

Papyrus Covid-19 Mitigation Plan

Customers/Driver Management:

- Customer/drivers must put on mask covering nose and mouth before entering the store. Service cannot be provided otherwise.
- The number of customers & drivers will be limited inside as per the posted sign
- Customers and drivers will be asked to socially distance when inside and adhere to the marked floor lines
- Customers and drivers are encouraged to wait outside when possible.
- When possible, customers will be provided with their orders at the door.
- Washroom will be closed to customers and drivers.
- Staff will not encourage customers to stand behind areas where there is no physical barrier to engage staff. Staff must stand behind the physical barrier when engaging customers or drivers and encourage customers to do the same.
- While we encourage customers to reduce waste, any customer provided item such as their own bag carrying food must not be handled by the staff or taken behind the counter.
- Customers waste cannot be taken by the staff and customers should be asked to take it with them.
- Customers with symptoms will be screened and asked to wait outside.

Staff Screening:

- Staff with symptoms will not report to work or start their shift.
- Each staff must self-check temperature and answer screening questions upon arrival.
- Any staff who answered positively to any of the self-screening questions must report to manager immediately.
- Staff with any symptoms will not start their work and must leave the premises and contact manager.

Sanitization:

- High customer contact areas such as customer counter, credit card machine and door handles will be sanitized frequently as per the timer at the front.
- An item that has the potential to be contaminated must be sanitized such as a delivery dropped off by a driver who "coughed once".
- High contact areas for staff will be sanitized once per shift including restaurant telephone.

Staff Practices:

- Staff will work proper fitting masks at all times except when on break an eating/drinking or working separately behind a desk.

- When the broader environment risks are perceived as higher (e.g. high Toronto case counts), the restaurant will provide staff with N95 or equivalent masks as long as they can be sourced.
- When staff don't have their masks, they must refrain from talking and must maintain a proper physical distance of at least 2 meters.
- Even while wearing masks staff must try to keep a physical distance of at least 2 meters from other staff.
- Staff must wash or sanitize hands immediately after coming in contact with cash.
- Food or beverage containers (disposable or otherwise) used by staff, must only be handled by the staff who used them and placed by the same staff for the dishwasher to sanitize.

Space

- Sneeze guards added
- HVAC system fan will be kept on at all operating times.
- Front door will be opened when possible to allow ventilation.
- Sneeze guards and barriers must be maintained and not removed while operating.
- Music will not be played either in the front or back of the house to help avoid people speaking in a loud voice.

Vaccination

- Papyrus encourages all staff to seek vaccination at the earliest opportunity.
- Papyrus will provide paid time for staff to get vaccinated.
- Staff schedule will be adjusted if needed to allow them to get vaccinated.
- A small food present will be offered to staff when they have been vaccinated.