

WASABIYA JAPANESE SUSHI CAFE

COVID-19 SAFETY PLAN

To play our part during this pandemic to reduce the risk of spreading COVID-19 among the community, WASABIYA is implementing these procedures below as our COVID-19 SAFETY PLAN. This SAFETY PLAN will reassure our staff a safe workplace and also our guests a safe dining option to enjoy their experience. These are mandated by WorksafeBC and the official Public Health Order and also recommended by BC Restaurant and Food Services Association.

FOR ALL STAFF:

ENTERING WORKPLACE

- All employees must agree to stay home if they have:
 - 1) Travelled outside of the country in the past 14 days.
 - 2) Come in contact with a person or area known to have an outbreak of COVID-19.
 - 3) Have a fever or show symptoms of COVID-19.
- Mandatory hand washing when entering the building using a hand sanitizing station at the back door or washing your hands in the bathrooms.
- Mandatory daily temperature checks for all employees when arriving for work and recorded for one month. Maximum temperature allowed is 37.5C; anything above this employee is considered unsafe to work. Any staff members showing symptoms of COVID-19 will be sent home.

HANDWASHING

- All staff must wash hands
 - when entering the building
 - before and after breaks
 - after touching or cleaning tables any surfaces that may contaminated
 - after sneezing, coughing or nose blowing
 - after touching your face or hair
 - after using the restroom
 - after touching personal phones
 - after using shared equipment such as computer and debit/credit terminals between different users

SOCIAL DISTANCING

- Make sure there are reduced touches between kitchen and serving and kitchen and cleaning teams.
- Keep social distancing 6ft = 2M whenever possible, i.e. when in dry storage, staff or office room and prepping area.
- Start time and break time have been spread out to limit the crowd of staff in the same areas.

- To limit hand to hand contact, kitchen staff must not hand foods to servers, instead place it on the counter for the server to pick up.
- We limit access to food preparation areas. No delivery agents or visitors.

1) KITCHEN STAFF

ADDITIONAL CLEANING, HAND WASHING AND PPE

- Mandatory 30 minute timers to remind all kitchen staff to wash their hands.
- Gloves and masks are mandatory when handling deliveries. Staff members who receive delivery will sign the log book which will be kept for one month.
- Kitchen and prep areas are sanitized in one hour intervals. This includes all repeated contact surfaces such as fridge and door handles, drawers and faucet handles.
- Kitchen staff will not share knives, utensils or service tools. If shared, they should be cleaned and sanitized between users.
- Dishwasher must wear mask and gloves. The dishwashing area should be clearly divided into “Clean End” and “Dirty End” to avoid cross contamination.
- Kitchen will be deep cleaned and sanitized nightly.

2) FRONT OF HOUSE STAFF (FOH)

ADDITIONAL CLEANING, HAND WASHING AND PPE

- Areas of high traffic such as reception desk, front door handles and washroom door knobs are wiped down hourly with sanitizer.
- Tables, chairs, menus and soy sauce bottles that have been brought to the table must be sanitized between seating.
- Debit/credit payment machine must be sanitized between customers who must touch the number pad.
- When staff switches shifts, any shared equipment should be sanitized. This includes all repeated contact surface such as cash register, debit payment machine and phones.
- Remove everything from the table after guests leave and clean the table completely.
- FOH staff are not required to wear masks or gloves, however, they are available if they feel safer using them.
- When possible, the dishwasher will come and collect dirty dishes. FOH staff must wash hands after clearing dishes.
- Dining room will be cleaned and sanitized nightly.

TABLE SIDE SERVICE

- Standing pose should be slightly back from the table. Emphasizing comfort of guest and staff, serving with outreached arms, rather than physical body, is the best practice and stand back when speaking with customers.
- Approach the table only for service of food and beverage.
- Servers will leave drinks or food at the front of the table and let guests pass them after server has stepped away.
- For water service, no glass wares to be pre-placed on tables. After guests seated, water glasses and water jug to be placed on edge of the table and allow guests to pour their own water. Refill using fresh water jug.
- For coffee service, servers will not touch cups when refilling.
- For leftovers, servers will provide the guest with the container and let them pack the to-go box.
- No hand-to hand contact with customers (handshakes, fist bumps, high-fives, etc)
- Practice reduced touches on guest plates/glasses
 - Hold plates underneath with the thumb on the rim
 - Use the cup handle to place cups on tables.
 - Use the stem to carry wine glasses. If stemless, hold as close to bottom of glass as possible.
 - Grip utensils and chopsticks by the handle and don't let handles touch the food.
Remember to keep your hands off the bowl of a spoon or prongs of a fork.
 - A tray must be thoroughly sanitized before and after each use.

FOR OUR GUESTS:

- All guests will be encouraged to wash hands when they enter the restaurant using the hand sanitizer station provided at the entrance.
- If you are showing symptoms of COVID-19, please do not enter the building.
- When you wait for a table or your takeout orders, we kindly ask you to wait outside or in cars.
- Party size is capped at a maximum of 6 people per group.
- Hand to hand contact such as handshakes between customers and staff are no longer permitted.
- One member of each party will be required to leave their contact information as required by the provincial health authorities for contact tracing purpose and will be kept for one month.
- Please wait at 2m distance in all areas where cueing is required.

UPDATED PRACTICES AS OF JULY 7th 2020:

- Some tables and chairs have been removed to keep 2m physical distance.
- We also have placed markers in the front area to indicate required distancing.
- We installed barrier at the front counter area to protect our guests and staff.
- There are floor stickers in the prep kitchen area to practice 2m physical distance. We also installed directional signs for high traffic hallway in the back kitchen to keep a steady flow of people.
- Currently our Sushi Bar is not available in order to create a service & pass-through counter.

- We serve limited food and drink menu until further notice. To reduce handling number of bottles, we are not offering mixed drinks and cocktails for time being. Instead, we serve bottles drinks such as beers, ciders, wine and pop cans. Hot sake is available from dispensing machine.
- Use of straws will be reduced when serving drinks for environmental reasons and to reduce touches for servers.
- Tables and chairs will be sanitized between settings.
- Hand washing instructions are posted at every basin.
- Cleaning check list will be completed by staff and will be kept for one month.
- We have appointed Health & Safety Team at WASABIYA, Yuka Takemura, Tatsu Kanno and Yuji Sato, who will ensure that all practices are followed by staff members.

USEFUL LINKS:

- 1) What to do if you are sick:

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/if-you-are-sick>

- 2) Covid-19 Self Assessment:

<https://bc.thrive.health/covid19/en>

- 3) Self-isolation:

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/self-isolation>

- 4) Mental well being during Covid-19:

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/mental-well-being-during-covid-19>

- 5) Covid-19 Common Questions:

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/common-questions>

- 6) Workplace bullying and harassment:

<https://www.worksafefbc.com/en/health-safety/hazards-exposures/bullying-harassment>