

## **Boston Pizza Clifton Hill Visitor Journey**

In accordance with currently available guidelines and best practices from the Chief Medical Officer of Health, Ministry of Health and the Government, the following outlines the visitor journey through Boston Pizza Clifton Hill.

All team members are subject to temperature check and health questionnaire prior to each shift. In addition to the existing attention to and high standards for food safety, cleaning and sanitation practices re-opening will focus heightened awareness due to Covid-19 around cleaning, sanitation, health, personal hygiene and physical distancing measures. Employees must adhere to strict health and safety guidelines throughout their shift including frequent handwashing, the use of proper personal protective equipment, cleaning, sanitizing and disinfection procedures and social distancing measures. Team members must wear face masks at all times.

Quaternary Ammonium (quat sanitizer) and/or commercial disinfectants will be used frequently to clean and sanitize all contact surfaces including point of sale systems, printers, payment card terminals, counters, tables, chairs, equipment, restrooms and food prep areas.

Masks are mandatory per Face Covering By-Law #2020-46. Guests must wear a face covering over the nose, mouth, and chin as required by the Face Covering By-law. Does not apply to children under the age of five and those who are unable to wear a face covering as a result of a medical condition or a disability. A face covering or mask can be cloth (non-medical) or disposable.

<https://niagararegion.ca/health/covid-19/mask-bylaw.aspx>

Masks are not required when seated with your social group to eat and drink. At all other times masks must be worn inside the restaurant.

Contact tracing information will be recorded for guests dining in as per the Government of Ontario. More information can be viewed here: <https://www.news.ontario.ca/mohltc/en/2020/07/ontario-implementing-additional-measures-at-bars-and-restaurants-to-help-limit-the-spread-of-covid-1.html>

Capacity will be no more than 50% of rated occupancy.

All tables will be spaced so that there is 2 meters of distance from chair to chair and no more than 10 guests can be seated at one table.

Signage will be posted advising guests of physical distancing expectations.

Signage will be posted advising guests of mask requirements.

Hand sanitizer will be provided for both visitor and team member use in an easily accessible and visible areas.

### **Restaurant Entry**

- Visitors will enter from the Clifton Hill doors in the designated entry door. (Accessible entry/exit is available using the Strike entrance. Please speak to a Team Member for assistance.)
- There will be floor markings designating social distance spacing to queue for the host.

- Service may be refused if symptoms of illness are displayed.
- Guests will not be permitted to wait in the waiting area. Host will explain the designated queue process with regards to physical distancing measures

### Seating

- When seating a host will provide disposable menu.
- Menus will have reduced offerings.
- Host will offer the use of hand sanitizer prior to seating.
- Following social distancing to assigned table host will guide guest to their table.
- Host will place menus prior to guest sitting to allow for physical distancing.
- Host will explain relevant guidelines for the restaurant such as walkways, restroom use and exits.
- Guests may remove their masks when seated to eat and drink at their tables.
- Masks must be worn anytime the guest exits their seat.
- Tables and chairs will be disinfected at open, close and after each use.

### Service

- Servers will be assigned to sections.
- Server will explain relevant guidelines for the restaurant such as walkways, restroom use and exits.
- Server will collect contact tracing information as required by the Government of Ontario.
- While maintaining physical distancing from a predetermined location for safety measures the server will take food and drink orders and provide table maintenance throughout meal.
- Once order is placed the server will provide utensils that have been rolled in a serviette, salt and pepper that has been disinfected between use and single serve condiments.
- Food delivery will be provided by a team member while maintaining as much physical distance as allowable.
- All drink refills will be delivered in a clean, sanitized glass.
- Plateware will be removed as requested.
- Takeout boxes will be provided to guest to self-package leftovers as desired.
- Guest receipt will be provided. Billfolds will not be in use at this time.
- Payment will be encouraged by credit or debit card. Terminals will be provided in a single use poly bag and sanitized between use.

### Bar

- There will not be seating at the bar.
- No service will be available with the exception of takeout orders.

### Restroom use

- Restrooms will be cleaned and sanitized at a minimum of every 30 minutes.
- Restroom use will be limited capacity and for guest use only.
- Proper handwashing protocols will be posted.

## Takeout

- Takeout orders may be placed by phone or in person at the host stand or bar.
- Payment will be encouraged by credit or debit card. Terminals will be provided in a single use poly bag and sanitized frequently between use.
- Guests will be advised to wait remotely and will be called when their order is ready.
- Orders will be packaged safely for off-site consumption.

## Exit

- Guests will be advised to exit through designated doors to maintain physical distancing.