

Dog House Restaurant

Updated Covid-19 Plan

November 2020



Introduction

The Covid-19 pandemic continues to impact everyone, and The Dog House is no exception.

We need to be united in our efforts to keep everyone safe and healthy.

Thank you for your attention, and for your commitment, to our plan.

You are the reason our customers keep coming back.

Together, we can make this happen.

Updates

Masks are mandatory for everyone to wear indoors, according to Dr. Bonnie Henry.

All staff must wear a mask.

Customers must wear a mask when they are not seated at their tables.

Coming to work

Please arrive no more than **10 minutes** prior to your shift.

Please arrive in your work **uniform**, including your **mask**. Masks are mandatory for everyone.

Please enter by the **receiving door** (this is the door closest to the punch-in clock).

There is a **health check** poster on the inside of the door. Please review it and let a manager know if you have any concerns.

When you arrive, please **hang your personal belongings** in the closet at the door. Please keep the number of personal items to a **minimum** – a jacket and a small bag or purse is ideal.

Sanitize your hands in the entry area before you touch anything in the restaurant. There is a handwashing/sanitizing chart posted if you are unsure of how to do this properly.

Take your temperature with the thermometer provided and log your temperature in the logbook provided. If your temperature is 100 degrees or above, please report to management immediately. You will be sent home to get well.

If you have **brought a meal from home**, please put your Tupperware/container in the marked bin in the bottom left of the fridge and ensure that you remember to take your container home with you at the end of your shift. Leftover containers will be thrown away each night. Please **sanitize your hands again** before touching anything more.

Clock in when it is your time to start.

All Staff

Must **wear a mask** while on shift indoors. This is now part of your uniform, and part of a recent PHO (Provincial Health Order).

Must follow **enhanced cleaning and sanitization** schedules posted throughout the restaurant. When in doubt, clean and sanitize!

Must ensure all **bottles of sanitizer** are clearly **labelled**. We have **2 kinds** for sanitizing your work surfaces – a Food Sanitizer (edible but sanitizing) and Non-Food Sanitizer (70% alcohol – not for consumption). If you see one that is not, please **inform management**.

Must follow **physical distancing** rules whenever possible. Follow the signage and floor markers that are in place.

Must follow a **staggered break schedule**. Only one person from each department will be on break at a time. All breaks must be confirmed by management prior to taking them to ensure staff safety.

Must be **aware** of the basic **Covid-19 symptoms** and tell management if you are experiencing any of them. See the health check poster on the receiving door for a list of symptoms. If we are concerned about your health and your risk to others, we will ask you to seek medical advice.

Must **inform management** of any issue with anyone – staff or customers - who do not follow the rules. All staff have the **right to refuse** service if customers are not wearing a mask when not at their tables, following physical distancing guidelines, or feel unsafe.

Servers

Must **wear a mask**.

Must **carry a bottle of sanitizer** with you during your shift. Once you've clocked in, your first task will be to **sanitize your section** before you serve any customers.

Must follow **enhanced cleaning and sanitization** schedules posted throughout the restaurant. When in doubt, clean and sanitize!

When guests leave, you need to **clean** the table and area as usual, and then **sanitize** the area as well. This includes booth seats, walls, table edges, trim around booths, and sweeping the floor.

Must follow **physical distancing** rules and follow signage/markers on the floor.

Must follow a **staggered break schedule**.

Must **not share/borrow** pens, pencils, note pads, billfolds, etc...

We have a 60-minute **maximum dining times** for our customers to stay. If customers do not follow this, please inform management.

We have "**Thank you for your Patience**" signage as we know these extra sanitation steps will take more time. We are worth it!

We **cannot tolerate table hopping** or visiting between customers.
Customers are to wear a mask when not seated at their table, as per the recent PHO (Provincial Health Order).

We can **provide guests with takeout containers** for their leftovers, but we do not want to package the food up for them.

Bussers

Must **wear a mask and gloves** during your shift.

Must **wash your gloved hands or change your gloves** after clearing each table.

Must follow **enhanced cleaning and sanitization** schedules posted throughout the restaurant. When in doubt, clean and sanitize!

Must follow **physical distancing** rules and follow signage/markers on the floor.

Must follow a **staggered break schedule**.

We have a 60-minute **maximum dining times** for our customers to stay. If customers do not follow this, please inform management.

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Dishwashers/Takeout

Must **wear a mask and gloves** during your shift.

Must follow **enhanced cleaning and sanitization** schedules posted throughout the restaurant.

Must follow **physical distancing** rules and follow signage/markers on the floor.

Must follow a **staggered break schedule**.

We have “**Thank you for your Patience**” signage as we know these extra sanitation steps will take more time. We are worth it!

Please **report to management** immediately any customer who is not wearing a mask indoors, following physical distancing rules, or is making you feel unsafe.

Cooks

Must **wear a mask or face shield** while on shift.

Must follow **enhanced cleaning and sanitization** schedules posted throughout the restaurant. When in doubt, clean and sanitize!

Must follow **physical distancing** rules and follow signage/markers on the floor.

Must follow a **staggered break schedule**.

Must **not share cooking tools** – knives, spoons, flippers, ladles, etc...

Deliveries will be dropped off in the receiving hallway. Delivery drivers cannot enter our cooler, freezer, or food prep areas.

At the End of your Shift

Please **remove your mask and take it home for cleaning.**

Please **remove your gloves** if you wear them and **throw them away** properly.

Please wash and/or **sanitize your hands** at the end of your shift.

Please **leave no more than 10 minutes** after your shift has ended.

Servers, please tip out at the **tip out station** located outside of the office.
Only **one Server at a time** is to be using this space.

Safety Committee

Blair
Anthony
Maren
Clay

Please talk to us if you have any questions or concerns about any workplace safety matter.

Resources for you

This pandemic has taken its toll and we want you to have the support you need. Here are some resources for you. Please use them if you need them.

BC CDC: British Columbia Center for Disease Control

This is one of the best places to get the facts on Covid-19 in our province. They offer good resources on many topics from hand hygiene to sexual health to food-borne illnesses to mental health resources.

<http://covid-19.bccdc.ca/>

Covid-19 Self-Assessment Tool

If you feel that you may have Covid-19, there is an online tool to help you self-assess before speaking to any medical practitioner if you choose.

<https://bc.thrive.health/>

HealthLink BC

You can speak to a nurse anytime and get some guidance on how to handle any medical issue you may want to talk about (Covid-19 related or not). Have your Care Card or Personal Health Number ready for your call.

<https://www.healthlinkbc.ca/about-8-1-1>

Phone: 8-1-1

Worksafe BC

Great resource for workplace rights and responsibilities!

<https://www.worksafebc.com/en>

CMHA: Canadian Mental Health Association

We have a mental health center right here in Duncan. They offer several programs for different needs from one-on-one counselling to group programs to referrals for other sources of help.

<https://www.cmhacowichanvalley.com/>

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Phone: 250-597-1372

You are our best assets.
Please take care of yourselves.