



#29 – 2755 Lougheed Hwy Port Coquitlam

By order of the Provincial Health Officer, we have implemented the following:

- Face masks are mandatory and must be worn at all time, while in the restaurant
 - **Except when seated**
- Reservations:
 - Available in one hour-time slot
 - Required for group of 5-6 people
- Dine-in services:
 - Available in small groups of 4 people maximum. They must be your core bubble
 - group of 6 people must be people in your household and must make a reservation prior

Remarks:

CORE BUBBLE

Usually, an immediate household = a group of people who live in the same dwelling

Some cases, they don't live with you but are considered your core bubble such as: a partner, relatives, friends, co-parents (though, only 2+2 people max for this purposes)

Thank you for your cooperation. Let's flatten the curve :)

COVID-19 Safety plan

Updated November 19, 2020

Ma Now Thai Kitchen is committed to providing a safe and healthy workplace for all our staff and customers. This Safety Plan is based on WCB Guidelines and Government of BC recommendations related to COVID-19.

The updated COVID-19 safety plan has been created and communicated to all staff as well as published on our website for the public. We continue to be mindful about new developments of COVID-19, follow government updates, and update our plan as necessary

Reducing the Risk

We have selected and implemented protocols to minimize the risks of transmission. We have reviewed the protocols with all staff and managers

- set up a Take-out pick-up area separated from the dining area
- additional cleaning procedures, cleaning checklist, monitored by manager
- implemented additional cleaning and disinfecting procedures based on information from WCB.
- daily cleaning schedule has been created. Cleaning high-contact and common areas such as disinfecting tables, seats, and menus after every use. frequently clean washrooms, door handles, credit card machine, and iPads.
- reduced occupancy by 50%; re-arranging dinning room to allow 6 feet between tables.
- implementing physical distancing guidelines for entering/exiting/queuing
- signage related to COVID-19, proper handwashing signage
- removed unnecessary fixtures and equipment have been removed to simplify cleaning
- staff who are cleaning have adequate training and materials.
- *face masks are required at all time inside the restaurant, except when seated and consuming food*
- *provide staff with face masks, disposable gloves, and working space whenever possible*
- *staff who feels unwell and have symptoms similar to COVID-19 must not come to work. He or she must get tested for COVID-19 and provide the test result, proving that he or she is clear to return to work*
- *Only allow customers who are in the same core bubble to dine-in. Maximum of 6 people per table – see detail below*

Levels of protection

FIRST LEVEL - ELIMINATION

- reduced occupancy limit to 50%; reduced the number of seats by half. Posted signage with occupancy limits
- minimized number of staff per shift and stagger shifts
- re-arranged dining room to ensure 2 metres between tables
- maximum of 6 people per party.
 - *The 6 people must be from the same household, or we will only allow 4 people maximum for groups of core bubble*
 - *We will only service one group of 6 people a time*
 - *A reservation is required for such groups*
- removed bench in waiting area and ask customers and delivery persons to wait outside or in their cars - will call or text when a table or take-out is ready
- hold virtual meetings and communicate via group chat rather than in-person meetings
- implementing policies for staff to stay home when ill
- signage reminding customers to not come in when ill
- *signage requiring all customer, delivery persons, staff to wear masks. Only when seated, can patrons remove their masks*
- *refusing service for customers, delivery drivers who do not follow the protocols*
- *imposing administrative penalty for staff who do not follow the protocols*

SECOND LEVEL - ENGINEERING CONTROLS

- installed plexiglass barrier at designated take-out area
- created QR code for customers to scan to access our menu online, (we will still have the book menus and they are wiped down after every use)
- designated take-out station apart from dine-in customers
- hostess directing incoming customers; separating dine in and take out customers
- *markers on floor to encourage social distancing*
- *require a reservation for group of 5 or 6. Reservation are taken in a 1-and-half hour time slot with only ONE group per slot*

THIRD LEVEL - ADMINISTRATIVE CONTROLS

- mandatory hand washing when begin working, back from the washroom, breaks and handling cash
- provide additional hand sanitizers stations
- improve handwashing stations: high quality hand soap, proper hand washing signages at bar sink and bathrooms
- post information for customers about our new procedures
- asking for and keeping customer information for 30 days when taking reservations or putting their names on waitlist
 - *one person from the group: first name, last name, contact information*
- train all staff the new procedures and expectations
- create checklist for cleaning procedures (i.e. all door handles, tables, seats, card machine, both sides of plexiglass barrier)
- simplified the bar menu by removing cocktails, coffee from menu. Keeping wine, bottled beer, Thai tea and canned pop
- provide water jugs at tables for customers to pour their own water. Do not touch mugs or glasses when refilling.

- wipe down tables, seats, and menus after every use
- provide condiments in small dishes
- servers to leave food and drinks and the front of the table and have customers pass it down
- for bringing leftovers home provide customers with containers
- minimize unnecessary trips to the table and keep social distance whenever possible

FOURTH LEVEL – PPE

- provide non-medical masks to all staff
- continue to wear aprons while working
- provide single use disposable gloves to all staff

With all staff having been trained for the new procedures. All of us at Ma Now Thai will be mindful about the health and safety of one another and our customers. We will use our common sense and will to ensure that all additional steps are taken. As we have implemented and monitored the safety plan, we strongly believe we can now operate safely for the public and all staff.

Stay safe & Sincerely,

Winn Ying-udomrat
Owner, Ma Now Thai Kitchen