



Guide Book

SOUTH GEORGIAN BAY





Important Information

Purpose	The purpose of this guidebook is to provide businesses and employees a starting point for recovery after COVID-19. It contains current information about regulations, best health and safety practices, management features software and available supports.
Scope	This guide has been carefully designed to best suit small to medium sized restaurants, with a focus on specifics relating to their staff members
How to navigate this guide	<p>This guide is best viewed <i>digitally</i>.</p> <p>The table of contents is a navigational tool with each line containing a clickable link to the corresponding location in the guide.</p> <p>The guide is designed with external links to government websites and icons that are clickable to provide you with additional information.</p> <p>A link back to the table of contents can be found in the bottom left hand corner of each page</p>
Safe Plates breakdown	<p><u>Important information for Employees and Employers</u></p> <p>A quick list of need to know information for staff and employers</p> <p><u>Dining Establishment Re-Opening Guidelines</u></p> <p>A comprehensive list of regulations, best health and safety practices and supports.</p> <p><u>Restaurant Management Software</u></p> <p>A list of available software to assist organizations with table management, patron flow, and cash handling.</p>



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Disclaimer

Information provided is based on research performed at the time of the project. Due to the fluidity of the situation, some information may become obsolete as a result of new findings. Users of this guidebook must exercise discretion as the information provided is susceptible to change. This book used the most current information as of July 18, 2020.



Important information for Employees and Employers:

Employees:

(Click [here](#) for Employee Rights)

- [Wash your hands often](#) with soap and water or [alcohol-based hand sanitizer](#).
- Sanitize often between each transaction, if possible.
- [Wash](#) or [sanitize](#) hands after making or receiving deliveries.
- Sneeze and cough into your sleeve.
- Wear a face-covering – Click [HERE](#) for 3 DIY options
- If you use a tissue, discard immediately and wash your hands afterward.
- Avoid touching your eyes, nose or mouth.
- Avoid contact with people who are sick.
- Stay home if you are sick.
- Avoid high-touch areas, where possible, or ensure you clean your hands afterwards.
- Where possible, wear gloves when interacting with high-touch areas. Do not touch your face with gloved hands. Take care when removing gloves. Ensure you wash your hands after removing them.
- Wash your clothes as soon as you get home.
- If you are ill: notify your supervisor immediately, complete the [self-assessment](#) and follow the instructions (Click [HERE](#) for COVID-19 information, and [HERE](#) for a self-assessment tool)

Employers:

(Click [here](#) for Employer Responsibilities)

- Minimize contact with customers.
- Maintain a safe distance while handing goods and taking payment, minimize or eliminate handling of cash and eliminate at-the-door payment methods.
- Assign staff to ensure customers are maintaining safe physical distances in congested areas like entrances/exits and check-outs.
- Add floor markings and barriers to manage traffic flow and physical distancing.
- Do not accept reusable bags or containers that are to be handled by your staff.
- Install barriers between cashiers and customers; this can include plexiglass or markings on the floor to ensure at least 2 meters between customer and cashier.
- Stagger start times, shifts, breaks, and lunchtimes.
- Restrict the number of people on-site and where they are assigned to work.
- Control site movement (by limiting the potential for workers to gather).
- Limit the number of people working in one space at the same time.
- Minimize the number of people using each piece of equipment in instances where sharing equipment cannot be avoided.
- Hold meetings in outside or large space.
- Limit unnecessary on-site interaction between workers and with outside service providers.
- Post [cleaning procedures](#)



Dining Establishment Re-Opening Guidelines

Grey Bruce





Regulations



Click above to see
your area's phase
and current
regulations



Click above for
outdoor occupancy
allowances



Click above for
indoor occupancy
allowances

<https://covid-19.ontario.ca/>

Specific Information for Restaurants and Bars for reopening in [Stage 3](#):

- Patrons must be seated when eating and drinking
 - Indoor and outdoor dining must maintain physical distancing
 - No buffets are permitted
 - Karaoke is only allowed outdoors
 - Employees only may perform live dancing and music
- Nightclubs are not yet permitted to be open except for outdoor bars



