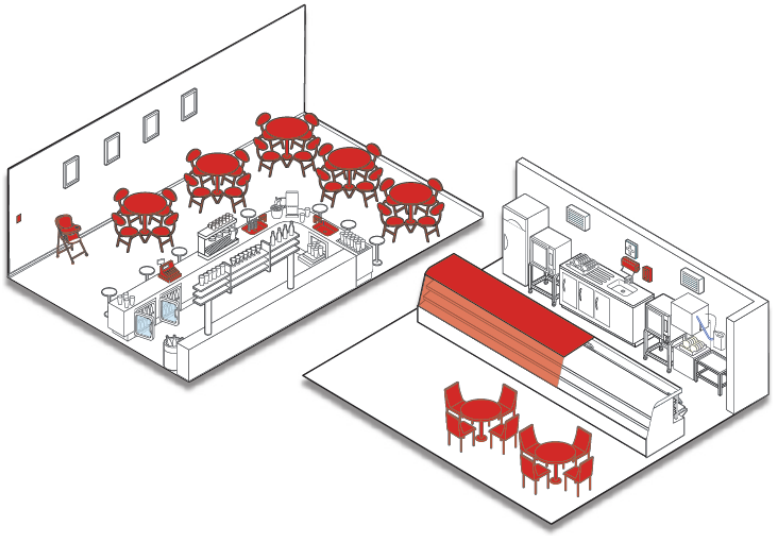
- ✔ Clean all areas frequently, as to your standard cleaning procedures.
- ✔ Maintain excellent hand hygiene.
- ✔ Use a disinfectant with a virucidal/bactericidal claim to disinfect frequently touched surfaces.
- ✔ Deal with blood and bodily fluid spills immediately.
- ✔ Manage laundry, kitchen utensils, and medical waste in accordance with safe routine procedures.

Back of House



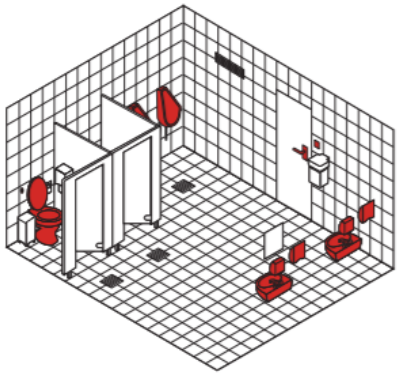
- door handles
- taps
- switches
- utensils
- dispensers (loaded, in good order, clean)
- food contact surfaces
- hand contact areas

Front of House



- sneeze guards
- chairs
- all handles (not only doors)
- table tops
- dispensers (loaded, in good order, clean)
- tablets/menus
- switches

Restrooms



- door handles
- bathroom handles, toilet flush, shower control, taps
- switches
- toilets (seats, splash walls)
- dispensers (loaded, in good order, clean)

Images provided by Diversey Inc.

Health and Personal Hygiene

Ensure your staff and guests know that your top priority is their health and safety. Guests will be sensitive to hygiene, now more than ever. Surfaces, uniforms, and anything else that guests can see should be tidy and spotless.

Customers

- ✔ Implement policies and post signage where customers can be refused entry if displaying signs of fever and/or cough, or symptoms of COVID-19.
- ✔ Consider providing hand sanitizer upon entrance and prior to their meal.

Staff

- ✔ Appoint a Health and Safety Point Person for every shift to ensure protocols are being adhered to and education is provided.
- ✔ Have the supervisor do roll call and sign-in for staff, provide separate pens, or have staff text the supervisor when they start. If staff sanitize their hands after signing in, there is no need for separate pens.
- ✔ Clean any sign-in electronic devices between users.
- ✔ Stagger start times and/or minimize contact during sign-in.
- ✔ Implement a pre-work screening "health check" for employees at the beginning of each shift which may include temperature checks.
- ✔ Do not allow staff on-site if they are sick or might be sick; they should return home or stay home.
- ✔ Establish a clear policy for what is expected of workers if they get sick, have symptoms, or if an exposure is reported at the restaurant or store in accordance with provincial labour legislation.
- ✔ Provide separate lockers or sealed bins/bags for employees to store their personal items. Do not allow staff to leave any items overnight.
- ✔ Limit the number of employees allowed simultaneously in break rooms to allow for physical distancing.
- ✔ With larger staffs, use communication boards or digital messaging to convey pre-shift meeting information.
- ✔ From the Canadian Centre for Occupational Health and Safety (CCOHS) staff should:
  - o Practice physical distancing by keeping more than two metres (six feet) apart from coworkers and customers as much as possible.
  - o Stay home if they are sick or might be sick Follow the Public Health Agency of Canada's steps for self-assessment
  - o Wash their hands at the start of their shift, before eating or drinking, after touching shared items, after using the washroom, after handling cash or credit/debit cards, after touching common items, after each transaction if contact was made, and at the end of their shift. At a minimum staff should wash their hands a minimum of every 30 minutes.
  - o Avoid touching their face.
- ✔ Where handwashing after each transaction is not possible, establish clear procedures to have separate staff handle cash transactions than those serving customers.

