



COVID-19 Safety Plan

The following are the policies and procedures developed by management and Darby's Pub's Health and Safety Committee for the safe operation of Darby's Pub during the COVID-19 Pandemic.

Development of the plan: Darby's Pub's COVID-19 Safety Plan was developed in collaboration between Darby's Management and Darby's Pub's Health and Safety Committee.

Communication of policies with staff:

- A staff meeting was held on Wednesday, May 27th, 2020 at 10:00 am to discuss COVID-19 safety policies and procedures for reopening the pub on May 28th, 2020.
- Staff will be given a copy of Darby's Pub's COVID-19 Safety Plan and expected to comply with all policies and procedures.

Personal & Customer Health:

- All pub staff must complete a health and safety check before starting every shift and before entering the building via message on Signal messaging service to management. Staff must verify they are healthy and OK to work stating that they do not have any symptoms of COVID-19.
- A staff member that is feeling unwell or has any flu-like symptoms must inform management and not come to work.
- A staff member that has been off work due to illness or quarantine cannot return to work until they have finished 14 days of quarantine or are cleared by a healthcare provider.
- A staff member that has been in direct contact with anyone that is sick or been diagnosed as having COVID-19 must inform management and not come to work until they have finished 14 days of quarantine or be cleared by a healthcare professional.
- Customers that are displaying cold or flu-like symptoms must not enter the bar.

Operating Hours / Capacity

- Darby's Pub will reduce its operating hours from 12:00 pm to 10:00 pm (Alcohol Service) and 11:00 pm (Food Service) 7 days per week. All alcohol must be consumed in the pub by 11:00 pm.
 - The last call for alcohol will be done at 9:45 pm nightly.

- To maintain proper social distancing (6ft) between customers and staff, Darby's Pub will be reducing capacity from 159 to 74 (66 customers + 8 staff.)

Customer Entrance / Exits:

- The customer must enter the pub via the 4th avenue entrance and will exit via the Macdonald entrance.
- Customer are required to wear a mask at all times, except when seated at their table.
- The host will be positioned 6ft from where customers arrive to seat customers and manage customer flow. The host will direct the customer(s) to their seat while maintaining responsible social distancing.
- The host will communicate all customer-related COVID-19 safety policies to guests and offer Darby's Pub's COVID-19 Health and Safety Plan to all guests.
- Once a customer has been shown to their table by a staff member they can only leave the table to go to the washroom, outside to smoke, or to exit the pub.
- The waitlist will be maintained by the host and customers and a min of 1 guest per group must leave a name and contact number before being seated.
 - Customers that want to wait for their table will line up heading east down 4th Ave at 6ft distance from the next guest in line.
 - For customers that choose to wait, the host will call out a name and ask the customer to step forward while stepping back and maintaining responsible social distance.
- UBER and customer food pickup orders will lineup heading west down 4th avenue behind a designated sign that is 6ft from the entrance where customers will access the pub.

Personal Protective Equipment & Handwashing/Sanitization

- Darby's will provide staff with gloves and masks to wear during service. Masks are mandatory and gloves optional.
- Staff must wash their hands after touching any shared surface of a customer or other staff, pouring and serving drinks, or picking up and dropping off food to customers. Staff must also wash hands after every payment or sanitization checks.
- Sanitization stations are located at every entrance and exit (Including the patio entrance), washrooms, and all high traffic pickup areas for staff.

Sanitization of high touchpoint areas (Staff) every hour:

- Phones
- Bar Taps
- POS Terminals
- Door Handles
- Patio stair railings
- Front entrance railings
- Paper towel dispensers
- Bar liquor bottles
- Protective plexiglass barriers.
- Staff are recommended to not share pens or pads of paper

Sanitization of high touchpoints areas after every customer:

