

PENTICTON LAKESIDE RESORT & CONFERENCE CENTRE



COVID-19 PROTOCOLS & PROCEDURES

RESTAURANTS

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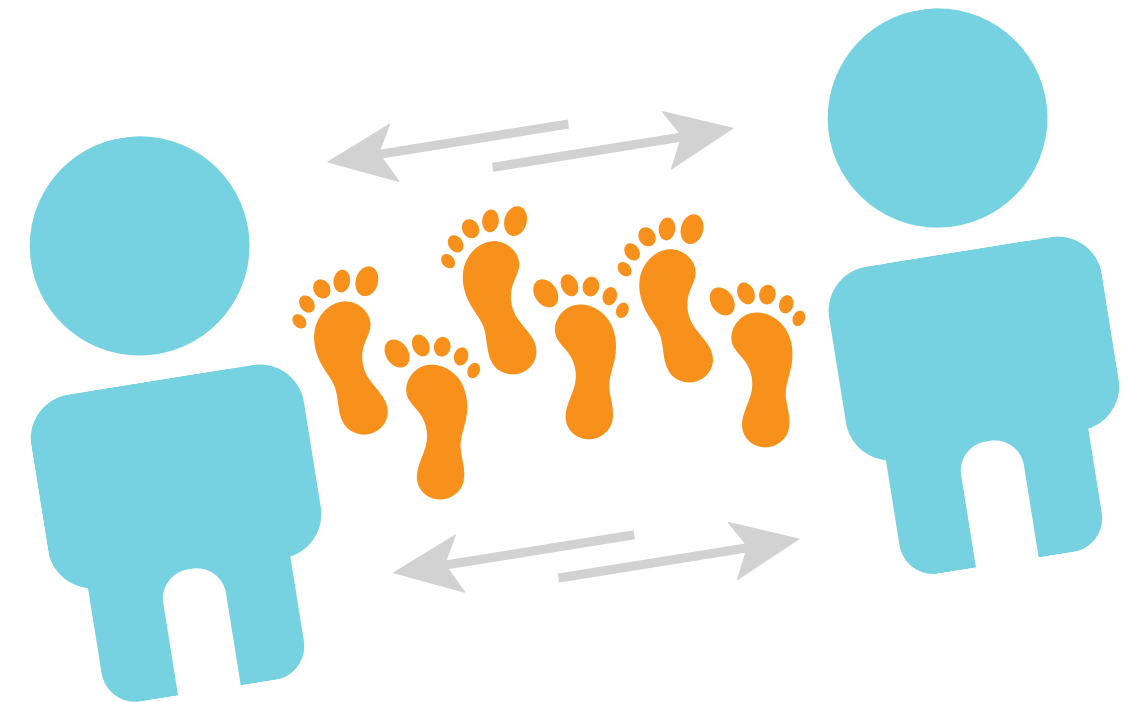
EMPLOYEE & GUEST HEALTH

All employees have been thoroughly trained on the following practices.



PHYSICAL DISTANCING

Customers and employees are advised throughout the restaurant with floor decals and signage to practice physical distancing by keeping at least 6 feet from other groups, guests, and employees. Plexiglass or other barriers are present where adequate physical distancing is more challenging.



PHYSICAL DISTANCING

Whenever possible, employees are to keep appropriate distance and work within the same teams. Table seating is adjusted to a maximum of 6 people from the same party. Tables are placed a minimum of 6 feet from each other to allow for social distancing and server paths. Reduced occupancy capacities are posted at the restaurant entrance and take into account all persons present, including staff, at one time.