Personal Protective Equipment (PPE):

- ✔ Use of PPE should be aligned with guidance from Public Health Authorities.

Masks

- ✔ Physically distancing of two metres (six feet) is always the first choice for protection from other staff or customers. For staff that cannot always physically distance from other staff or customers, encourage the use of non-medical masks or face coverings if suggested by Public Health Authorities.
- ✔ Employees should be reminded not to touch their faces.

Gloves

- ✔ Proper hand hygiene is recommended. If gloves are required, avoid cross-contamination, and do not touch your face, eyes, nose or mouth. Operators may want to consider wearing gloves when asked by customers.
- ✔ Disposable gloves must be changed as frequently as applicable to avoid cross-contamination, such as when:
  - o Changing tasks such as handling cash.
  - o When changing waste / recycling receptacles.
  - o Gloves are soiled, torn or damaged.
- ✔ Wash hands thoroughly before wearing the first pair of gloves, when changing gloves wash hands before wearing the next pair.

Physical Distancing

While in your restaurant, customers will need to adhere to the changing guidelines on physical distancing. It is important to make the best use of your exterior and interior spaces to provide the best and safest experience for customers.

Customer areas:

- ✔ Post signage promoting physical distancing upon entry.
- ✔ Display signs in multiple locations that indicate the maximum number of customers and staff that a restaurant can accommodate at any one time.
- ✔ Size of parties cannot exceed that of current public health authority restrictions.
- ✔ Mark direction of travel, to designate entrances and exits, pick up areas, and washrooms.
- ✔ Unless otherwise required by local authorities, redesign floor plans to demonstrate 50 per cent posted capacity [or greater if floor plans can demonstrate required social distancing.]
- ✔ Demarcate floor with markers for any areas where a line up may occur (restrooms, pick up areas, etc.) and/or provide directional signage to indicate flow through the restaurant as well as outside.
- ✔ Where furniture cannot be removed to adjust for physical distancing, mark certain tables and chairs unavailable for use.
- ✔ Temporary table dividers may be installed to make social distancing easier for restaurants with communal seating or larger tables.
- ✔ Where practical, separate booth seating with physical barriers.
- ✔ Bar seating should have a physical barrier between guest and bar or kitchen, as well as one seat every two metres (six feet). Alternatively, bar seating can be closed until physical distancing requirements are eased.
- ✔ Washroom capacity may need to be adjusted to allow for physical distancing. You may consider limiting washrooms to one guest at a time.

Staff areas:

- ✔ Train staff on physical distancing and how to best serve food with the least amount of contact.
- ✔ Create separation from action stations or open kitchens. Separate guests from the kitchen or plating team with high, clear dividers if the distance between guest and staff is less than two metres (six feet).
- ✔ Where possible, stagger workstations so employees avoid standing directly opposite one another or next to each other.
- ✔ Use, when possible, directional arrows on the floor in kitchen settings to control flow of traffic and reduce interaction and crossover between cooking and clearing areas.
- ✔ Remind third-party delivery drivers and suppliers of internal distancing requirements. Provide separate entrance if possible.

Practices for Specific Model/Format

In a full service dining environment:

- ✔ Consider a reservations-only business model or call-ahead seating to better place and space customers.
- ✔ Provide clear guidance to customers that they show up only at their designated time.
- ✔ Remove waiting area seating and create a process to ensure customers stay separate while waiting to be seated - could include floor markings, outdoor distancing, waiting in cars, etc.
- ✔ Clearly designate takeout/pick-up locations when separate from dine-in operations.

In a dining environment with self-serve areas:

- ✔ During the initial phases of reopening, and where allowed, consideration may be given to staff member assistance for buffets, salad bars and other self-serve areas. Also, where salad bars and buffets are permitted, they should consider putting extended sneeze guards in place. Change, wash and sanitize utensils frequently and place appropriate barriers in open areas. Add a hand hygiene station at both the start of, and end of the buffet line.

