



Monkey 9 Brewpub Protocols

Front-of-house

Physical distancing

- Customers may not congregate in groups larger than 6.
- To ensure proper physical distancing between patrons, tables must be placed 2 metres (6 feet) apart and must be configured so that no more than 6 customers can congregate together.
- Tables may be placed closer together only in cases where tables are separated by tall partitions or significant barriers.
- In fixed seating areas (such as a counter or bar), individual customers or group of customers must be seated 2 metres apart and in groups of not more than 6.
- Have some workers (e.g., dispatch, customer service, administration) work remotely wherever possible;
- Modify or eliminate in-person meetings and morning huddles;
- Eliminate hand-to-hand contact with guests (handshakes, fist bumps, high-fives, etc.)
- Avoid situations where staff have less than 1 m or 3 ft between them and a guest (particularly face-to-face connections should be distant).
- Maintain respectful distances from coworkers and avoid additional points of physical contact between team members.
- Create separate take-out and dine-in protocols. Create a door or path separate from dine-in customers for payment/pickup if possible. Introduce clear signage for take-out versus dine-in.
- Table service should have reduced contact as much as possible. For example:
 - drinks served in bottles should be poured for initial pour only; bottles left on table and subsequent pours by guests, including water when possible
 - consider removing one seat from each table to ensure service staff have one unobstructed access point to serve at maximum distance from customers.
- In counter service, determine whether technology can reduce contacts. Increase use of Digital Menus Boards or online pre-ordering alternatives if appropriate. Consider single use disposable menus, online menus, or reusable menus that can be sanitized.
- Enable and encourage tap or mobile payment methods.

- Encourage when possible, key drop deliveries to reduce contact between delivery staff and business staff.
- Assign a person or install floor decals to facilitate the flow of people during busy times
- Post clear signage indicating that customers exhibiting visible cold/flu/COVID symptoms may be denied entry and service.

Cleaning and hygiene

- Make sanitizer available to customers and staff. Install more dispensers as needed.
- Place sanitizer for guests and staff after checkout for counter service if checkout requires touching a POS terminal or cash transaction.
- Increased cleaning between seatings should be visible. Tables, vinyl or laminated menus, and vinyl/leather/metal seats should be wiped when tables turn.
- All cutlery, salt & pepper shakers, sauce dispensers, candles or other table top items should be removed when tables are being cleaned.
- To reduce contact points, bring guests items like condiments only upon request. Limit self-serve dispensing ie. drinks and condiments.
- Do not touch water or coffee glasses when refilling.
- Post handwashing signs near all sinks
- Times to consider requiring handwashing:
 - Before handling and running food and drink.
 - After bussing a table.
 - Before pouring beer.
 - After handling cash or credit cards.
 - Between interacting with different parties.

Establish handwashing procedures for all staff.

- Clean bathrooms thoroughly clean more than once a day. Provide wipes to sanitize door handles and faucets after each use. Install additional touch-free soap and paper towel

dispensers if possible. Create physical distancing in washrooms through operation of every other sink or urinal.

- Clean all frequent touchpoints including wait area benches, walls, tables, chairs, barstools, salt and pepper shakers, coasters, condiments, coat hooks, restrooms, doors including front door, restroom door, staff doors to office, kitchen, and breakroom.
- Develop a cleaning schedule and consider assigning a person who responsible for completing cleaning tasks. and who is ensuring completion of these tasks
- Create a log that employees must sign to verify cleaning is being done at the specified intervals.

* Proper handwashing with soap and water is more effective than hand sanitizer according to BC-CDC guidance. Staff should be encouraged to wash hands rather than sanitize whenever possible.

<http://www.bccdc.ca/health-info/prevention-public-health/hand-hygiene>

Other

- Provide team members with personal bins or lockers in which to keep their belongings if these belongings are usually kept in communal areas
- Create and maintain a protocol for accessing and using washroom facilities where 2 m or 6 ft separation cannot be maintained.
- Make consistent groupings for break times, stagger breaks as needed, and maintain a predictable break schedules
- Post a province-wide medical resource list for staff that includes: telephone numbers and website addresses for key medical, mental health, and bullying resources and approved sources for COVID-19 information.
- Appoint a health and safety point person for each new shift and share the name of that person with manger and/or staff. That person should be responsible for ensuring best practices are adhered to and education materials are shared
- If staff and customers are sharing the same bathroom, ensure proper hand washing and consider hand wipes for door handles

Kitchen

Physical distancing

- Kitchen teams should work together to establish separations between workspaces in kitchens where possible. Be aware of physical distance in kitchen settings.
- Limit the number of staff in a food preparation area at any one time.

- Consider organising staff into working groups or teams to facilitate reduced interaction between groups
- Use, when possible, directional arrows on the floor in kitchen settings to control flow of traffic and reduce interaction between cooking and clearing areas.
- Limit access into food preparation area by delivery agents. Create a staging area when possible to allow sanitization of deliveries or to allow unboxing items from boxes or packaging outside of the kitchen setting.
- When applicable, clearly marked exit and entrance doors from kitchen to service area to avoid interaction between food being served and dishes being cleared.

