

# COVID 19 PROTOCOLS

## RESTAURANT COVID-19 SAFE PROCEDURE:

At Café des Amis we understand we need to plan and act responsibly to protect the health, safety and welfare of all our customers, staff and contractors. With this in mind, we have implemented a set of Covid-19 Safe protocols so that the restaurant can operate as effectively and safely as possible during the current pandemic. The well-being of customers, staff and contractors is of the utmost priority to us, and this is the focus of these protocols: to best manage the health and safety of all who are on the premises and in our care. These measures are put in place in order to limit the risk of spread of the virus, and Café Des Amis expects all staff and customers, and anyone on the premises to adhere to the guidelines as set out below, and in accordance with advice from the U.K Government and Public Health England.

### IMPORTANT NOTES:

- Please **do not** attend the restaurant if **you or anyone in your household** are displaying symptoms of COVID-19 no matter how minor.

These symptoms are:

1. **A New Continuous Cough.**
  2. **A Temperature over 38°C (Fever).**
  3. **A Loss of Taste or Smell.**
- Please **do respect the current Government guidelines on social mixing** whilst out of the setting, as by not doing so you are putting others at greater risk.

### RESTAURANT PROTOCOLS:

- Café Des Amis will display its Covid-19 Secure protocols and guidelines within the restaurant and on its website to best inform its customers and staff.
- Customers will receive clear guidance during their visit to the restaurant through our **Customer Guidance Protocols**, through clearly laid-out signage, and through diligent staff communication.
- Staff will be provided with clear directives on Covid-19 Secure working practices through our **Staff Protocols, Covid-19 Secure Cleaning and Hygiene Protocols** and through updated training literature.
- Exemplary and thorough cleaning and hygiene procedures will be set out in our **Covid-19 Secure Cleaning and Hygiene Protocols**. Signage will be provided to promote good handwashing technique, the safe removal of gloves, and catch it, bin it, kill it guidelines.

- In accordance with government guidelines the maximum number of customers permitted in the restaurant at one time is set at 68 customers inside.
- The layout of the restaurant will be organised in such a way to best safeguard customers and staff. Tables are laid out to be a minimum of 1 meter apart where possible in accordance with social distancing guidelines, and where possible will be laid so that the customers have their backs or sides in the direction of other customers and the walkways rather than face-on.
- The use of high traffic areas such as entrances, exits, walkways, toilets and bar-areas will be managed by:
  1. **A queuing system outside the restaurant for customers entering the restaurant. Signage will be provided, and staff will be trained to manage the flow of customers.**
  2. **Walkways to be one-way where possible. Signage and floor markings will be provided.**
  3. **Setting a limit of 2 customer per bathroom (with the exception of parents accompanying small children). Implementing a queuing system outside the bathroom. Signage and floor markings will be provided.**
  4. **Having a policy of customers not approaching the bars to pay or order. Signage and floor markings will be provided.**
  5. **A staggering of booking and arrival times by proactively managing reservations.**
- Staff are to regularly ensure they allow for appropriate ventilation by having windows open where possible and when weather permits. Staff will also prop doors open, where safe to do so (taking fire safety and safeguarding into consideration), to limit use of door handles and aid ventilation.
- As required by the Government, records of all customer visits will be kept for a minimum of 21 days. This applies to both bookings and walk-ins.
- The maximum table size is 6 people, unless all from one household.
- Masks are to be worn whilst moving around the restaurant, but may be removed once sat at a table.
- The restaurant will close at 10pm, and all customers must leave the premises by that time.
- An NHS Track and Trace QR poster will always be on display by the entrance, so that customers using the App can scan themselves in.

## **SUPPLIER DELIVERIES**

- All deliveries to the restaurant will be received outside the 2 Westgate Grove Kitchen Door. Signage will be provided for Deliveries.
- 2m social distancing is to be adhered to between the delivery driver and staff member.
- A cleaning procedure is to be implemented for all goods and deliveries arriving at the restaurant and where possible and safe, a single worker will receive and put away the delivery.
- Staff are to wash their hands as per government guidelines immediately after receiving and putting away delivery goods.