- Modify or reconsider customer self-serve stations to limit contact with items and other guests by utilizing strategies such as floor markings and individually-wrapped stir sticks, straws, utensils.
- If providing a "grab and go" service, stock coolers to no more than minimum levels and consider staff support for selecting items.

In a quick-service restaurant environment:

- Demarcate floor with markers for any areas where a line up may occur (order stations, pick up areas).
- Provide clear signage and guidance to guests regarding ordering and pick-up areas, including mobile orders.

Reducing Contact

- Reduce the number of items on tables – discontinue on-table condiments, condiment caddies, table cards, marketing materials and candles.
- Bring customer items only once they are seated: glasses, cutlery, rolls, condiments (as needed), etc.
- Don't touch water glasses or coffee cups when refilling.
- Leverage technology where possible to reduce person-to-person interaction, eg. Mobile ordering, menu tablets, text on arrival for seating, contactless payment options.
- Build physical separation between customers and staff for counter service and payment settings.
- Tables should be cleared one at a time to reduce potential for cross-contamination.

Communicating Your Safe Dining Commitment

- Graphic wrapped panels can provide a quick experience and organize the customer flow.
- Use window graphics to bring your message and commitment to a safe dining experience to both inside the restaurant and on the street level.

Marketing

The COVID-19 pandemic provided restaurants with the opportunity to connect with their audiences via social media. We saw operators growing their audiences as they created compelling content like tutorials, recipes, and live demos of home cooking. As restaurants begin to reopen, once again establishments are provided with the chance to engage with their newly-gained audiences over social media and through various marketing efforts, create excitement about the idea of opening their doors.

As budget is top of mind, focus your marketing efforts on low-cost options and earned media. The idea of 'Four-Walls Marketing' is imperative in this situation. This strategy refers to the physical appearance of your business, the attitude and appearance of your employees, and the type of experience you create for your customers. Restaurants working to win back customers and instill customer confidence, should ensure that they are remaining consistent throughout all marketing efforts and hitting all 'four walls'.

Here is a checklist of marketing 'to-dos' as you navigate your reopening:

Social Media

- ✔ Announce your reopening on all your channels.
- ✔ Announce new operational changes via social media (i.e. service hours).
- ✔ Let customers know about any changes or increases to health and safety procedures via social media.
- ✔ Any specials or limited edition products or services should be announced on social media.
- ✔ You may wish to provide a special discount or exclusive offer to your audience on social media (i.e. '10% off if you show this Instagram post').

Email

- ✔ Send email to your customer database to announce your reopening; in that same email, inform customers about any changes or adjustments to operations.
- ✔ You may wish to provide an exclusive offer in email.
- ✔ Avoid sending too many emails and clogging up inboxes.

Website/digital presence

- ✔ Ensure that your website is updated with all relevant operational informational.
- ✔ Google Business should also be updated with relevant information.
- ✔ Be sure that you let customers know of how they may wish to order delivery or pick-up.

Customer Service

- ✔ Staff should be trained to understand and practice all updated health and safety procedures.
- ✔ Your staff are the face of your brand, ensure you make all customer service, cleaning and sanitizing practices highly visible to your customer.
- ✔ The customer service experience should extend beyond dining-in, even after reopening; operators can include follow-up messaging to customers who order delivery or handwritten emails.

Financial Planning

The financial landscape for most, if not all restaurants, has changed due to the impact and fallout of the COVID-19 pandemic. As provinces start to move into the recovery phase, it is important to not only take into consideration the health of staff and customers, but also the financial health of your business. How might your current financial situation change? How could your initial projections now shift?

Assessing liquidity needs, revising cash flows, and completing "what if" analyses is necessary to project the financial requirements for your business in the coming months. Now is the time to examine your business and it's current situation, then you can start to plan your response strategies, and perform the necessary steps to help weather the COVID-19 crisis.

- PREPARE your current financial picture, including but not limited to:
  - Staffing
  - Operating expenses (utilities, marketing etc.)
  - Food and menu
  - Lease/rent
  - Revenue
- EXPLORE potential new revenue streams
  - Dine-in
  - Takeout/Delivery
  - Pop-ups
  - Meal kits
  - Pantry/grocery items
  - Bar/Alcohol
  - Gift cards
  - Lease/rent options (i.e. leaseback)
- PLAN by projecting different budgeting scenarios
  - Sales forecasting
  - Cash flow projections
  - Profit/loss projection
  - Forecast difference expense/income scenarios

Once you've outlined the numbers, prepare a business recovery plan. Be sure to schedule regular profit/loss check ins due to the dynamically changing recovery environment.

