

Learn More About Our Health & Safety Protocols

As we reopen our event venues and catering operations, we remain committed to the health and well-being of our staff and guests. Please see below for a detailed overview of the actions we are taking to protect our community and control the spread of COVID-19.



Physical Distancing

- Upon entering the venue, guests will be directed by onsite signage.
- Staff are to maintain a two metre distance from each other and guests as often as possible.
- All floorplans have been designed with the opportunity to physically distance guests who are not together, with two meters between tables and guests at tables.
- Areas where lineups may traditionally occur (bars, registration) will be marked for socially distancing, serving only one guest at a time.
- Servers will maintain distance from guests as much as possible.



Sanitation Practices

- Hand sanitizer is available for guests and staff at all entrances of the venue.
- Kitchen surfaces are sanitized at regular intervals
- The following surfaces are sanitized after every use:
 - Bar tops
 - Trays
 - Guest tables and chairs
- The following areas are disinfected at regular intervals:
 - Door handles
 - Railings
 - Hand wash sink faucet handles
 - Guest and staff washrooms (door handles, hand wash faucet handles, toilet flush handles, dryers, soap dispensers)
 - Computer keyboards and mice
 - Photocopy machine buttons
 - POS screens



Handwashing Policy

- Every employee upon entering the venue must wash their hands first.
- Handwashing must be done with soap and water for at least 20 seconds using proper procedure.
- Throughout the shift every employee must properly wash their hands as necessary:
 - When they enter the building and before starting their shift
 - After using the washroom
 - After receiving and handling deliveries and signing invoices
 - After touching their face especially eyes, nose, mouth. Employees should avoid touching their face as much as possible, including when wearing gloves.
 - After coughing or sneezing
 - After smoking or vaping
 - After using a tissue
 - After touching a high traffic surface
 - Before and after eating
 - Before putting on gloves and after taking gloves off
 - After handling garbage and recycling
 - After clearing guests' dishes or glasses
 - After clearing and cleaning a table
 - Before moving clean dishes from the dish area to the line, polishing area, coffee station, etc.
 - Before taking food or drinks to a guest table. Linens will be used to present the plates at the table.
- Hand sanitizer for use only when hand washing is not possible. Hand sanitizer stations also to be set up near the front entrance and at the delivery door for delivery drivers and any other visitors.



Staff Sick Leave Policy

- Any employee experiencing symptoms of Covid-19 must stay home from work for 14 days after symptoms began.
- Any employee who has travelled outside of Canada within the last 14 days must stay home from work for 14 days from the date they arrived in Canada and must be symptom-free.
- Any employee who has been in contact with a positive case or suspected case of Covid-19 must stay home from work for 14 days following the last day of contact with the infected person.
- Before coming to work every employee must complete the Covid-19 Pre-Shift Check.



Staff Masks & Uniforms

- All staff are now required to wear face masks as soon as they enter the venue.
- Uniforms and masks must be laundered after every shift.

ATA Operations

- Tables will not be pre-set. A roll up with cutlery will be placed at each setting. All other table elements will be delivered once the guest is seated.
- For coffee service, there will be no self-serve station for creamers and milk. Staff will take care of this on request.
- Coat check will be eliminated. There will be extra space at tables for guests to keep belongings.



Washroom Access

- All washrooms will be assigned an attendant, who will limit the number of guests allowed in at one time, in order to maintain social distancing.
- All touch points will be wiped down after each use.



Elevator Access

- Elevator access will be dictated by the building that houses each venue. Signage and floor markers will instruct how many guests are permitted per elevator. An elevator attendant will ensure the appropriate number of people are in an elevator at one time, and that lines are socially distanced. Buttons and touch surfaces will be wiped down after each use.



Vendors & Delivery Drivers

- All vendors and delivery drivers are required to wear a mask and use hand sanitizer before entering the restaurant, as well as maintain a physical distance of two metres from all staff and guests.



Staying in Contact

- We are actively keeping track of contact information for all event guests, so we can easily get in touch in the unlikely event that a staff member or guest becomes ill.