- Tables / Chairs – Two-Step Process
 - Step 1: Spray and wipe the table with Peroxide Disinfectant (Left on the table for a min of 2 min between customers.) The Peroxide Disinfectant must be wiped off after 2 min.
 - Step 2: Multi-Surface Quat Sanitizer will be the second line of defense. Spray the table with Quat and wipe off with a clean cloth before the customer sits down.
- Chairs
 - Wipe all chairs (Including any chairs that did not have a guest sitting in them) with Peroxide Disinfectant and leave for 2 min between customers. Peroxide Disinfectant must be wiped off after 2 min.
- Debit Terminals
 - Wipe all debit terminals with Quat Sanitizer after every use.
- Glassware / Plastic Food Trays / Cutlery
 - FOH Staff will use gloves when clearing tables at all times and replace the gloves and wash hands for a minimum of 30 seconds after clearing every table. Staff will also dispose of used gloves, sanitize hands, and put on a new pair of gloves.
 - BOH Staff will use gloves at all times when cleaning used food trays and cutlery.
 - BOH Staff will replace gloves and wash hands when moving from dealing with dirty food trays and cutlery to handling clean trays and cutlery.
 - Cutlery and food trays are not to be stored anywhere near food trays and cutlery that have not been cleaned and sanitized.
 - When preparing new cutlery rollups, staff will wash hands for 30 seconds and wear masks.

Kitchen Surfaces and Equipment

- All kitchen equipment will be sanitized after each use.
- All surfaces will be sanitized hourly.
- The kitchen staff will be required to wear gloves at all times.

Reducing shared touchpoints:

- Staff will give customer disposable menus. Staff will not reuse the same menus for new customers.
- Staff will not use coasters at any point. Even when a customer requests a coaster these are not to be handed out.
- Only hand out condiments and salt and pepper when requested by a customer.
 - Salt and Pepper will only be handed out in packet form to reduce the number of customers handling salt and pepper containers.
 - All condiments will be served in sanitized metal ramekins that will be placed on the table by a staff member wearing gloves. Do not hand these items directly to the customer.

- Customers are not to use Darby's phones at any point.
- Darby's staff are not to charge customers phones behind the bar and are not to lend out chargers to customers.
- The public washroom accesses. Washrooms are for guests only.
- Customers must remove gloves when entering the bar. Customers will be offered replacement gloves if they would like to continue wearing gloves in the pub. This is not negotiable. Every customer entering the bar will remove their gloves.
- Darby's Pub will not be accepting cash payments. The reason for this is the number of touchpoints. The customer touches the money to hand to you, you touch the money to make change and they again touch the money to leave a tip and then the server collects the tip. For this reason, we will not be accepting cash.

Social Distancing:

- Customers must be seated at a min of 6ft apart.
- There is a maximum of 6 guests allowed per table regardless of whether guests know each other or not. This is a public health mandate and is not negotiable.
 - Guests sitting at the same table must be from the same household or social circle.
- It is Darby's staff and management's responsibility to police social distancing. If customers are trying to expand tables beyond 6, sit with people they don't know, or walk up to tables they don't know, staff must issue a warning. If a customer continues to ignore social distancing they must be asked to leave.
- Customers and staff must maintain 3ft of distance when walking by other guests.
- FOH staff must maintain as much distance as possible from customers. When dropping off orders staff will indicate what each item is at a distance and drop the tray at the table for the customer to grab their drinks and food. Staff will remove the tray after the customers have grabbed their items.
- FOH staff must maintain distance from BOH staff. FOH staff should only enter the kitchen to pick up food orders and must not hang out and chat with BOH staff. This is a Worksafe mandatory policy.
- All staff must maintain responsible social distance as much as possible including on breaks. Keep 6ft apart if possible. Staff should refrain from touching including hugging or shaking hands.
- Music will be played at conversation levels to encourage distancing between customers when talking at tables.

Tracking Customers and Deliveries:

- It is recommended that one guest from every group leave their name and contact information with Darby's. This is to be able to track and contact guests that have visited the pub if there is an outbreak that stems from someone who has visited the pub or a staff member.
 - This is voluntary for the customer. If customers are not comfortable leaving their information, we will not force them to.
- Staff is required to track the name, company, date, and time of all deliveries that enter the building.

Difficult Customers:

- If there is a situation where a customer is asked to leave and they refuse, do not physically remove them or come within 6ft. Reiterate that a customer must leave and if they refuse then you can call non-emergency.
 - If a customer is getting aggressive, threatening or physically harming staff or customers and not maintaining social distancing remove yourself from the situation. Do not come within 6 ft of any aggressive customer. In extreme situation you may need to call 911 to have the customer removed from the building. Staff should not physically remove an individual.