## **COVID-19 SECURE CUSTOMER GUIDANCE:**

**In order to assist us in safeguarding your visit to the restaurant Customers are asked to please adhere to the following:**

- Customers should please arrive on time for their reservation as if they arrive early, they may not be permitted to enter the premises until their table is ready. Furthermore, it may not be possible to admit customers early if the restaurant's maximum customer capacity set out in these protocols is exceeded. Customers will be advised of this at the point of booking.
- Customers are asked to please wait outside the restaurant at the Customer Waiting Point using the signage and floor markings set out on Westgate Grove. Customers are asked to form an orderly queue if necessary and to adhere to the 2 metre social distancing rules whilst they wait to be admitted. Signs and floor stickers will be provided to assist with this process. Customers are asked to please exercise patience during this process, and the restaurant commits to attending to them as soon as is practically possible. The queue may only be as long as the premises of Café Des Amis and will end at the furthest point of 2 Westgate Grove. If the queue has reached this point customers are asked to come back when the queue has dissipated sufficiently to join.
- Entry into the restaurant will be arranged by the Manager on Duty who will come and collect each party from the Customer Waiting Point and direct them to their table. Masks must be worn whilst moving around inside the restaurant.
- All customers are required to please use the hand sanitising facilities provided at the restaurant entrance as soon as they enter the premises.
- Customers are asked to follow all relevant signage and floor markings to assist in the safe practice of these protocols.
- Customers will be asked to independently hang their jackets up on the hooks provided, or on their chairs.

- Whilst in the restaurant customers are encouraged to adhere to social distancing guidelines as much as is possible, and to exert patience and understanding when using the thoroughfare through the restaurant and towards the toilet. When interacting with other tables/groups of customers, customers are required to keep within social distancing guidelines where possible and are encouraged towards side-to-side interactions when doing so.
- Parents / carers are responsible for ensuring their child / children also adhere to the social distancing guidelines as much as possible whilst in the restaurant.
- Customers using the bathrooms are asked to please wait in the hallway outside the bathrooms using the signage and floor markings provided, and to exert patience and tolerance whilst waiting to use the bathroom. There is a maximum number of 2 customers allowed in each bathroom (with the exception of parents accompanying young children). After visiting the bathroom customers are required to **wash their hands** with soap and water for 20 seconds and dry thoroughly using the facilities provided.
- Customers are not permitted to come up to either bar to purchase drinks, order, or to pay for their meal. Table service will be provided as soon as possible, and we ask that if you require anything that you make a staff member aware from your table and they will be most happy to assist! Floor markings in front of the bars and signage will be provided to ensure a safe distance is kept from these working areas.
- Customers are asked to touch the minimum number of surfaces when not at their table – and are asked not to touch decorations, staff equipment, or other tables that they have not been assigned. However customers will be encouraged to use hand rails when needed for safety reasons, and these will be cleaned frequently.
- Customers are encouraged to pay via card payment, using contactless payment where possible.
- Customers are required to exit the restaurant via the Main Door on St Dunstons Street. Signage and Floor markings are provided as guidance.
- Customers are not permitted to bring their own food or drinks into the restaurant – including birthday cakes unfortunately.
- Café Des Amis reserves the right to refuse service to anyone in repeated breach of Covid-19 Secure Procedures, and if deemed to be putting other customers or staff at undue risk.
- If anyone on-site presents with symptoms of Covid-19 they will be isolated away from other staff or customers, and appropriate steps will be taken to ensure they are safely escorted home, by carers or relatives as soon as possible. If the customer or staff member becomes seriously ill, the restaurant will call 999 accordingly. The area where the individual was isolated will be deep cleaned using the appropriate cleaning agent / strong detergents at the earliest opportunity.
- Please note, music will be played at a lower volume as per guidelines, to reduce the need for people to raise their voices.