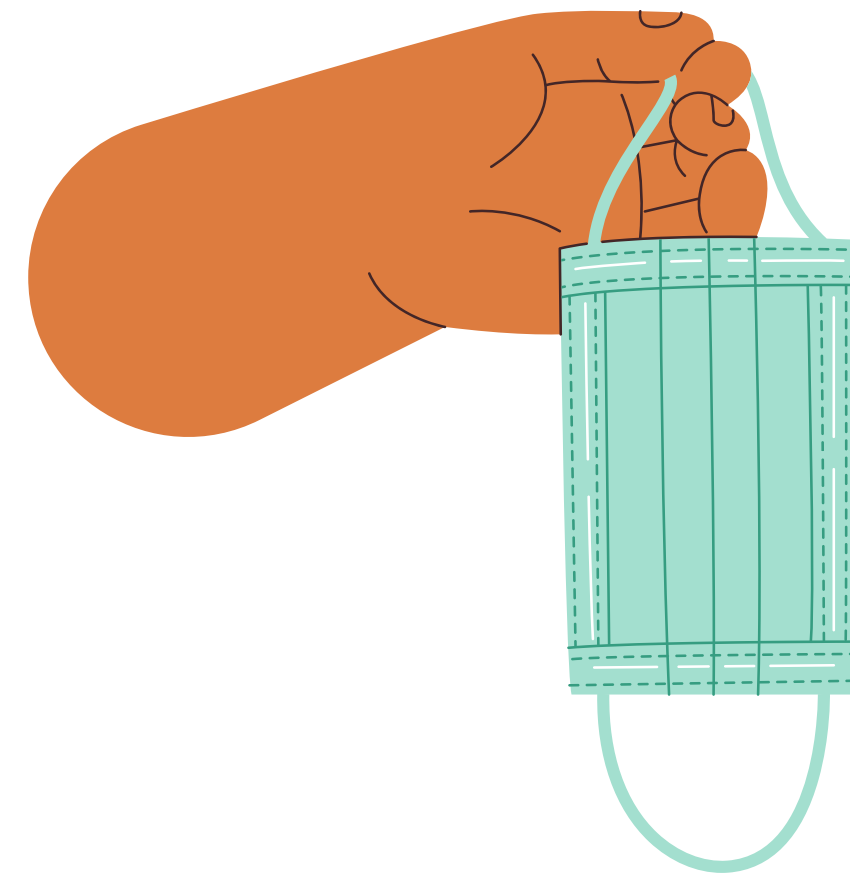
PHYSICAL DISTANCING

Guests are to be seated by a hostess with a waiting area spaced appropriately. Bar counter service is currently unavailable. Bathrooms are limited to two people at a time with reminder signage posted.



LIMITING TOUCH POINTS / SAFE HANDLING

Dedicated cleaning and bussing staff are scheduled during all operating hours, who follow a detailed cleaning schedule to ensure all high touch point areas receive attention. The addition of these positions also helps mitigate the amount of times service staff are required to touch dirty items. Leftovers are now to be packed by the guest, and beverage refills are completed by filling the glass while it remains on the table whenever possible.



