

BCRFA RESTAURANT REOPENING OPERATOR CHECKLIST

Restaurants are a big way of life for British Columbians. Restaurants create places to connect and celebrate over food. Our chefs and cooks inspire others with mouthwatering dishes and delicious pairings.

Now that operators have been given the green light to open, we will be undergoing a fundamental shift in what hospitality will look like - it won't just be about great tastes and unique food experiences.

Dining out will be about earned public confidence and about providing a trusted environment that shows understanding of physical distancing, more space and increased use of patios and outdoor space. As an industry, we collectively need to take visible steps to ensure the health and safety of our staff and guests. By being COVID-19 aware and showing our guests what we are doing differently, we can build a new normal for hospitality in BC.

We have compiled the lists below of items to create, things to buy and processes to document that help you comply with both the Dr. Bonnie Henry's Public Health Order (PHO) and the opening guidelines provided by WorkSafe BC. We've included best practices, lists of available templates and tools as well as items and processes required for compliance with the PHO and WorkSafe BC.

The core of the document is about helping operators like you ensure that you have a successful phased reopening. As the world faces COVID-19, how operators must respond is an ever-changing landscape. We will endeavor to keep this list up to date.

More information is available at www.BCRFA.com and www.WorkSafeBC.com.



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ITEMS TO PURCHASE:

- Sanitization for guests and staff for front door, bathroom areas, and counters.
- Protective equipment for both front and back of house including:
 - Uniform-style fabric masks
 - Dishwashing gloves
 - Disposable PPE (masks, gloves)
 - BCRFA recommends masks for bussers, dishwashers and staff accepting deliveries. Additional consideration for open kitchens and servers that are both serving and clearing. This is an ongoing conversation and regulations may change.
 - BCRFA recommends gloves for bussers, dishwashers, cleaning tasks, greeters who repeatedly open doors for patrons and accepting deliveries only.
- Health Canada approved kitchen, dining room, and bathroom disinfectants and cleaners:
<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>
- Physical distancing decals and signage for counter service and bathroom line-ups.
- Plexiglass: WorkSafe BC recommends plexiglass separations for counter service and payment areas.
- Plexiglass barriers for bar and greeters are suggested depending on your location.
- Thermometers for temperature checks of employees. (Optional)
- Floor arrows for installing in tight spaces and/or kitchens to facilitate flow of people during busy times

ITEMS TO CREATE:

- Guestbook required by Public Health Order that tracks one name and one phone number for each party that visits your dine-in restaurant. Your online reservation system can be part of this solution. Records must be kept for 1 month in the event that there is a need for contact tracing on the part of the medical health officer.
- WorkSafe BC safety plan – must be created and posted in your establishment.
- Cleaning Log for common areas.
- Dining room and patio floor plans denoting reduced occupancy load (does not have to be professionally drawn - just a map for set-up and cleaning teams) and showing the empty space for staff service.
- Physical distancing guidelines for entering, exiting, and queuing.
- Signage to close waiting areas, tables or booths that are not being used to allow for physical distancing.
- Signage, when necessary, to mark exit and exit to kitchens or service areas.
- Table numbers if you wish to have guests seat themselves.



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Enhanced Sanitization is a core deliverable for WorkSafe BC. While there are already existing public health guidelines and protocols around cleaning and sanitation, a heightened vigilance and accountability is critical to preventing the spread of covid-19. Adhering to existing cleaning and sanitizing protocols, while increasing transparency, accountability, and frequency of cleaning procedures is essential to keeping everyone safe.

OPERATORS SHOULD CREATE PROTOCOLS AND TRAIN STAFF ON THE FOLLOWING PROCESSES:

- Sanitization schedule for cleaning log posted in multi-touch points in common area (*including tables, chairs, barstools, coasters, condiments, coat hooks, all doors handles*), bathrooms and break rooms;
 - Sanitization guidelines for cleaning surfaces in contact with guests (*tables, pin pads, menus, etc.*);
 - Process for increased cleaning between seatings that includes clearing tables completely, sanitizing tables, menus, seats and all table setting items;
 - Procedures for cleaning condiments and other items brought to the table or available for sharing that ensures that they are cleaned between uses;
 - Enhanced process for handling dirty dishes;
 - Procedure for cleaning staff areas; and
 - End of service sanitization and shutdown processes.
- Repeatable process for deliveries and suppliers that ensures reduced contact;
 - How reservations, guestbook and waitlist for tables are being handled;
 - Protocol for exterior waiting that is appropriately physically distanced;
 - Process for having servers engage with customers tableside including leaving food and drink at the front of tables;
 - Process for customers taking home-unfinished food. Suggest that you provide packaging and let the customers put the food into the container themselves.
 - Process to separate service of food and beverage from the clearing of dishes.
 - Create separate protocols for customers collecting take-out and those wishing to dine-in.



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STAFF INITIATIVES:

- Revise staffing schedule to allow for staggered arrivals, breaks and departments.
- Determine teams that work together consistently and who do not interact with other teams to assist in reducing transmission throughout the workplace in the event a staff member becomes ill.
- Assign a COVID-19 staff resource person. This person will be the main contact and available to support staff and ensure that protocols are being followed and understood.
- Enforce a reduced contact protocol for your staff: no fist bumps, high fives, etc.

MENU:

- Evaluate your menu to ensure that you are able to source all items required for your selected items.
- Review your pricing to make sure that menu pricing reflects any price changes that have come into effect because of COVID-19.
- Review the preparation of your menu items to reduce the number of touches of staff preparing your dishes.
- Look at ways you can save on ingredients by discontinuing niche dishes that are rarely ordered (for the short term).
- Innovate on your physical menu presentation.
 - Are you creating a paper feature menu that is one time use before recycling?
 - Are you laminating a one-page menu that can be sanitized?
 - Are you using digital menu boards for QSR or counter service?
 - Can you use chalkboards and sign boards for feature drinks or daily specials?



TEMPLATES AVAILABLE FROM BCRFA:

- Employee Health Check declaration for signature.
- Best Practice ideas for setting your Front of House, Back of House and Beverage Service Protocols.
- Reduced Occupancy Load Statement. Posted and available for guests and inspectors.
- Prevent the spread of COVID-19 signage for business entrance. Request that staff and customers do not enter with any COVID-19 symptoms or are in close contact with a person who has tested positive for COVID-19.
- Notice of Health Care Facilities Contact Information (numbers of medical clinics, hospitals, and mental health support centres).
- Templates for physical distancing floor decals.
- Sample floor plans showing designated place for a server to come to the table and service corridors.
- Hand washing signs.