



A MESSAGE TO OUR VALUED CUSTOMERS....

THE QUARTERWAY PUB IS EXCITED TO REOPEN ON WEDNESDAY MAY 20, 2020 AND TO WELCOME YOU ALL BACK!

DURING THESE UNCERTAINT TIMES, IT IS OUR PRIORITY TO PROTECT THE HEALTH AND SAFETY OF OUR STAFF AND CUSTOMERS. WE ARE COMMITTED TO MAKING YOUR EXPERIENCE AT THE QUARTERWAY PUB A SAFE, HEALTHY AND ENJOYABLE ONE. PLEASE BE PATIENT AND UNDERSTANDING AS WE WORK TOGETHER TO SUCCESSFULLY TANSITION INTO THE "NEW NORMAL"

PLEASE READ OUR NEW PROTOCOLS LOCATED ON OUR WEB SITE AS WELL, THEY WILL BE POSTED IN THE PUB

WE LOOK FORWARD TO SEEING YOU SOON!

QUARTERWAY PUB PROTOCOLS TO REDUCE THE RISKS OF COVID-19

- STAFF AND/OR CUSTOMERS WHO HAVE HAD SYMPTOMS OF COVID-19 IN THE LAST 10 DAYS MUST SELF-ISOLATE AT HOME; SYMPTOMS INCLUDE FEVER, CHILLS, NEW OR WORSENING COUGH, SHORTNESS OF BREATH, SORE THROAT AND NEW MUSCLE ACHES OR HEADACHE...WE HAVE THE RIGHT TO REFUSE ENTRY/SERVICE TO ANYONE WHO WE FEEL MAY BE A RISK TO THE HEALTH AND SAFETY OF OUR STAFF AND CUSTOMERS
- ANYONE WHO HAS ARRIVED FROM OUTSIDE OF CANADA, OR WHO HAS BEEN IN CONTACT WITH A CONFIRMED COVID-19 CASE MUST SELF-ISOLATE FOR 14 DAYS AND MONITOR SYMPTOMS
- ENTRY INTO THE ESTABLISHMENT IS NOT PERMITTED IF YOU ARE EXPERIENCING ANY SYMPTOMS OF COVID-19 ~ RANDOM TEMPERATURE CHECKS MAY BE ISSUED

SOCIAL DISTANCING PROTOCOLS

- OUR MAX OCCUPANCY WILL BE 61 PATRONS (NO MORE THAN 50% OF THE USUAL CAPACITY)
- SOCIAL DISTANCING OF 2M WILL BE IN PLACE BETWEEN EACH TABLE
- PATRONS WILL MAINTAIN A DISTANCE OF 2M FROM ONE ANOTHER (UNLESS THEY ARE IN THE SAME PARTY) AND FROM STAFF
- THERE WILL BE NO MORE THAN 6 PATRONS SEATED AT A TABLE
- PATRONS SEATED AT THE BAR MUST BE SEATED SO THAT THEY CAN MAINTAIN A DISTANCE OF 2M FROM OTHER PATRONS (UNLESS THEY ARE IN THE SAME PARTY)
- ONCE PATRONS ARE INSIDE THE ESTABLISHMENT, SOCIAL DISTANCING OF 2M APART FROM EACH OTHER WILL BE MANDATORY AT ALL TIMES (UNLESS YOU ARE IN THE SAME PARTY) ~ EXTRA CARE SHOULD BE TAKEN WHEN MOVING WITHIN THE ESTABLISHMENT FROM YOUR TABLE TO THE RESTROOM TO ENSURE THAT YOU ARE DOING YOUR PART TO REMAIN 2M APART FROM THE OTHER PATRONS IN THE ESTABLISHMENT
- IT IS MANDATORY THAT ALL PATRONS REMAIN 2M APART WHEN USING THE RESTROOM/SINK

- PATRONS AND/OR STAFF ARE NOT PERMITTED TO “MOVE TABLES TOGETHER”
- IF TABLES WITHIN THE ESTABLISHMENT ARE FULL...PATRONS WILL WAIT OUTSIDE IN AN ORGANIZED FASHION, REMAINING 2M APART FROM ONE ANOTHER (UNLESS YOU ARE IN THE SAME PARTY) UNTIL THERE IS A TABLE CLEARED/SANITIZED AND AVAILABLE