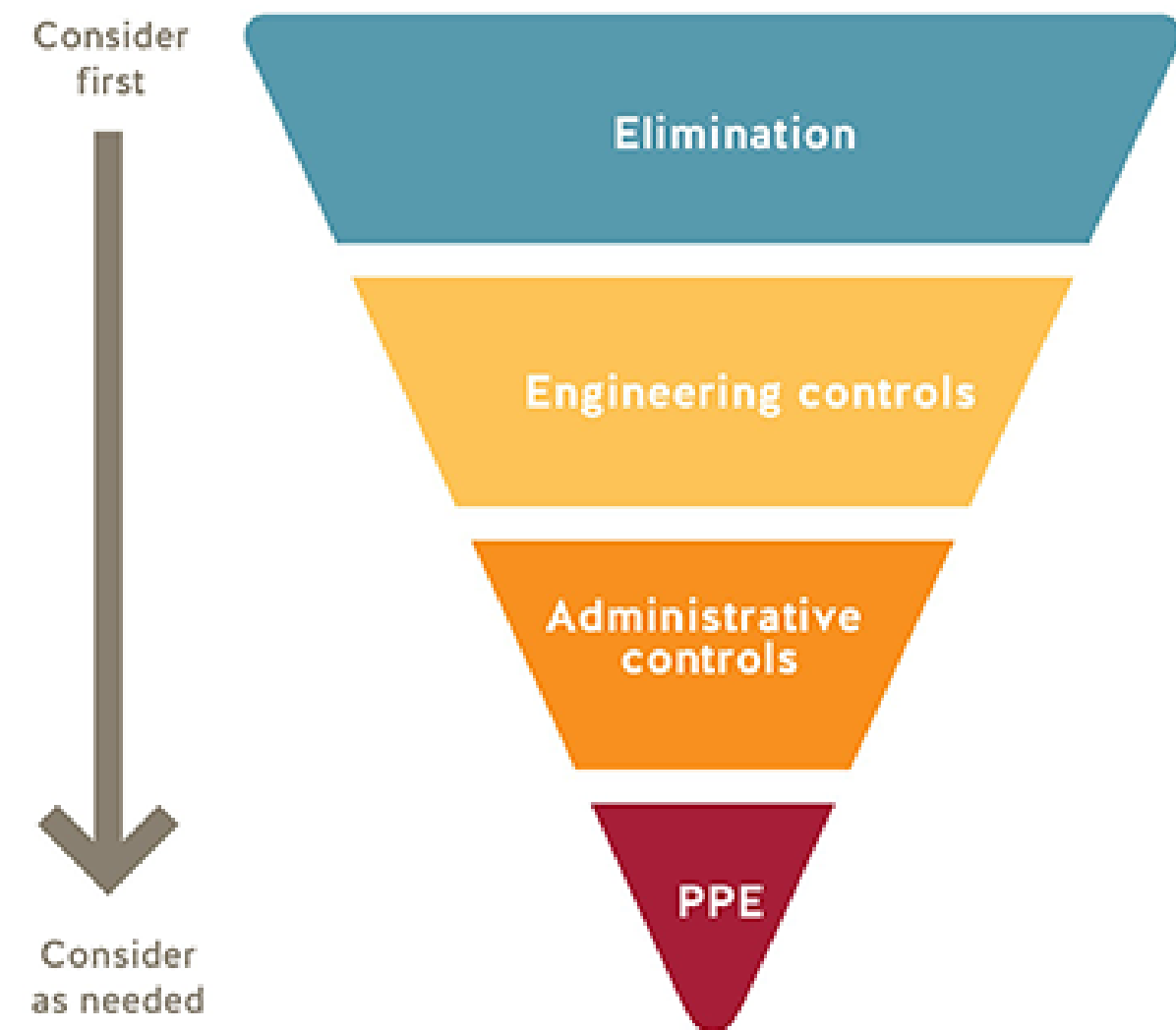
HYGIENE

Hand sanitizer stations are available front of house and back of house for guests and employees. Hand washing, sneezing, and coughing etiquette signage has been placed throughout the restaurant. Employees are required to perform proper handwashing before and after breaks, after touching or cleaning tables, and any surfaces that may have been contaminated, after sneezing, coughing or nose blowing, after touching face or hair, after using the restroom, after touching personal phones, and after using shared equipment. Employees must also adhere to uniform cleanliness policies including how and when to safely change.

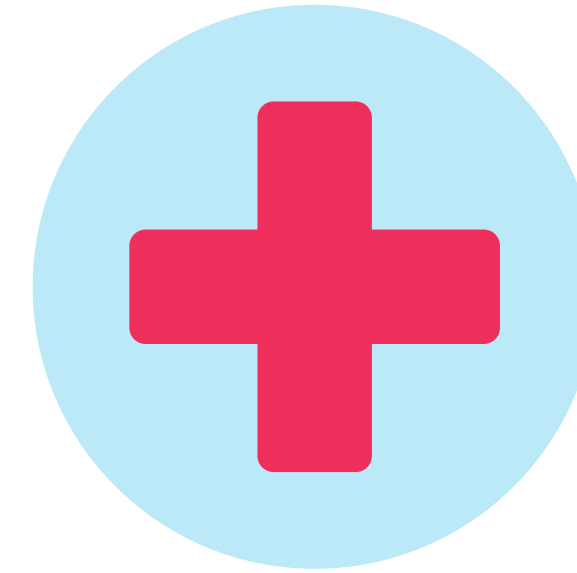


STAGES OF CONTROL

We are compliant with the following stages of control required by WorkSafeBC. In the case an employee is in direct potential contamination, the levels of protection are followed in descending order.



