



Tekarra Restaurant

In the restaurant industry the health and safety of our guests and co workers has always been of top priority, long before the novel coronavirus. However we know things aren't the same as they were before March 2020. We have compiled a comprehensive list of best practices that are up to date and following recommendations from health professionals to ensure the safety of everyone who walks through our doors.

Physical Distancing

For Guests

- Limit to one person in the washroom at a time
- Redesign floor plans to demonstrate physical distancing of 2m
- Signs encouraging physical distancing are displayed in multiple locations throughout restaurant
- Mark designated pickup areas, exit, and standing areas

For Coworkers

- Limit number of team members working at a time
- Training on best practices to serve food while physical distancing

Reducing Contact

- If weather permits prop front doors open to limit touching of handles
- Reduce number of items on table and only bring cutlery/napkins when table is sat
- Do not pick up cups when refilling (water, coffee, etc)
- We will encourage accessing our menu digitally. Laminated paper menus will be available for those without access to our website
- Tables will be cleared one at a time to prevent cross contamination

Cleaning and Sanitation

Cleaning Procedures

- Deep cleaning performed prior to reopening
- Avoid food contact surfaces when using disinfectant
- Update cleaning logs and cleaning schedules to ensure frequency of cleaning high traffic areas including door handles, front of house counters, and restrooms
- Clean and sanitize shared equipment such as POS and credit card machines
- When cleaning tables everything must be removed and sanitized
- Have clear hand sanitizing stations
- Recycle single use menu or sanitize laminated menus after each use
- Have regularly scheduled deep cleaning policy performed by professional cleaners

Health and Personal Hygiene

Customers

- Signs stating no one with fever or symptoms is permitted in restaurant are posted
- Individuals displaying symptoms will be asked to leave
- Signs encouraging hand sanitizing are posted

Coworkers

- The opening server will be the health and safety supervisor to ensure protocols are being followed. Failure to follow protocols will result in a written warning.
- Any coworker displaying COVID-19 symptoms or feeling sick is expected to stay home. No doctor's note is required.
- No cell phones will be allowed in kitchen or serving areas unless required for work purposes.
- Canadian Centre for Occupational Health and Safety (CCOHS) staff recommend:
 - Practice physical distancing by keeping more than 2 metres (6 feet) apart from coworkers and customers as much as possible
 - Stay home if you are sick. Follow the Public Health Agency of Canada's steps for self-assessment: <https://www.canada.ca/coronavirus>
 - Wash your hands at the start of every 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 your shift. At a minimum staff must wash their hands at least every 30 minutes
 - Avoid touching your face

Personal Protective Equipment (PPE)

- Gloves must be worn when doing recycling or taking garbage out and hands must be washed upon return
- Wait staff and servers who cannot be protected by 2 meters of distance or a physical barrier **must wear** a cloth or surgical mask. Please follow proper mask etiquette (washing hands before putting on and taking off, clean mask every shift)