CLEANING/HYGIENE PROTOCOLS

- UPON ENTERING AND EXITING THE ESTABLISHMENT, ALL PATRONS MUST USE THE HAND SANITIZING DISPENSER (LOCATED AT BOTH ENTRANCE DOORS) TO PROPERLY SANITIZE THEIR HANDS
- PLEASE NOTE: HAND SANITIZATION DISPENSERS ARE LOCATED AT BOTH ENTRANCE DOORS, THE RESTROOMS, AND BY THE “LOTTO” AREA
- SANITIZATION/CLEANING DUTIES WITHIN THE ESTABLISHMENT WILL CONSIST OF ENHANCED CLEANING OF ALL FREQUENT TOUCHPOINTS INCLUDING WALLS, TABLES, CHAIRS, BARSTOOLS, MENUS, RESTROOMS/DOORS, DOORS/HANDLES, DEBIT MACHINES, SQUIRREL TOUCH SCREENS, KENO MACHINE, ATM MACHINE, ICE MACHINE, CONDIMENTS /SALT AND PEPPER SHAKERS AND PLEXIGLASS BARRIERS
- HELP PREVENT THE SPREAD OF COVID-19....COVER COUGHS AND SNEEZES, COUGH OR SNEEZE INTO YOUR SLEEVE, OR COVER YOUR MOUTH AND NOSE WITH A TISSUE...WASH YOUR HANDS
- IF PATRONS REQUEST TO TAKE THEIR REMAINING “DINE-IN” MEAL HOME WITH THEM, THEIR SERVER WILL PROVIDE THEM WITH THE APPROPRIATE PACKAGING
- PATRONS ARE STRONGLY ENCOURAGED TO USE DEBIT/CREDIT (TAP OPTION), HOWEVER, CASH WILL ALSO BE ACCEPTED

QUARTERWAY PUB

STAFF SAFETY PLAN / PROTOCOLS / POLICIES

RISK MANAGEMENT

- STAFF WHO HAVE HAD SYMPTOMS OF COVID-19 IN THE LAST 10 SDAYS MUST SELF-ISOLATE AT HOME; SYMPTOMS INCLUDE FEVER CHILLS, NEW OR WORSENING COUGH, SHORTNESS OF BREATH, SORE THROAT AND NEW MUSCLE ACHES OR HEADACHE
- IF YOU ARE EXPERIENCING ANY SIGNS OF COVID-19 STAY HOME AND MONITOR YOUR SYMPTOMS
- ANYONE WHO HAS ARRIVED FROM OUTSIDE OF CANANDA, OR WHO HAS BEEN IN CONTACT WITH A CONFIRMED COVID-19 CASE MUST SELF-ISOLATE FOR 14 DAYS AND MONITOR SYMPTOMS
- STAFF MAY BE REQUIRED TO RECEIVE TEMPERATURE CHECKS UPON ARRIVAL AT WORK
- HELP PREVENT THE SPREAD OF COVID-19....COVER COUGHS AND SNEEZES (COUGH OR SNEEZE INTO YOUR ARM OR USE A TISSUE) AND WASH YOUR HANDS
- NON MEDICAL MASKS AND DISPOSABLE GLOVES ARE AVAILABLE FOR ANYONE WHO WOULD LIKE TO USE THEM

SOCIAL DISTANCING MEASURES

- STAFF ARE TO DO THEIR BEST TO REMAIN 2M APART FROM EACH OTHER AND CUSTOMERS DURING THEIR SHIFT
- SOCIAL DISTANCING OF 2M WILL BE IN PLACE BETWEEN EACH TABLE
- OUR MAX OCCUPANCY WILL BE 61 PATRONS
- THERE WILL BE NO MORE THAN 6 PATRONS SEATED AT A TABLE
- PATRONS SEATED AT THE BAR MUST BE SEATED SO THAT THEY CAN MAINTAIN A DISTANCE OF 2M FROM OTHER PATRONS, UNLESS THEY ARE IN THE SAME PARTY

RULES AND GUIDELINES

- A LIST CONTAINING RESOURCE INFORMATION THAT INCLUDES TELEPHONE NUMBERS AND WEBSITE ADDRESSES FOR KEY MEDICAL, MENTAL HEALTH AND APPROVED SOURCES FOR COVID-19 INFORMATION WILL BE MADE AVAILABLE AND POSTED FOR ALL STAFF
- PROPER SIGNAGE REGARDING WASHING HANDS/COVID-19 RISK PREVENTION/SOCIAL DISTANCING WILL BE PUT UP THROUGHOUT THE PUB
- BARTENDER ON SHIFT WILL BE THE DESIGNATED "SAFETY/HEALTH" REPRESENTATVIE TO SUPPORT THAT PROTOCOLS ARE BEING FOLLOWED AND UNDERSTOOD BY BOTH CUSTOMERS AND STAFF
- BARTENDERS AND SERVERS ARE RESPONSIBLE FOR INFORMING CUSTOMERS UPON ENTERING THE PUB WHAT OUR PROTOCOLS ARE WITHIN THE ESTEBALISHMENT IE: NO

MORE THAN 6 CUSTOMERS TO A TABLE, NOT ALLOWED TO MOVE TABLES TOGETHER, SOCIAL DISTANCING RULES OF 2M APART, HAND SANITIZATION/WASHING