HEALTH CONCERNS



Our employees have been given clear instructions and training on how to respond swiftly to all presumed cases of COVID-19 in the establishment. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a co-worker or customer displaying or complaining of a cough, fever, shortness of breath, chills, muscle pain, headache, sore throat or other known symptoms. Employees or guests exhibiting any symptoms of COVID-19 are instructed to immediately notify their manager (employees), or immediately return to their hotel room and dial '0', or return home and call the local health line (guests). If we are alerted of a presumptive case, we will work closely with Interior Health and provide appropriate protocols. Anyone who is returning from traveling out of country is required under the Quarantine Act to self-isolate and follow strict isolation guidelines.

EMPLOYEE RESPONSIBILITIES

Our employees are vital for an effective health, sanitization and safety program. All employees have been thoroughly trained on the following.



COVID-19 TRAINING

All employees receive mandatory training on cleaning, sanitizing, and safety protocols including, but not limited to, proper hygiene, proper PPE usage, physical distancing, sanitizing and disinfecting, COVID-19 symptom awareness and protocols for themselves and customers.



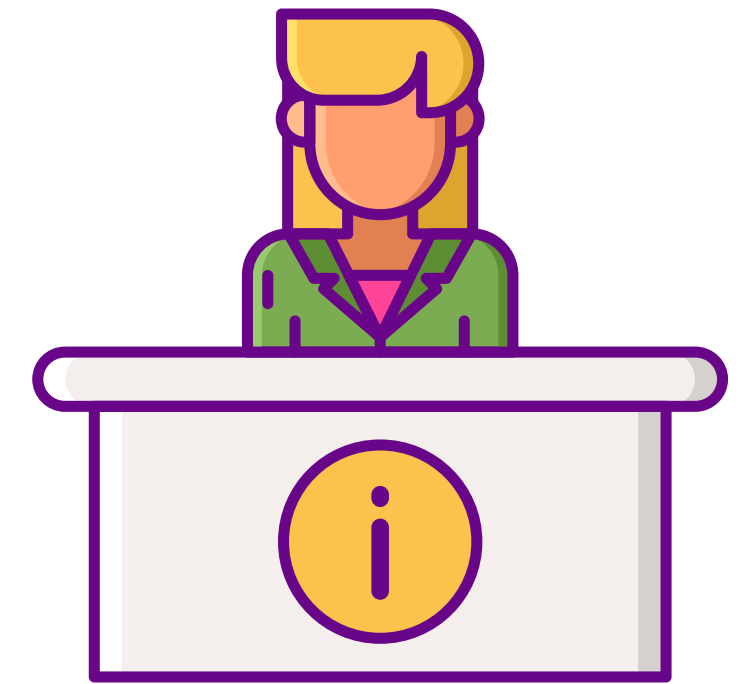
COVID-19 SCREENING

All employees have signed a one time 'health check declaration' stating they agree not to come to work if they have COVID-19 symptoms, have been in contact with someone with COVID-19, or have travelled and are currently subject to quarantine. In addition, all employees will be reminded to do a once over 'self COVID-19 awareness check' to ensure they aren't displaying any of the symptoms prior to the start of each shift. Employees who indicate any COVID-19 related symptoms are required to go home immediately and follow the health authorities protocols and procedures. The employee is not permitted on the property until their health provider has instructed them that it is safe to do so.