Training

SafeCheck® Advanced Canadian Food Safety Certification

https://www.safecheck1.com/product/food-handler-cn/

SafeCheck® Workplace Food Delivery Driver Safety (FDDS)

https://www.safecheck1.com/product/wps-dds/

Personal Hygiene Refresher (No cost)

https://www.safecheck1.com/rc-safecheck-learning/

Resources, Tools and Signage

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Reopening Checklist

Front of the House

- ☐ Arrange dining room and patio tables and bar seating to accommodate social distancing requirements.
- ☐ Wipe down and disinfect tabletops, seating and bar tops – de-gum as needed.
- ☐ Clean tables, bases and level tables as needed.
- ☐ Clean and disinfect hi-chairs and booster seats.
- ☐ Clean and disinfect all bottles and shelves.
- ☐ Clean and sanitize ice bins, refill bins.
- ☐ Clean, sanitize and re-start frozen beverage machines per manufacturer's instructions.
- ☐ Clean, sanitize and re-start coffee, espresso and tea machines – check and replace filters.
- ☐ Clean and sanitize all soda and beer lines.
- ☐ Clean and disinfect mats and carpeting.
- ☐ Clean and disinfect trays and tray holders.
- ☐ Clean and refill caddies including all tabletop condiment items.
- ☐ Wash and disinfect all placemats.
- ☐ Inventory and clean and sanitize all glassware, cups and saucers, dishes and serving pieces – reorder as needed.
- ☐ Inventory beverages and liquor, place orders as necessary.
- ☐ Wipe down all under-bar units, inside and out, and restock as needed.
- ☐ Add Hand Sanitizer Station to entryway of restaurant.
- ☐ Clean and disinfect menus and menu holders, print new menus if applicable.
- ☐ Clean and/or dust windows and window sills, plants, décor items, light fixtures.
- ☐ Clean and disinfect server station, stock with all items as needed.

Take-Out and Delivery

- ☐ Inventory take-out containers, cups and bags.
- ☐ Investigate tamper-proof labels.
- ☐ Set up to-go procedures for deliveries and pick-ups.

Back of the House

- ☐ Empty, clean and sanitize ice machines and bins.
- ☐ Wipe down exterior and tops of ice machines/bins.
- ☐ Clean and disinfect floors, mats, shelves, bins.
- ☐ Check status of all refrigeration and freezer units, including working thermometers, clean or replace as needed.
- ☐ Check all foods in freezers, walk-ins and discard as required.
- ☐ Wipe down and sanitize all sandwich/prep units including cutting boards.
- ☐ Initiate start-ups and/or performance checks on gas equipment per manufacturer's instructions.
- ☐ Replace fryer oil.
- ☐ Clean and sanitize broilers, griddles, ovens, toasters and other cooking equipment.
- ☐ Clean and check for proper operation of hoods, filters, ductwork, fans, belts and fire suppression systems - Clean and/or replace hood filters as needed.
- ☐ Check pilots and burners for proper operation and calibrate ovens. Adjust if necessary.
- ☐ Clean and disinfect all worktables, under-shelves, utensil racks and serving lines.
- ☐ Inventory, clean, sanitize and restock utensils, cutting boards, knives, mixers, blenders, food storage containers.
- ☐ Inventory, inspect and discard as needed dry storage products. Wipe down and/or replace/refill storage containers.
- ☐ Clean and sanitize shelving units and ingredient bins.

- ☐ Inventory all food items and place orders with suppliers. Take into consideration any new menu items/changes.
- ☐ Make sure grease traps, floor drains are operational.
- ☐ Inventory and restock janitorial supplies including approved cleaners, disinfectants and sanitizers.
- ☐ Clean and disinfect restrooms.
- ☐ Add additional hand sanitizing stations at exit/entry points.

Facilities, Financial and Cash Management

- ☐ Bring POS systems up to date to reflect menu and/or pricing changes.
- ☐ Confirm credit card system is online.
- ☐ Check fire extinguishers, smoke detectors, exit signs and emergency lighting.
- ☐ Check status and schedule maintenance services.
- ☐ Test HVAC systems.
- ☐ Inspect exterior of property. Clean up and freshen landscaping.
- ☐ Check outdoor signage for proper operation.
- ☐ Clean parking areas.
- ☐ Contact landlord with any issues.