- BARTENDER ON SHIFT IS RESPONSIBLE FOR HELPING TO ASSIST THE SERVERS WITH BUSSING/CLEARING OF TABLES, SANITIZING TABLES/CHAIRS/MENUS AND ALL HIGH TOUCH SURFACES INCLUDING RESTROOMS
- BARTENDER WILL BE RESPONSIBLE FOR MONITORING THE ENTRANCE DOORS TO COMMUNICATE WITH PATRONS REGARDING TABLE AVAILABILITY AND ESTABLISHMENT CAPACITY
- IF A STAFF MEMBER BECOMES ILL AT WORK/DURING A SHIFT, THEY ARE REQUIRED TO GO HOME AND MONITOR SYMPTOMS

CLEANING AND HYGIENE

- IT WILL BE THE BARTENDERS' (SAFETY/HEALTH REPRESENTATIVE) RESPONSIBILITY TO BE SURE THE SANITIZATION/CLEANING DUTIES ARE DONE REGULARLY THROUGHOUT THE SHIFT
- AT THE START OF EACH SHIFT, THE BARTENDER WILL APPOINT THE SERVER(S) THEIR SANITIZATION/CLEANING DUTIES FOR THAT SHIFT
- SANITIZATION DISPENSERS HAVE BEEN PLACED AT BOTH ENTRANCE DOORS, SERVER STATIONS AND AT THE LOTTERY AREA
- SANITIZATION/CLEANING DUTIES (ON SHIFT) WILL CONSIST OF: ENHANCED CLEANING OF ALL FREQUENT TOUCHPOINTS INCLUDING WALLS, TABLES, CHAIRS, BARSTOOLS, RESTROOM DOORS, DOORS/HANDLES, DEBIT MACHINES, SQUIRREL TOUCH SCREEN, KENO MACHINE, ATM MACHINE, KITCHEN SWING DOOR, BAR SWING DOOR, COOLER DOOR HANDLE, STAFF RESTROOM, OFFICE DOOR, ICE MACHINE, CONDIMENTS/SALT AND PEPPER AND PLEXIGLASS PARTITIONS
- WHEN SERVING TABLES, TRY TO LEAVE THE FOOD AND DRINKS AT THE FRONT OF THE TABLE AND LET THE GUESTS PASS THEM AROUND THE TABLE TO EACH OTHER
- THERE WILL BE NO CONDIMENTS ON THE TABLES ~ PROVIDE IF REQUESTED AND ONCE TAKEN OFF THE TABLE THEY MUST BE SANITIZED THOROUGHLY
- AVOID TOUCHING COFFEE CUPS WHEN REFILLING...YOU WILL ALSO ASK THE CUSTOMER IF THEY REQUIRE CREAM/SUGAR AND IF SO, YOU WILL BRING THEM THEIR INDIVIDUAL SERVING
- IF CUSTOMERS ASK TO TAKE UNFINISHED FOOD WITH THEM, PROVIDE PACKAGING AND LET THE CUSTOMER PUT THE FOOD INTO THE CONTAINER
- WE HAVE A "LIMITED MENU" AT THE MOMENT...THEY WILL BE "DISPOSABLE" MENUS, THEREFORE AFTER EACH USE, THEY MUST BE THROWN OUT. TRY TO GIVE ONE MENU TO A TABLE OF 4 AND TWO MENUS TO A PARTY OF 6. ONCE WE RETURN TO OUR "FULL MENU", THEY WILL BE LAMINATED AND WILL REQUIRE SANITIZATION AFTER EVERY USE
- TABLES, CHAIRS, MENUS MUST BE SANITIZED AFTER EACH TABLE TURNS (PLEASE USE THE SANITIZER BOTTLES AND PAPER TOWELS THAT WE HAVE PROVIDED)
- CUSTOMERS ARE NOT PERMITTED TO SIT AT A TABLE UNTIL IT HAS BEEN THOROUGHLY SANITIZED

- ENCOURAGE PAYMENTS TO BE MADE VIA DEBIT/CREDIT AND TO USE THE TAP OPTION IF POSSIBLE...WE WILL ALSO ACCEPT CASH ~ DEBIT MACHINE MUS BE SANITIZED AFTER EACH USE
- STAFF ARE REQUIRED TO THOROUGHLY WASH YOUR HANDS AND SANITIZE YOUR HANDS CONSTANTLY THROUGHOUT YOUR SHIFT!!!!!!!!!!!!
- STAFF ARE REQUIRED TO PLACE ALL DIRTY DISHES/CUTTLERY INTO THE BINS PROVIDED IN THE KITCHEN, ENSURING NOT TO GO BEYOND THE PLEXIGLASS BARRIER
- STAFF ARE REQUIRED TO SANITIZE THEIR HANDS AFTER CLEARING DIRTY PLATES INTO BIN