

COVID-19 Safety Plan



Heartwood Kitchen
food outfitter

First level protection (elimination): Limit the number of people at the workplace and ensure physical distance whenever possible

Measures in place specific to Heartwood Kitchen

- Guests will not be able to wait for a table on the property, we will take numbers and call when their table is ready.
- Sales reps and non guest visitors will not be permitted at our workplace. We have advised all non essential visitors to contact us and eliminate in person visits.
- Work zones have been created Outdoor seating | Indoor seating | Kitchen/Back of House
- Schedules have been developed with working groups of employees and there is no cross over between shifts.
- All correspondence will be emailed to employees, so we do not need to cross over work zones.
- Employees have been retrained to avoid crossing into others work zones.
- Each service zone will have a maximum of one employee per shift scheduled. In the kitchen we have established 3 working groups to limit contact amongst the team.
- Our occupancy has been revised and reposted. Our strategy is to use our outdoor space as our primary dining area.
- We will not seat more than 6 guests at the same table and have arranged our seating to account for 2 metres of distance between tables.
- All administrative duties will be preformed off site.
- -We have reduced the number of employees required to service the restaurant through menu planning and beverage planning.
- We will not engage in any form of physical contact with guests or within the team.
- We will always be respectful of your space and are open to catering your experience by planning ahead and offering touchless delivery and payment options should you require.
- Kitchen and product deliveries will be done to our receiving area and these deliveries personal will not enter the premises.
- Service/repair persons will be welcomed only during non operating hours to limit interaction.
- Regular maintenance will be scheduled in non operating hours for everyone's protection.

- KITCHEN AND PREP
- We use single use tasting spoons
- Gloves worn for cold food plating | Culture of proper handwashing primary defence

Kitchen sanitized with Savall used in the correct concentration and monitored daily.
Surfaces sanitised after 20 minutes or between tasks whatever comes first.

- Kitchen completely sanitized at shift changes, start of day and end of day.
- Cooks will not share tools and each cook has their own work tools. IF sharing a tool they must be sanitized between users.

- Heartwood Kitchen always commits to having only healthy people working :
Daily temperature check for all employees when clocking in (maximum temperature allowed is 37.5 C; anything above this employee is deemed unsafe to work). We will do this using noncontact point-temperature guns.
- Our employees will be compensated for sick days by the employer and have no reason to feel pressured to work. Our team will follow all self isolation measures, stating last 14 days, if they traveled, and/or have shown any signs of Covid-19.

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Second level protection (engineering): Barriers and partitions.

Measures in place specific to Heartwood Kitchen

- We have comprehensive cleaning and sanitising instructions that we use to ensure that all surfaces, barriers and sanitary.
- Our menus are laminated and will be sanitized between guest use.
- We are encouraging guests to access our menus online on their own devices.
- We have installed plexiglass between the open kitchen and the dining room.
- We have removed all the kitchen bar seating to add extra distance between the kitchen and dining room.
- Dining room seating is developed with safety/traffic flow and distancing in mind.
- Outdoor seating with the use of canopy's and canopy walls to add extra protection from one table to the next (all min 2 metres apart)
- Dishwashing area, all employees will wear gloves. The dishwashing area is divided into "Clean End, "Dirty End" to avoid cross-contamination.
- All tables are sanitized between use and will be left bare with items delivered sanitary as required.

Third level protection (administrative): Rules and guidelines

We have identified rules and guidelines for how workers should conduct themselves. We have clearly communicated these rules and guidelines to workers through a combination of training and signage.

- All employees wash their hands following instructions posted at every hand sink (including guest areas)
- We have arranged and work in small groups to eliminate chains of contact.
- Servers will not serve each guest individually, we will serve to the open space at the table and guests dining together will move food to the correct diner.
- Server will not touch any item you are using once set on table INCL. water glass, beverage glass, ect.
- The tables in our restaurant will not be set prior to your arrival. We will bring the items you require once you are sat.
- Beverages will be poured in the server's section then delivered. Guests will refill own waters and bulk beverages.
- Our menu has been designed to eliminate all buffet and family style service. Food and beverages are not recommended to be shared.
- Heartwood kitchen will retain contact information for 30 days of guests that dine in the restaurant.

Fourth level protection: Using masks (optional measure in addition to other control measures)

Measures in place specific to Heartwood Kitchen

- We have cloth masks to show respect to any guest that would prefer that our team is wearing them.
- Our operation stocks gloves for food handlers and dishwashers.

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Reduce the risk of surface transmission through effective cleaning and hygiene practices

Measures in place specific to Heartwood Kitchen

- Separate cleaning checklists are posted in the kitchen and service areas.
- Additional Cleaning, Hand washing and PPE:
- Post at all sinks in kitchens and staff washrooms hand washing instructions.
- Between customers, tables, chairs, menus, tablets, coat hooks and any condiments that have been brought to the table will be cleaned and sanitized between parties. This maintains cleanliness and will provide comfort to other diners in the restaurant who witness the cleaning process.
- POS machines will be sanitized between patrons who must touch

the number pad.

- When staff switch positions, - shared equipment will be sanitized. This should especially include all repeated contact surfaces such as computer terminals, keyboards, POS machines.
- Remove everything from the table after guests leave and clean the table completely.
- Staff should perform regular hand washing with soap and water for at least 20 seconds following the official handwashing guidelines. It is suggested that handwashing be done:
 - Before and after breaks
 - After touching or cleaning tables any surfaces that may be contaminated
 - After sneezing, coughing or nose blowing
 - After touching your face or hair
 - After using the restroom
 - After touching personal phones
 - After using shared equipment such as computers, POS systems and debit terminals between different users
- Our partners that supply our cleaning supplies have reviewed and retrained our team on proper use, concentration, and general safety.
- All temperature logs (hot and cold) dishwasher and chemical logs are posted in the kitchen.