

Bo's Bar & Stage Re-Launch Action Plan.

Stage 1--Mid May



Physical Distancing Measures

Party size: should not exceed 6 people

Physical Distance: Floorplan is arranged according to recommended physical distancing guidelines. Tables are arranged to ensure 6ft of distance between tables and so no person is directed facing closer than 8 ft to another group.

Operational Barriers: Floor Plan will have areas set up for curbside pick up orders as well as, other various pick up orders. Customers will have a singular zoned area where they can approach the bar. Guests moving outside their approved zones or encroaching server/ bartending operating space will be given an initial warning followed by removal.

Physical Partitions/ Barriers: portable barriers will be available. These barriers can be set between tables to ensure guest safety if requested. Under no circumstance should barriers block exits or walkways designated throughout the room

Entry: This is intended to be kept clear at all times. Front doors are to be propped open on both sides to allow for proper customer flow and less touch points. Bo's staff are to seat customers as they arrive if possible. If no server/ manager is available to seat the guests then they are expected to direct them to the desired area of the room they intended to seat them. At no time should guests be standing at the front door. The same rules apply for curbside pick up. At no time should guests looking to pick up their food be congregating by the back entrance.

Capacity: Bo's is permitted to operate at roughly (But not exceeding) 50% of seated capacity. If we approach full capacity, we will have a full time host/ hostess at the entrance to ensure groups a) practice proper physical distancing while waiting for their table and b) get set at the appropriate table once after proper table sanitation has occurred. If we reach capacity it is to be suggested that we take customers' names and phone numbers and ask them to wait in their vehicle until they are called to be seated.

FOH Staff Operation: Staff are expected to practice social distancing at all times on the floor. Staff are to provide 6ft of distance between each other at server stations, well and host stations and cleaning areas. Staff working in shared areas or doing jobs that require them to be within 6ft of each other for greater than 10 minutes are required to wear Bo's approved PPE while conducting their assigned task.

BOH Staff Operation: Staff are expected to practice social distancing whenever possible in the kitchen. Staff are to be assigned zones (dishpit, prep, line, etc) and are expected to limit crossover to other sections without approval of management. Staff working in shared areas or doing jobs that require them to be within 6ft of each other for greater than 10 minutes are required to wear Bo's approved PPE while conducting their assigned task.

Staggered Shifts: Bo's team members will be working shifts along with assigned groups to limit employee crossover. Team members will not be permitted to change shifts with mirrored team members.

Communication/ Signage

Closed Tables: Shall be clearly demarcated. Each zone in the room will have staging tables where we will land food and place empties.

Walk In Guests: To be sat or directed to the assigned area as described under entry in physical distancing measures.

Curbside Pick Up: Located at the artist entrance. Team members should monitor doors and ensure guests are a) attended to immediately upon arrival b) lines to not form around the pick up area.

Menus: Menus will be fully laminated and receive properly sanitized after each use. (No exceptions)

Enter/ Exit & Walk Paths: Bo's will use directional markers to emphasize suggested directional and enter/ exit paths. Bo's staff is to encourage their customers to adhere to social distancing guidelines mentioned above when going to the exits or washrooms. Guests moving throughout the room and socializing is not acceptable.

Kitchen and Bar Zones: Markings on the ground to demarcate social distancing guidelines. Enclosed areas such as offices, walk in coolers/ freezers are to have no more than one employee in them at any given time.

Training: Updated training and operational packages will be provided to team members. Updates to operational practice will be provided through COVID-19 Slack Channel. Additional training will occur in pre-shift meetings.

Customer Communication: Bo's messaging and operational guidelines will be posted at the entrance and throughout the room under the upcoming show placements.

Cleaning Logs: Will be posted in male/ female washrooms. Washrooms are to be fully cleaned every 30 minutes and logged by staff.

PPE Protocol & Training: Guidelines for PPE shift protocols shall be posted on the BOH memo board. Bo's staff PPE protocol will be detailed in the updated training/ operations manual. All staff must adhere to the PPE protocols. Failure to do so will result in immediate termination.

Hygiene

Prevention: Any employee with cold-like symptoms such as cough, fever, runny nose, sore throat, shortness of breath must not be in the workplace. If experiencing any such symptoms, team members are expected to Bo's team members are expected to fill in AHS Self Assessment Tool (<https://myhealth.alberta.ca/Journey/COVID-19/Pages/Assessment.aspx>) or call 811. If asked to self isolate, Bo's team members must immediately notify their direct manager. Potential 14 day isolation may be required as is outlined under the Government of Alberta mandate.

Customer Prevention: Any customer who appears to have the above cold-like symptoms will be asked to leave. All team members are asked to advise management if any customer is exhibiting above symptoms. Signage at entrance and throughout the room will enforce this policy.

Start Of Shift: Each employee shall have their temperature taken and recorded. Anyone with temperatures above AHS approved levels shall not work.



Since 96



Hygiene... continued

Personal Protective Equipment: Will be provided as directed by local and federal employees. Protocol and training will be provided on how to clean masks/ face shields and the frequency of changing gloves.

Non-Food Sanitization: Increased cleaning and sanitation of common areas shall be in effect every 20 minutes, (Doors, handles, counters, tables, chairs, service station, ice machines, fridges, taps, kitchen equipment, carts, etc). A comprehensive checklist will be closely followed by all team members.

Food Contact Surfaces: All tables, chairs, arm rests and debit terminals must be fully cleaned and sanitized TWICE after use. Employee work stations, landing tables and bar tops must be wiped down every thirty minutes.

Bar & Garnish: All prep of garnish for customer intake must be done wearing full PPE as specified in the updated training manual. Bo's team members must use tongs to place the items in the drinks. Under no circumstances should there be direct hand contact.

Handwashing: All staff are required to wash their hands according to AHS guidelines every 15 minutes. Furthermore any time employees experience any touch point with another employee or customer they are asked to ensure proper sanitation practices are performed.

Reduced Contact Experience: Whenever possible, we will maintain a reduced contact experience for both guests and staff. Servers are to only serve from the end of the table. Guests are expected to pass down their drinks/ food and pass back their empties. An assigned team member or manager will assist in table maintenance while wearing additional PPE. All team members completing roll ups or filling condiments shall be wearing single use gloves.

Table Setting: Ensure tables receive appropriately sanitized table settings after they have ordered.

Hand Sanitizer: We will have sanitation stations located at the entrance, washrooms, service stations, bar and back expo area. Once sat each table will be provided a personalized sanitation bottle.

Employee Personal Items/ Food: No employee personal food or drinks in food prep or storage areas. Also no food can be shared or given to fellow coworkers to be eaten at a later date. Employee water bottles, and outside products being used to consume anything should be washed and sanitized before being used. All personal items are to be taken home after any shift. Any item left behind risks being discarded.

Staff break room/ smoke area: All team members must practice proper distancing in approved break/ smoking locations. At no time should team members share personal items such as cigarettes/ food or drink. Employees are not permitted to spend their break time in their personal vehicles.

Customer Smoke Area: Smoke area will be as far removed from the entrance as possible. Any guest smoking in groups or within 15 feet of the entrance will be asked to move immediately by a Bo's team member.