Management – Training, Staffing, Safety and Promotion

- ☐ Inventory first aid kits and worker PPE supplies. Train staff in PPE procedures.
- ☐ Hold re-opening training for staff including new guidelines and policies.
- ☐ Re-start utility services in advance of re-opening.
- ☐ Review and adjust budgets and projections for the new normal in 6, 12 and 18 months.
- ☐ Train staff for the new safety conscious consumer.
- ☐ Communicate your re-opening to your customers by updating your website, and social media channels with opening hours, menu changes and cleaning standards implemented.
- ☐ Create and send e-mail blast announcing reopening.

Items To Consider For Purchase

- ☐ Thermometers for temperature checks of employees.
- ☐ Sanitization stands at front door, bathroom areas and counters.
- ☐ PPE for employees.
- ☐ Approved kitchen, dining room and bathroom disinfectants.
- ☐ Physical distancing decals/signage flooring.

Processes To Document or Update

- ☐ Ensure Operational Template is up to date
- ☐ Restaurant reservations process or leave a name and callback practice, which may also serve to have customer information.
- ☐ Contactless order fulfillment for takeaway operations.
- ☐ Policy/procedures for what is expected of employees if they get sick, have symptoms, or if an exposure is reported at the restaurant or store.
- ☐ Employee training in the process and communication of new/enhanced cleaning and sanitization processes.
- ☐ Sanitization schedule with cleaning log posted in common area (front of house) and in bathrooms.
- ☐ Cleaning and sanitization processes for cleaning surfaces in contact with guests (tables, pin pads, menus, etc).
- ☐ Cleaning and sanitization processes for kitchen, back of house.
- ☐ Nightly cleaning and sanitization process.
- ☐ Process for enacting future roll back or shutdown of operations.

Items To Create

- ☐ For staff areas, Notice of Health Care Facilities Contact information (numbers of medical clinics, hospitals, and mental health support centres).
- ☐ Reduced Occupancy Load statement (visually available for customers and officials).
- ☐ In-room dining floorplans denoting reduced occupancy load.
- ☐ Physical distancing guidelines for entering, exiting, queuing and seating.
- ☐ Visitor's log, for suppliers and other service staff coming to the restaurants that is easily accessible and up to date.

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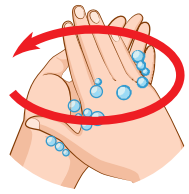
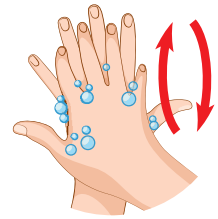
How to **Wash your hands**

Wet hands with water.

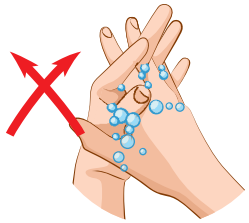
Apply enough soap to cover all hand surfaces.



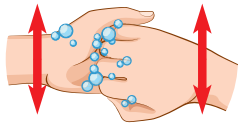
Rub hands palm to palm.



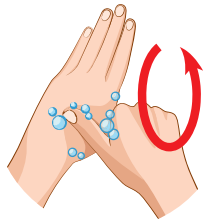
Right palm over left dorsum with interlaced fingers and vice versa.



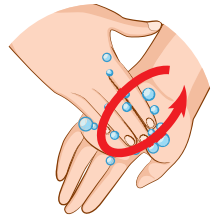
Palm to palm with fingers interlaced.



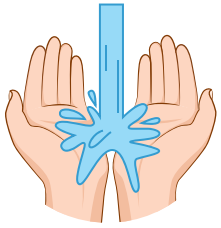
Backs of fingers to opposing palms with fingers interlocked;



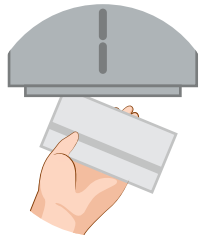
Rotational rubbing of left thumb clasped in right palm and vice versa;



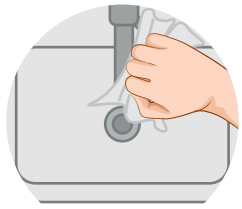
Rotational rubbing backwards and forwards with clasped fingers if right hand in left palm and vice versa.



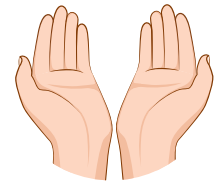
Rinse hands with water.



Dry hands thoroughly with a single use towel.



