



19 OKANAGAN GRILL + BAR

Best Practices | Kitchen Team | Pandemic Edition



Be safe: see safe. Staff and customers want to see operators operating differently. Heightened health and safety procedures and the standardization protocols are at the core of success in determining best practices for Back of House. Common sense and increased awareness around safety should be considered for all styles of kitchens and back of house operations.

Mandatory hand washing with hot soapy water (more than 19 seconds) when entering the kitchen. Having employees change into work clothes before starting a kitchen shift is a solid best practice. This can mean putting on a chef coat or changing into a separate t-shirt and apron.

Be mindful of updated regulations from relevant departments of health to ensure that your team are following best practices in preparing food.

Involve your team in your Back of House plan as all team members may have ideas and innovations that will provide thoughtful solutions in this unusual climate. In determining your unique BOH plan make sure it includes written information of all preventative measures being undertaken by your restaurant and outline the steps that should be taken in certain scenarios. Once you have created the plan, ensure that all teams members are aware of the new processes and are trained on implementation.

Best Practices for Entering the Kitchen:

- Enter the building in street clothes and proceed immediately to the staff change room to change into your chef clothes. Only one person in the change room at a time.
- Enter kitchen through back door entrance only. Mandatory hand washing with hot soapy water (more than 19 seconds) when entering the Kitchen.
- No cell phones in the kitchen, every time you touch your phone you need to sanitize your phone and your hands
- Commit to having only healthy people working at all times. Ideas to achieve this include:
 - Have staff complete a brief health questionnaire to be filled out by all returning staff after re-hire, stating last 14 days, if they traveled, and/or have shown any signs of Covid-19.
 - Ensure everyone understands if they don't feel well, call in sick!
- Limit the number of people who aren't cooks and chefs entering the kitchen area. This includes deliveries, service technicians and sales people.
- Timer 4 will be set to go off every 30 minutes. When timer 4 goes off everyone will have to, one at a time, wash their hands. A dishwasher will also have to sanitizer all door handles. This will include the coolers and freezers, kitchen swing doors, back kitchen door, door to downstairs, dry storage, change room and staff washroom. The line cooks will be responsible for a full sani change and line sweep every time timer 4 goes off.
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- For any deliveries that would normally enter the kitchen, create a staging area for deliveries outside of the kitchen. Where possible, unbox items before bringing them into the kitchen.

Best Practices team interaction:

- Ensure that there are reduced touches between kitchen/serving and kitchen/cleaning teams.
- Ensure cooks do not enter the front of house. Ask servers for water/pop bartender to be delivered, be mindful of busy times, drink water.
- For dishes, when possible, have the cleaning team come and collect dirty dishes from cooks rather than having cooks come to the dish area.
- Mark entrance and exits to kitchen areas to reduce contact between service & dishes being cleared
- Limit access to food preparation areas by delivery agents. Have one dedicated person per shift bring supplies into kitchen or storerooms.

Best Practices for Training:

- Recommend that all kitchen teams complete a fresh training or orientation on new Covid-19 procedures prior to returning to work.
- Post all documents listing requirements for high and low temp ware washing, chemical amount testing, fridge and freezer temperatures to reinforce current standards.
- All equipment temperatures to be checked and tracked twice daily. These are currently required but should be reinforced to heighten safe practices.
- Review the brand specific sanitizer or cleaner instructions to make sure you are following the usage instructions. Some brands vary from 20 seconds to 60 seconds or longer.