DAILY PRE-SHIFT, POST-SHIFT & TIMEKEEPING

Employee uniform policies are in place and pre-shift meetings will be conducted in areas that allow for appropriate physical distancing. Hand sanitizers are available at each sign in location and employees are required to wash their hands following proper hand hygiene protocols pre, post and throughout their shift with special attention to when clearing/cleaning tables.



CLEANING PRODUCTS & PROTOCOLS

The restaurants use cleaning products with a DIN (drug identification number) that meet or exceed the CDC guidelines and meet the criteria for use against SARS-Cov-2, the virus that causes COVID-19, and are 99.9% effective against other surface bacteria and viruses. We have heightened sanitizing attention and frequency to high touch point areas and revised our cleanliness plan.

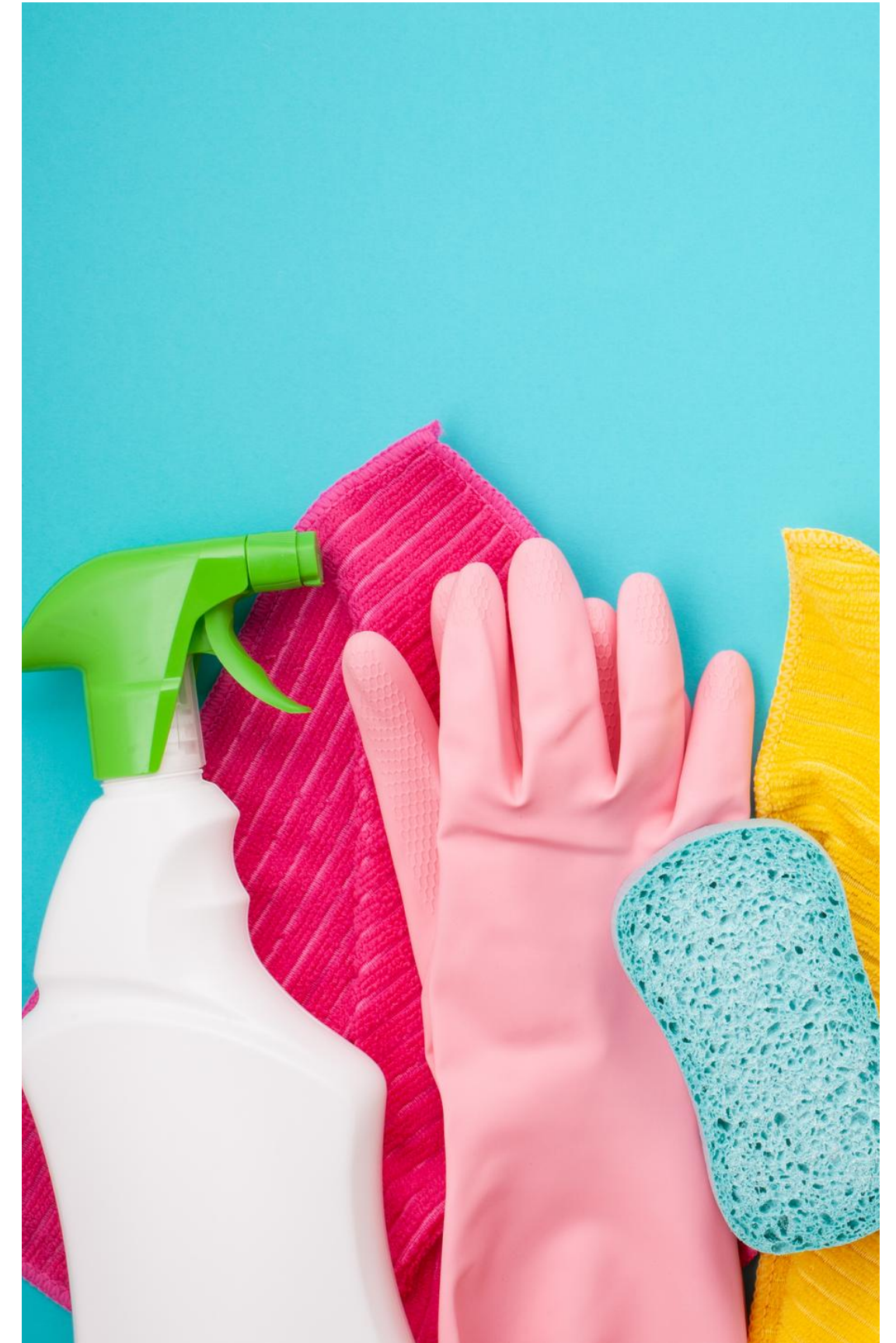
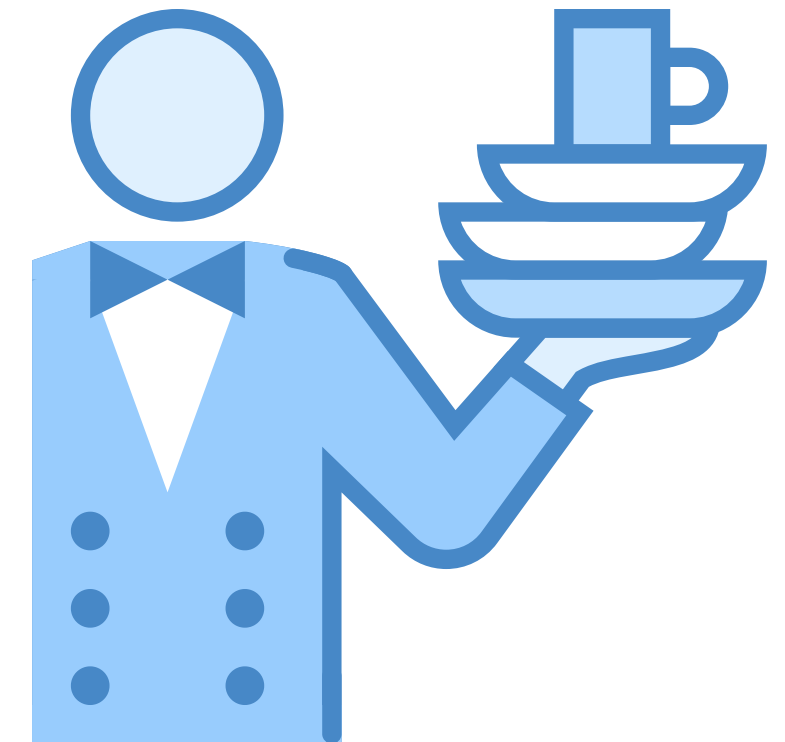