Cleaning and hygiene

- Remove shared items where cross-contamination is possible (e.g., shared kitchen implements)
- Enhance cleaning and disinfecting practices for high-contact areas such as surfaces in public serving zones; incorporating regular and end-of-shift cleaning and disinfection for all shared spaces; and ensuring workers are provided with appropriate supplies, such as soap and water, hand sanitizer, and disinfectant wipes
- If possible, cooks and chefs should not share knives, utensils, or service tools. High touch equipment (freezer doors, oven handles, knobs) should be cleaned regularly and cleaned/sanitized in between different users.

Establish handwashing procedures for all staff.

- Clean bathrooms thoroughly clean more than once a day. Provide wipes to sanitize door handles and faucets after each use. Install additional touch-free soap and paper towel dispensers if possible.
- Clean all frequent touchpoints including doors, handles and rails.
- Develop a cleaning schedule and assign a person who responsible for completing cleaning tasks. and who is ensuring completion of these tasks
- Create a log that employees must sign to verify cleaning is being done at the specified intervals.

Delivery

Physical distancing

- Stagger start times for food delivery drivers to prevent crowding at restaurant dispatch locations;

- Drop off packages at the door or outside buildings; call ahead so the deliverer is aware of any site requirements and the customer can be ready to accept the delivery to avoid coming close to customers.
- Adjust practices for proof of delivery so that in-person signatures are avoided and online confirmation of receipt of package can be used instead.

Cleaning and hygiene

- Ensure vehicles and facilities are being thoroughly cleaned regularly, including a disinfectant wipe down of all touch points (e.g. door handles, steering wheels, seats, windows, stairs, handrails, elevator buttons, door handles, garbage handles, seats, phones).
- Consider the use of protective gloves when delivering packages to the drop off area and wash hands after removing the gloves

Training and orientation

- Implement a policy requiring staff to perform personal health check prior to the start of shift (for example, via: <https://bc.thrive.health/>)
- Although PPE is not required, it is recommended wherever practical. Employers must make PPE available for any staff requesting PPE. Train staff to correctly wear, maintain, and dispose of appropriate PPE, namely disposable gloves and a face covering over the nose and mouth. The use of gloves must be accompanied by frequent and correct change-out (where necessary), as well as handwashing. Workers must be trained on proper donning and doffing of the PPE. This can be addressed through the education and training provided to workers during the business resumption orientation.
- Communicate new floor plans, menus and notes, schedules and shift policies, sanitization and documentation procedures, curbside/to go and gift card programs, tipping and schedule changes, and staff hygiene and uniform standards. Have a sign-in sheet to verify employees have been informed and trained on these procedures
- Communicate via email/video/phone frequently. Give your staff a way to communicate their concerns, ideas, and feedback regarding these policies and procedures.
- Communicate sick leave policy and health of staff coming in for shifts.
- Identify hard-to-cover positions and implement cross-training to prepare for possible sick leave, outages, and coverage issues.
- Create talking points and COVID-cautious FAQs for your operation for all staff answering phones. Practice questions and discuss when to involve a manager or owner.

Further Resources

Restarting Business in the New Normal

- [BC's Restart Plan](#)
 - [BC COVID-19 Go-Forward Management Strategy](#)
 - [BC COVID-19 Go-Forward Checklist](#)
- [go2HR:](#)
 - [Restarting operations after COVID-19: what you need to know](#)
 - [COVID-19 Best Practices Template](#)
- WorkSafeBC: [COVID-19 and returning to safe operation](#)

Policy Documents

- Temporary extension to liquor store hours: [see page 14](#)
- BC Ministry of Health: [COVID-19 Guidance to Retail Food and Grocery Stores](#)
- BC Ministry of Health: [COVID-19 Food and Beverage Sector Fact Sheet](#)
- BC Centre for Disease Control:
 - [Information for Employers & Businesses](#)
 - [Information for Food Businesses](#)
- Public Health Order: [Mass Gatherings](#)
- Public Health Order: [Liquor Primaries and Liquor Retailers](#)
 - Physical distancing of 2 meters between people
 - No more than 50 people present at one time on your premises
 - Customers may be on your premises only for the time that it takes them to purchase and collect their purchase
- LCRB: [Extension of license expiry date](#) for licenses expiring between March 31 and June 30, 2020

ABLE BC Signage Templates: download all signage in [online store](#)

- Capacity capped at 50
- Don't place personal items on counter
- Not accepting cash
- Health and safety precautions
- Shop in pairs or alone
- Social distancing
- Not accepting bottle returns
- Credit card transaction limits temporarily increased
- Please remove masks for ID checking

Employment and Human Resources

- [Changes to Employment Standards Act](#): extended temporary layoff period from 13 weeks to 16 weeks
- [go2HR](#): COVID-19 updates for tourism and hospitality employers
- WorkSafeBC:

- [COVID-19 updates](#)
- [Retail and COVID-19 safety](#)
- [Hospitality and COVID-19 safety](#)

Products

- [BWI Business World](#) protective cashier shields
- [First Impression Visuals](#) outdoor signage
- [Blackwood Apparel](#) protective face masks
- [Peregrine Plastics](#) plexiglass barriers
- [INEO](#) Sneeze Guards

Other Helpful Links

- [LDB Wholesale updates](#)
- [ContainerWorld updates](#)
- [BC Liquor Stores updates](#)
- Financial support:
 - [BC's COVID-19 Action Plan](#)
 - [Canada's COVID-19 Economic Response Plan](#)
- [California Winery Tasting Rooms Reopening Protocols](#)

VPD Security and Safety Precautions

- [Security audit checklist](#)
- Sample [enhanced security measures poster](#)