Additional Cleaning, Hand washing and PPE:

- Recommended mandatory 30-minute timers to remind all food handlers to wash their hands for best practices. This serves as a reminder to staff of the COVID-19 new normal.
- Use of gloves:
 - optional for service line workers (if used must be changed in 30-minute intervals, or same as hand washing cycle)
 - Gloves recommended for cold food preparation and cold plating.
 - Gloves mandatory when handling deliveries and receiving raw food product and must be changed frequently or after each task.
- Recommended kitchen and prep areas are wiped down in 30-minute intervals with approved sanitizer. This should especially include all repeated contact surfaces such as fridge and door handles, drawers and faucet handles.
- Best practices include changing kitchen utensils regularly throughout service or during prep time.
- If possible, chefs and cooks should not share knives, utensils or service tools. If shared, they should be cleaned/sanitized between users.
- In the dishwashing area, all employees should wear gloves and masks or face shields. The dishwashing area should be clearly divided into "Clean End, "Dirty End" so dishwashers are not loading clean dirty and then removing clean to cross-contamination. Best practices in bigger kitchens should be two dishwashers; 1 handling dirty and 1 handling clean. Recommended that water is changed frequently, and no other kitchen staff handles dirty dishes.
- Recommended receiving/delivery log mandatory. This should include date, time, company and signed by employee receiving the orders. Records should be kept up to 1 month. Only one person in the coolers or freezer at a time. When receiving orders, a sous chef and an apprentice must stop what they are doing and put the order away. One puts away dry goods properly, including downstairs. The other will put away the coolers. This must be done as orders come in to ensure that paths and coolers are always clear. There will be a receiving log kept and signed off by a sous chef for every order received. You must wear gloves when receiving orders.
- Post at all sinks in kitchens and staff washrooms hand washing instructions.

Preparation and Cooking:

- Use single use, compostable spoons or cutlery stored in approved sanitizing baths for tasting product. One assigned taster is preferable.
- Adjust or streamline menus and dishes so less finishing tasting is required during service.
- Observe social distancing whenever possible, i.e. when in the walk-in fridges/freezers, dry storage area, during staff meetings, staff meals, receiving orders, large prep jobs, etc. Best practices would include posted limits of staff allowed in the change room, walk-in cooler/freezer, and dry storage at the same time. Could include signs and/or markers on the door to indicate it is currently occupied.
- Create distance between prep areas and/or workstations.
- During service, limit staff working alongside each other too closely and observing social distancing protocols whenever possible.

Daily End of Service:

- Post-nightly kitchen cleaning schedule.
- No Breaks together, under no circumstance can staff be seen together mingling
- Kitchen should be deep cleaned and sanitized after each service and/or nightly. Focus on all contact surfaces, high use areas and equipment, recommended sanitizers, etc. All weekly and daily cleaning duties will have to be signed off on. The cleanliness and organization of the kitchen must be a top priority every day and night. I will be adjusting the cleaning routines once we get back to work to ensure nothing is being missed. If for some reason certain people or certain shifts are not pulling their weight or cutting corners, I will not hesitate to change the schedule however I see fit
- Once tasks are complete, inspected and signed off by a supervisor or manager on duty and logged.

Additional Points:

- There will always be two dishwashers scheduled at a time. One dishwasher will oversee dirty dishes, the other will oversee ensuring dishes are clean and sanitized and properly put away. YOU CANNOT SWITCH OR TRADE DURING THE SHIFT. It is extremely important that the scheduled 'dirty' dishwasher is the only one handling dirty dishes and garbage. Under no circumstances can anyone else wash dirty dishes. Someone may be asked at some point to help dish if they are behind. This would only be done at the end of their shift, because once you have been exposed to dirty dishes you will not be allowed to cook, prep, put away clean dishes etc. The two dishwashers will always work as a team and be expected to keep up. There should be numerous occasions during a shift when dish is completely caught up. At that time there will be specific duties for each dishwasher to complete and keep busy. Dishwashers must always wear the provided mask and gloves in the dish area.
- Gentle reminder that all personal connections travel back with them to the workplace and ask them to be respectful of other staff.
- Please discuss any additional questions or concerns as they arise with chef Scotty, Sean, Lyndon, Geoff, Neil, Jacqueline or Merissa
- In conclusion, the government has given a strict mandate to follow, we must do our part and adjust to the new protocol put in place. I will continue to update everyone as Dr Bonnie instructs our province. If you have any questions or concerns, please come speak to me directly so that I can explain with more clarity.

Looking forward to a successful summer and getting the band back together!!!

Chef Scotty