Use towel to turn off faucet;

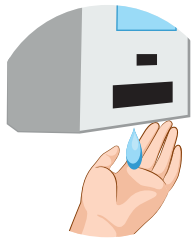


Your hands are now safe.

Restaurants Canada

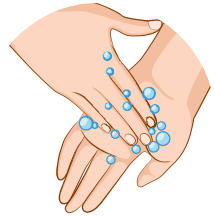
The voice of foodservice | La voix des services alimentaires

How to **Apply Hand Sanitizer**



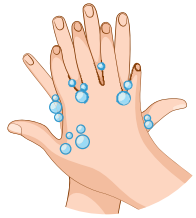
Use hand rub dispenser.

Cover hand fully.

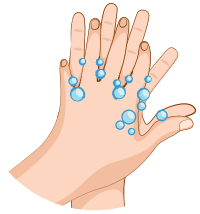


Fingertips in hand palm.

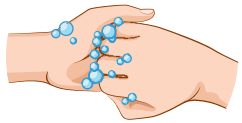
Rub hands palm to palm.



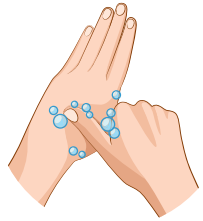
Right palm to back of left hand with interlaced fingers and vice versa.



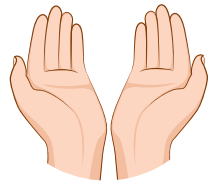
Palm to palm with fingers interlaced.



With closed fingers.



Thumbs in hand palm.



Allow hands to air dry.

Restaurants Canada

COVID-19 Operational Plan Sample Template

As you prepare to reopen your operations, having a clear and concise plan to effectively implement practices in your business is essential. Use this template to organize what procedures and practices you will put in place from the Recovery Guide. This template should be customized to fit your needs and should depend on your specific requirements as a restaurant owner as well as provincial guidelines. This template should also be provided and communicated to employees so they have a good understanding of how you are leading a safe and secure reopening and recovery.

Name of Business: _____

Address: _____

Owner/Manager Name: _____ Signature: _____

Phone: _____ Email: _____

Date: _____

1. Social Distancing

Measures used to maintain social distancing	Steps taken to ensure minimal interaction of people. (2 metres separation)
Between employees	e.g. – assigned workstations that are separated by 2 metres
Between clients	e.g. – directional signs on floor to avoid meeting in aisles
Between employees and clients	e.g. – barrier in place between cashier and customer

2. Illness/Exclusion Policy

Management will clearly communicate to all staff the exclusion policy in place for any employee displaying symptoms of COVID-19.

SAMPLE:

- All staff must self-monitor for symptoms and report to their supervisor if they have concerns about possible COVID exposure or possible symptoms.
- Any staff member developing symptoms of COVID-19 at work must immediately perform hand hygiene, report to manager, avoid contact with staff and leave as soon as it is safe to do so.
- Symptomatic staff will be required to self-isolate until tested for COVID-19 and the results are confirmed.
- If the test results are negative for COVID-19 but the staff member remains ill and/or symptomatic, they should remain on sick leave.

  Symptoms of COVID-19 include:

  - cough (new or exacerbated chronic)
  - headache
  - fever/chills
  - sore throat
  - marked fatigue
  - sneezing
  - congestion
  - body aches
  - runny nose

3. Enhanced Cleaning and Disinfection of Shared Areas and Surfaces

Cleaning products will remove visible soil and/or dirt from surfaces. Disinfecting products are used to destroy bacteria and viruses.

Cleaning product	
Mixing instructions	
Disinfecting product	
Mixing instructions	

Cleaning – Location	Frequency
e.g. - floors	at closing

Disinfecting - Location	Frequency
e.g. – POS terminal	after each use

4. Hand Washing / Sanitizer Stations

Practicing good hygiene is an essential part of preventing the spread of illnesses such as COVID-19. To protect yourself and others from getting sick, take the following precautions:

- wash your hands often (in addition to routine times such as after using the washroom, before eating, when handling food for the public),
- cough/sneeze into your elbow or tissue and throw away,
- avoid touching your eyes, nose and mouth with your hands,
- use alcohol-based hand sanitizer if soap and water are not readily available.

Hand Washing Stations	Location
Staff	e.g. – lunch room, washrooms,
Public	e.g. – portable(s) located at store entry

Hand Sanitizer Stations	Location
Staff	e.g. – behind cash
Public	e.g. – at entry (with signage)