## **COVID-19 SECURE CLEANING AND HYGENE PROTOCOLS**

- The restaurant will be thoroughly cleaned and disinfected before reopening to the public.
- The restaurant ensures that sufficient handwashing facilities are available. Where a sink is not nearby, hand sanitiser is provided.
- Doors and windows are to be left open when possible and weather permitting (taking fire safety into consideration), to limit the use of door handles and aid ventilation.
- Tables will be dressed with the minimum table-ware to reduce contact risk and will only be laid up with cutlery etc once the food is ready. Condiments will be supplied in wipeable dispensers on request.
- Waiting Staff are to carry items to the table using trays where possible to reduce contact with items. Staff are to hold glasses at the bottom and plates at their periphery.
- Staff are to adhere to a strict and stringent hand washing regime as detailed in **Staff Protocols** **and** are required to wash or sanitise their hands before handling plates, glasses or takeaway boxes.
- Staff are required to sneeze or cough into tissues and follow **catch it, bin it, kill it** guidelines.
- Staff are to follow personal hygiene regime and to wear clean laundered uniform as set out in **Staff Protocols**.
- Customers will be required to use the hand sanitising facilities provided on arrival and departure, and to wash their hands as per guidelines and signage after visiting the bathroom, where disposable paper towels should be used rather than hand dryers.
- Recognising that cleaning measures are already stringent in kitchen, bar and customer dining areas, additional cleaning and disinfection measures will be implemented and recorded in the **Covid-19 Secure Cleaning Record** :
  1. Frequent Cleaning and disinfection of objects and surfaces that are touched regularly including door handles, counters, kitchen surfaces, cooking equipment, tills, card machines, keyboards, phones, ticket printers, hand rails, light switches, toilet seats/flushes, and taps.
  2. Cleaning and disinfection of surfaces and objects between each customer use, including tables, chairs, benches, menus, all table ware and implements, card machines.
  3. Frequent cleaning and disinfection of all work areas and equipment between uses, using the usual and appropriate cleaning products.
- Staff are to preform cleaning tasks with appropriate products and materials, and following COSHH guidelines. Food Safe Sanitiser / Disinfectant and disposable cloths and paper towels. For electrical equipment such as card machines, monitors, keyboards and printers anti-bacterial wipes must be used.

- Staff are required to wash their hands thoroughly after performing any cleaning or disinfection task, and after removing gloves, aprons and other protection used whilst cleaning. Staff are to avoid unnecessary spray and splashing whilst cleaning.
- If an area has been heavily contaminated, such as with visible body fluids, from a person with suspected coronavirus, protection for the eyes, mouth, and nose, as well as wearing gloves and an apron will be provided and used. Waste from possible cases and cleaning of areas where possible cases have been (including disposable cloths and tissues):
  1. Should be put in a plastic bag and tied.
  2. The plastic bag should be placed in a second bin bag and tied.
  3. It should be kept in a suitable secure place (bin alleyway) and marked for storage until either the individual's test results are known or stored for at least 72 hours before putting with the normal waste. It should be kept away from customers and staff.
- Laundry bins are provided for the collection of used towels and staff uniforms.
- Appropriate bins are provided to ensure there are adequate disposal arrangement for cleaning products.
- Bins are to be emptied regularly, and rubbish disposed of appropriately.
- Kitchen access will be restricted to as few people as possible, and interaction between kitchen and waiting staff will be minimised.
- In the kitchen and Waiting work sections will be spaced 2m apart as much as possible, recognising the difficulty of moving equipment such as sinks, hobs, ovens and tills. When this is not possible, side to side and back to back working will be encouraged.
- Access to walk in pantries, fridges and freezers will be minimised, with only one person being able to access these areas at one point in time. Signage will be provided.
- Contact at "handover" points with other staff will be minimised by placing the item down and stepping back, as well as when presenting food to staff and customers.
- Break times will be staggered to reduce pressure on places to eat, and to ensure social distancing is maintained.

## **COVID-19 SECURE STAFF PROTOCOLS**

### **Café des Amis will:**

- Provide staff with detailed Policies and Procedures that have been put in place (All policies and procedures have been written following Government Guidance). Staff will also be provided with an updated Steps of Service, Cleaning Schedule and Bar Manual detailing any changes in working practice in relation to Covid-19.
- Provide staff with relevant training to assist them in their role, and hold a staff meeting before reopening to prepare staff in any changes to policy and working practices.
- Provide staff with up to date information of the ever-changing situation in relation to their role.
- Check in with staff regularly to discuss their physical and mental wellbeing in relation to their work and provide guidance where appropriate.
- Provide staff with the relevant PPE they will need to fulfil their role. Staff need to ensure they wash their hands after removing PPE, and do so safely using the appropriate guidelines. In line with current guidance, face masks will not be required to be worn, however should any member of staff or customer prefer to do so, they are of course welcome to.
- Provide staff with the cleaning materials they will need to make sure the environment is kept clean.
- Provide Staff with the handwashing/sanitising stations and materials necessary to adhere to a strict and rigorous hand washing regime. Provide Tissues and Emollient cream to assist in good practice.

