

SHINOBI

JAPANESE RESTAURANT



as of June 6th, 2020

A COVID-19 SAFETY PLAN FOR THE RE-OPENING

ENTRANCE

- Ensure the staff and customers who have cold or flu symptoms do not come in to the restaurant.
- Provide physical distancing and hygiene guidelines for staffs and customers
- Introduce clear signage for take-out versus dine-in and in and out doors
- Provide hand sanitizer at the door for customers to use when they enter the restaurant
- Encourage customers seat themselves by displaying table numbers. Have a greeter behind plexiglass assign tables
- Eliminate hand-to-hand contact with customers (handshakes, fist bumps, high-fives, etc.).

IN SERVICE

- Introduce clear signage for take-out versus dine-in and in and out doors.
- Maintain a 2 metre distance from guests and other workers. If physical distancing cannot be maintained at all times, staffs should wear a mask as an additional measure.

- **Must not exceed 50 percent of their usual capacity of patrons at one time. Our capacity is max 30 people.**
- **Must restrict tables to parties of six people.**
- **Add a plexiglass barrier in front of the payment areas.**
- **Keep 2 metres between patrons sitting at different tables, and between patrons from different parties**
- **Remove one chair per table and use that space as a designated place for the server to come to the table, similar to the open side on a booth in order not to have the server to squeeze in between customer.**
- **Have servers leave food and drinks at the front of the table and let guests pass them after the server has stepped away.**
- **Dine-in eating is available for only whom has made a reservation and pre-ordered their food.**
- **For the purpose of making reservations or seating patrons, employers are also required by this order to retain the contact information for one member of every party of patrons for 30 days in the event that there is a need for contact tracing on the part of the medical health officer in accordance with the WorkSafeBC guidelines.**
- **Have guests pour their own water by providing water in a bottle or jug at the table. Or pre-pour water glasses at the bar**
- **Rearrange waiting areas to enhance of physical distancing– consider things like removing chairs and benches, asking guests to wait outside for a table, posting signs, stanchions, tape on floor, etc.**
- **Create a door or path separate from dine-in customers for payment and/or pickup if possible.**
- **Try to limit the use of cash and limit the handling of credit cards whenever possible, by allowing customers to scan or tap their cards and handle the card readers themselves. Encourage tap payment over pin pad use.**
- **When customers ask to take unfinished food with them, provide packaging and let the customer put the food into the container**
- **Staff a person to direct or install floor decals to facilitate the flow of people during busy times**
- **Restrict access into the food preparation area by delivery agents and members of the public and other staff**
- **Encourage online pre-ordering alternatives instead of traditional menus. If this is not possible, consider single-use disposable menus.**
- **Establish directional arrows on the floor in kitchen settings to control flow of traffic and reduce interaction between cooking and clearing areas.**

GENERAL CLEANING AND HYGIENE PRACTICE

- **For all front-of-house staff WorkSafeBC handwashing signage is provided to communicate good handwashing practices. Post handwashing signs near all sinks**
- **Have sanitizer available to customers and staff. Install additional dispensers as needed.**
- **Clean bathrooms thoroughly and on a more frequent basis. Install additional touch-free soap and paper towel dispensers if possible.**
- **Develop a cleaning schedule and assign and train a person who is responsible for completing cleaning tasks and ensuring these tasks are completed.**
- **Clarify procedures for cleaning staff areas and train accordingly.**
- **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.**
- **As much as possible, cooks and chefs should use their own high-use tools such as knives**
- **Keep monitoring if additional protocols need to establish.**