

COVID-19 INFORMATION

RELAUNCH CONSIDERATIONS

How the Pfannkoek Haus is reducing the risk of transmission of COVID-19 among staff and customers.

DISTANCING MEASURES

- Tables are spaced out and re-arranged (or cordoned off) to the required 2 metres apart;
- No chairs (or other objects) will be permitted at the ends of tables to ensure aisles remain clear;
- Only one customer is allowed at the hostess podium at a time. Customers will be asked not to wait in the front entrance, but rather line up outside at the required 2m apart (signage will be displayed indicating this).
- Lines will be marked on the ground to indicate the distance required at high traffic areas (i.e. hostess station, beside the cash register);
- After we find out the number in the party customers will be welcomed to provide their cell number so they can wait in their car and/or outside and will be called when their table is ready; and
 - we are in the process of looking at waitlist apps, but until we make a decision this is the method that will be used;
- Minimal staff will be working in order to avoid congestion in the kitchen and front server area;
- A count will be kept ensuring we remain at half-capacity;
- No tables larger than groups of six (6);
- No music will be playing so that customers will not have to lean in to hear each other.

CLEANING

- After a patron touches the POS machine (Tap will be encouraged for Credit Cards) it will be thoroughly wiped down between use;
- All phones, computers, etc. will constantly and thoroughly wiped down and disinfected;
- Door handles will be disinfected after patrons come and go and all high touch areas will be disinfected frequently throughout the day and a more thorough clean will be done after we are closed;
- Menus will be sanitized after each use and single page menus that have been laminated will be in use for the time being and customers are encouraged to view the menu on their phones;
- Communal items that are hard to clean (i.e. books, magazines, colouring pages, crayons, etc.) will not be provided during this time;
- The bathroom will be frequently wiped down throughout the day (i.e. all handles, soap dispensers, toilet paper dispensers, change tables, etc. will be disinfected) and a final thorough cleaning will be done after the restaurant closes (toilets/urinals scrubbed, walls wiped, all high touch areas wiped, doors wiped down, garbage changed, floors cleaned);
- All condiments (salt, pepper, sugar, Maggi, creamers, etc.) will be given to a table upon request and will be wiped down after each use;
- Cutlery will now be rolled and will be given to a table *after* they are seated;
- Cutlery will **not** be left on tables not in use;
- Tables will be fully wiped down with a cleaning agent and then disinfected with a bleach-water solution with 20 ml (4 teaspoons) of unscented, household bleach to 1000 ml (4 cups) water. We will ensure the surface remains wet with the bleach water solution for 1 minute;
- Cleaning wipes, sprays, etc will be readily available within the restaurant;
- We have implemented the recommended **“wipe-twice” method** to clean and disinfect. This means, wiping surfaces with a cleaning agent to clean off soil and wiping again with a disinfectant.

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SCREENING FOR SYMPTOMS

- All workers will be required to fill out and sign an electronic symptom list each day indicating whether or not they have been experiencing any of the symptoms;
 - Workers with symptoms such as cough, fever, shortness of breath, runny nose, or sore throat symptoms to complete the self-assessment and get tested for COVID-19;
 - Any staff displaying any symptoms will be required to immediately go home;
 - If any staff phone in sick with COVID-19 they will be required to self-quarantine and will be unable to return to work for the recommended amount of time;
 - If staff call in that a family member is showing signs of COVID-19 then that staff member will have to self-isolate with them;
 - A log of staff on duty at specific times will be tracked via their timesheets;
 - A list of symptoms will be displayed at the front podium and the front door asking customers not to come in if they have any of the symptoms. The hostess will also ask the party if they have any of the symptoms before seating them and if they answer yes or appear to have the symptoms they will be requested to come back after two weeks when their symptoms have subsided.
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PERSONAL PROTECTIVE EQUIPMENT (PPE)

- Masks will be supplied for servers who cannot be 2m away from customers;
 - Customers are more than welcome to wear masks into the restaurant, but they will not be supplied to them;
 - Tables will not be used if they are near each other so physical barriers will not be used;
 - Customers will be requested to stay at their tables to pay and the portable machine will be brought to them in order to reduce traffic by the till.
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RESPONSIBILITIES

- The owner, kitchen manager, as well as all senior staff members will help implement and ensure new procedures are followed;
 - All staff contact information is up to date and is readily available if we need to contact them due to a COVID-19 exposure;
 - Non-compliance with staff may result in being written up with as a violation and put in their employee file. Two or more infractions could lead to dismissal of service.
 - Non-compliance with a customer or outside worker (i.e. contractor, delivery person, etc.) will result in a verbal warning. If the warning has to be given more than two or three times it may result in being asked to leave the premises.
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