TABLE SERVICE

We have removed on-table condiments, caddies, marketing materials, candles, centrepieces, billfolds, etc. Between customers, tables, chairs, and any reusable items that may have been brought to the table must be cleaned or sanitized before a new seating. A dedicated clearing/cleaning team will mitigate the amount of touch points servers have with dirty dishes.



DEDICATED CLEANING/BUSSING STAFF

The dedicated staff will clear, clean and sanitize all high touch point areas of the restaurant including but not limited to; tables, chairs, billfolds, coat hooks, condiments (when single use are unavailable), POS systems, Moneris machines, etc.



ADDITIONAL MEASURES

Hand washing, sneezing and coughing, physical distancing and other required signage will be posted throughout the restaurant. Single-use menus to eliminate multiple touch points are being used and disposed of immediately following use.



STAFF BACK OF HOUSE AREAS

Frequency of cleaning and sanitizing in back of house in high employee traffic areas are heightened including; employee entrances, staff elevators, lockers, employee restrooms, loading docks, and offices.



SHARED EQUIPMENT

Shared tools and equipment will be disinfected before, during and after each shift or anytime another employee uses the equipment. This includes phones, radios, other communication devices, cleaning equipment, kitchen tools, keys, and all other direct contact items used in the restaurant and by multiple employees.