### **Staff Directives:**

- Staff are required to read the Protocols and Procedures that have been put in place.
- Staff traveling to work are required to follow Government Guidelines on social distancing and the correct use of public transport.
- Staff are **not to** attend work if **they or anyone in their household** are displaying symptoms of COVID-19 no matter how minor.

These symptoms are:

1. **A New Continuous Cough.**
2. **A Temperature over 38°C (Fever).**
3. **A Loss of Taste or Smell.**

Staff are to inform management at the earliest possible opportunity should they develop any symptoms. Staff will not be allowed back to work until the appropriate Government isolation period has been adhered to. Duty managers will be in frequent communication with the staff

member in order to check on their wellbeing and organise their return to work whenever it is safe to do so.

**The number of staff on each shift has been reduced, to enable social distancing at work.**

- Each staff member's temperature will be taken daily upon arrival at the staff entrance to the restaurant to ensure it is below 38°C, and the result will be recorded by the manager on duty. Anyone with a high temperature will not be permitted to attend work.
- Staff must arrive at work **no earlier** than 30 minutes prior to their shift, for the purposes of having their staff meal. They must arrive through the Staff entrance and have their Temperature taken and recorded on arrival. When eating their staff food, they must adhere to social distancing protocol where possible, and thoroughly clean their hands after eating.
- Staff must arrive in fresh laundered clothes daily. Front of House staff are required to wear a freshly laundered uniform daily and not to re-wear their work clothes over multiple days. Kitchen Staff must change into fresh laundered uniform in the staff changing area at the start of every shift and dispose of their uniforms at the end of every shift in the laundry bins provided, and no more than one person should use the changing room at any given time.
- Staff are reminded to avoid touching their faces while in the setting and are reminded to follow our uniform policy with regards to appropriate clothing, jewellery and hair styling.
- Staff must only bring the **minimum** amount of personal possessions to work as possible and these must be stored in a bag. Any items not pertinent to or necessary for their shift must be kept in their bag and stored in the staff changing area. Packing spare work T-shirt in case of contamination is encouraged.
- Staff are encouraged to bring their own distinctive water bottle to work daily to avoid any confusion or cross contamination from drinking from similar glasses.
- Staff will be **required to frequently wash their hands** with soap and water for 20 seconds and dry thoroughly. In addition to this they will be required to wash their hands:
  1. **On arrival to the premises.**
  2. **Before and after eating.**
  3. **After Coughing, sneezing, touching their eyes, face or hair.**
  4. **After touching high-contact objects (eg, door handles, card machines etc)**
  5. **After Touching Customers' used table ware and after cleaning down a used table or area.**
  6. **After receiving a delivery.**
- Staff are strongly encouraged not to touch their mouth, eyes and nose.
- Staff are to use a tissue or elbow to cough and sneeze and to use bins for tissue waste in accordance with **catch it, bin it, kill it** guidelines.
- Staff are to use their best endeavour to stay **2 metres apart from other staff members, customers and contractors where at all possible**. When this is not possible, **side-to-side or back to back working/interaction** is to be encouraged, and for the **minimum amount of time possible**.
- Managers will undertake a monthly hand inspection for each individual staff member, and record the results. Good hand care will be encouraged to help prevent contact dermatitis and urticaria.
- Staff are required to take care of the customers in the restaurant by following the procedures and policies put in place to make the restaurant Covid-19 secure.



- Staff are required to carry out the tasks set out in the Covid-19 Safe Cleaning Rota to ensure the setting is as appropriately clean as possible.
- Staff are encouraged to provide feedback and present ideas on continuing working policy in relation to Covid-19 Secure Protocols.

**Consideration for Staff with members of their households who are Shielding:**

Prior to recommencement of work management will contact each individual staff member to ascertain if any member(s) of their household are shielding and thus discuss any permutations regarding appropriate recommencement. In the case of an employee with a shielding member of their household, Café Des Amis will liaise with the staff member to gauge the suitability of their return to work, and to support their return to work where possible.

**Café Des Amis will continue to follow guidelines for the duration of the pandemic and will adapt this policy in line with government recommendations and advice as and when needed, or until such a time that the pandemic is considered low to no risk to customers, staff and contractors.**

This policy was adopted on	Signed on behalf of the Restaurant	Date for review
24/09/2020	<b>D Lewis.</b>	As guidance changes.