

# Learn More About Our Health & Safety Protocols

As we reopen our restaurants, we remain committed to the health and well-being of our staff and guests. Please see below for a detailed overview of the actions we are taking to protect our community and control the spread of COVID-19.



## Physical Distancing

- Upon entering the restaurant, guests are directed to wait at one of the designated floor markers until a host can seat them.
- Staff are to maintain a two metre distance from each other and guests as often as possible.
- Where possible, workstations are staggered so employees can avoid standing directly opposite one another or next to each other.
- Guest tables are spaced two metres apart.
- Each restaurant has floor decals and signage to identify required distancing and traffic flow.
- Where furniture cannot be removed to adjust for physical distancing, tables and chairs are marked as unavailable for use.



## Sanitation Practices

- Hand sanitizer is available for guests and staff at all entrances of the restaurant.
- Kitchen surfaces are sanitized at regular intervals
- The following areas are disinfected at regular intervals:
  - Door handles
  - Railings
  - Hand wash sink faucet handles
  - Guest and staff washrooms (door handles, hand wash faucet handles, toilet flush handles, dryers, soap dispensers)
  - Telephones
  - Computer keyboards and mice
  - Photocopy machine buttons
  - POS screens
  - Tablets and iPads
- The following items are sanitized after every use:
  - Guest tables and chairs
  - Takeout pick up area
  - Bar tops
  - Trays
- The following items are disinfected after every use:
  - Menus
  - Payment terminals
  - Anything on guest tables that cannot be put through the dishwasher (ie salt and pepper shakers, promo materials, etc.)



## Handwashing Policy

- Every employee upon entering the restaurant must wash their hands first.
- Handwashing must be done with soap and water for at least 20 seconds using proper procedure.
- Throughout the shift every employee must properly wash their hands as necessary:
  - When they enter the building and before starting their shift
  - After using the washroom
  - After receiving and handling deliveries and signing invoices
  - After touching their face especially eyes, nose, mouth. Employees should avoid touching their face as much as possible, including when wearing gloves.
  - After coughing or sneezing
  - After smoking or vaping
  - After using a tissue
  - After touching a high traffic surface
  - Before and after eating
  - Before putting on gloves and after taking gloves off
  - After handling garbage and recycling
  - After clearing guests' dishes or glasses
  - After clearing and cleaning a table
  - Before moving clean dishes from the dish area to the line, polishing area, coffee station, etc.
  - Before taking food or drinks to a guest table. Linens will be used to present the plates at the table.
- Hand sanitizer for use only when hand washing is not possible. Hand sanitizer stations also to be set up on the host desk or near the front entrance and at the delivery door for delivery drivers and any other visitors.



## Mandatory Masks for Guests

- As directed by the City of Toronto's by-law, we require all guests to wear masks or face coverings when going inside our restaurants to use the washroom facilities or pick up takeout.



## Staff Sick Leave Policy

- Any employee experiencing symptoms of Covid-19 must stay home from work for 14 days after symptoms began.
- Any employee who has travelled outside of Canada within the last 14 days must stay home from work for 14 days from the date they arrived in Canada and must be symptom-free.
- Any employee who has been in contact with a positive case or suspected case of Covid-19 must stay home from work for 14 days following the last day of contact with the infected person.
- Before coming to work every employee must complete the Covid-19 Pre-Shift Check.



## Staff Masks & Uniforms

- All staff are now required to wear face masks as soon as they enter the restaurant.
- Uniforms and masks must be laundered after every shift.

## ATA Operations

- Tables will not be pre-set with glasses, cutlery, condiments, etc. These items will be brought to guests once they are seated.
- For grab-and-go coffee service, there will be no self-serve station for creamers and milk. Staff will take care of this on request.
- Coat check will be eliminated. There will be extra space at tables for guests to keep belongings.
- If guests are taking leftover food home, they can choose to have the food packed for them, or they can be given a takeout container to package the food themselves.



## Group Sizes

- As directed by our public health officials, we are limiting the restaurant's capacity to 50%.
- Groups of up to six guests will be permitted to dine at the same table.



## Digital Menus

- To avoid unnecessary additional touchpoints, we are asking guests to order from the menu posted on the restaurant website.
- For those without a smartphone, we will be happy to provide disposable paper menus.



## Washroom Access

- At restaurant locations where individual private washrooms are not available, we are asking guests to access the washroom facilities one at a time. A designated waiting space will be indicated with floor markers.



## Elevator Access

- For restaurants and event spaces with guest and service elevators, signage and floor markers will indicate the social distancing protocol.



## Cashless Payment

- We are encouraging guests to pay by card or phone when possible.



## Vendors & Delivery Drivers

- All vendors and delivery drivers are required to wear a mask and use hand sanitizer before entering the restaurant, as well as maintain a physical distance of two metres from all staff and guests.



## Staying in Contact

- Guests can opt to provide their contact information to be notified in the unlikely event that a staff member or guest becomes ill.