



Stop the Spread

The health and safety of our clients, guests, team members, and the greater community is our top priority. This policy is in place to support the public health efforts of all levels of government as we work through the Covid-19 pandemic and its aftermath. We are committed to doing our part to control transmission while continuing to support our clients and community.

Scope: This policy applies to all employees and subcontractors.

Policy:

Our approach to re-opening our business is to work within government guidelines to ensure that we are operating in the safest and most responsible way possible. Following the lead of all levels of government, as clearly laid out in the Ontario government's three stage approach our plans, will not be date driven but will respond to the data. Under the current restrictions, we are operating our Food Shop with walk-in, delivery, and pick up options. This allows us to maintain a work environment that respects the guidelines set out by the public health units and protects our clients, our team, and our community.

General Procedures

- Team members are required to stay home and notify their supervisor immediately if they demonstrate signs/symptoms of illness.
- Screening – All team members complete a health screening survey at the beginning of every shift.
- Social Distances – Employees are to maintain a 6' distance from each other.
- Face Masks – All employees are required to wear company issued face masks.
- Hand Washing – We continue to wash our hands in-between each task, and at every opportunity.
- Gloves – We are using latex gloves for all food preparation and deliveries.
- Sanitation – Workstations and high touch points in the Food Shop are being sanitized on a regular basis throughout the day.
- Produce Sanitizing – All produce is removed from boxes and sanitized upon arrival. The original cartons do not enter the building.
- Food Shop Partition – We have installed a custom-built plexiglass partition in the Food Shop to physically separate customers and employees.
- Food Shop Clients – We only allow one client in our retail space at a time.
- Inbound Deliveries – Deliveries are received at the loading bay and are repackaged prior to entering the building.
- Outbound Deliveries – Our drivers are practicing contactless deliveries, are equipped with face masks, hand sanitizer, and disposable gloves that are changed following each delivery.

Planning Your Event:

- Our planning team is working from home.
- Meetings, site visits, tours, etc. should be done virtually if at all possible.
- If any in person meetings are to take place, attendees are to maintain a 6' distance and wear a face mask.
- We encourage clients to also wear face mask when meeting with us.
- All self-service food and beverage offerings are discouraged until further notice.
 - All self-service food and beverage offerings will now be served by a chef or waiter wearing proper PPE.
 - All food & beverage distribution points will be regularly sanitized.
 - Passed Plates and Food Stations will continue to be offered.
 - Staffed food and beverage stations will be the preferred method of service during the state of emergency for a time following.
- Clients will complete the Client Waiver to ensure that the host and guests are not experiencing Covid 19 symptoms.

Our Delivery Drivers:

- Our drivers will wear a face mask.
- Our drivers will wear different disposable gloves for each delivery.
- Our drivers will use hand sanitizer before and after each delivery.
- Our delivery vehicles will be sanitized at the beginning and end of every shift, as well as after each trip.

On-site at the Event:

- All on-site staff will wear proper PPE including gloves and face masks at all times.
- All on-site staff are required to complete a health screening survey at the beginning of every shift to confirm that they have no Covid-19 symptoms.
- All work areas will be sanitized before and after the event. Depending on the duration of an event, periodic sanitation may be completed during the event.
- Hand sanitizer will be readily available to all staff and guests.
- All table set or rental items such as chargers, plates, glassware, and utensils will remain in original packaging and be moved to the dining room just prior to being unwrapped and handled.
 - Any additional or backup products will remain in original packaging until needed.
- Any passed food items will be served in individual portions in their own vessel.
- No plate, vessel, or glass will be reused or refilled.
- Service items which are typically left on the table (water pitchers, coffee carafes, salt and pepper shakers, sugars, creamers) will be either served by a waiter or brought out in individual portions.

In the Food Shop

- Food Shop Employees stay behind the service counter when customers enter the store and go behind the counter when a customer enters.
- If the customer is wearing a face mask, the Food Shop Employee may go in-front of the counter if required for answering questions. Both customer and employee must stay on opposite sides of the markings on the ground to maintain social distancing.
- At no time should a Food Shop Employee be in-front of the counter when a customer with no mask is present.
- Should a customer with no mask require help answering questions about prepared foods, a numbering system of each food tray in the display fridge should be used for easy reference, allowing the employee to remain behind the counter.