Supports (Financial/Non-Financial)

Location	Application dates	Type	Details	Website – for application and additional information
Municipal Level (Grey County)	N/A – information only	Business resources	<ul style="list-style-type: none"> COVID-19 business resources 	https://www.grey.ca/covid-19-resources
Provincial-level (Ontario)	April 1, 2020 – August 31, 2020	Interest relief	<ul style="list-style-type: none"> Tax return 	https://www.ontario.ca/page/covid-19-support-businesses#section-1
Provincial-level (Ontario)	August 31, 2020	WSIB	<ul style="list-style-type: none"> Deferred payments 	https://www.ontario.ca/page/covid-19-support-businesses#section-1
Provincial-level (Ontario)	August 31, 2020	Rent assistance (Small business)	<ul style="list-style-type: none"> See the website to see eligibility rules 	https://www.ontario.ca/page/covid-19-support-businesses#section-1
Provincial-level (Ontario)	N/A – Ongoing until further notice	Employer Health Tax Relief	<ul style="list-style-type: none"> Increased exemption to \$1M 	https://www.ontario.ca/page/covid-19-support-businesses#section-1
Federal Level (Canada)	August 29, 2020	Canada Emergency Wage Subsidy	<ul style="list-style-type: none"> Up to 75% employee wages 	https://www.canada.ca/en/revenue-agency/services/subsidy/emergency-wage-subsidy.html
Federal Level (Canada)	N/A – Automatic on return	Subsidy for source deductions	<ul style="list-style-type: none"> 10% decrease 	https://www.canada.ca/en/revenue-agency/campaigns/covid-19-update/frequently-asked-questions-wage-subsidy-small-businesses.html
Federal Level (Canada)	August 31, 2020	Defer tax payments	<ul style="list-style-type: none"> Extended filing deadlines for all tax return levels 	https://www.canada.ca/en/revenue-agency/campaigns/covid-19-update/covid-19-filing-payment-dates.html
Federal Level (Canada)	Ongoing	Loan	<ul style="list-style-type: none"> Up to \$40k Loan forgiveness up to \$10k 	https://ceba-cuec.ca/
Federal Level (Canada)	Various	All Canadian financial supports	<ul style="list-style-type: none"> Individual Business Sectors Organizations 	https://www.canada.ca/en/department-finance/economic-response-plan.html#businesses
Federal Canadian Federation of Independent Business (CFIB)	Various	Survey to find support	<ul style="list-style-type: none"> Access to business counsellors 	https://www.cfib-fcei.ca/en/small-business-resources-dealing-covid-19 <ul style="list-style-type: none"> A list of many supports available, financial and non-financial



Best Health and Safety Practices



Click above for printable signage



Click above for start-up check list

<https://www.publichealthgreybruce.on.ca/>



Resturant Management
Software



Best Practices by
Resturant Canada



Health Canada
Guidance for Health
and Safety



Sanitation



Restaurant Management Software

Product	URL	Features	Drawback	Cost	Upgradability	
Fineline menu app	Fineline	<ul style="list-style-type: none"> Tablet menu Mobile menu (QR) Delivery Menu 	<ul style="list-style-type: none"> Kiosk option Payments integrated into the system 	<ul style="list-style-type: none"> Expensive Must have good internet 	\$58/month to \$138 per month depending on the plan	Yes, this can go up to a fully automated tablet or kiosk system managing as many tables as needed
TableAgent table scheduler app	Tableagent	<ul style="list-style-type: none"> Cloud-based storage Reservation book Floor activity tools Waitlist management Party size & large groups Seating Times Restrictions 	<ul style="list-style-type: none"> Table Status Control Table Groups Connects to social media Offline capability Works with square payment system Gift cards available 	<ul style="list-style-type: none"> Learning curve No menu available, must connect to another service 	Free (Paid payment subscriptions available - \$30 USS/month)	No, but features can grow to mid-size enterprises
Square payment app	Square	<ul style="list-style-type: none"> Insert and swipe (Interac), and tap Online payments Key-in feature for Credit Cards Invoices Appointments 	<ul style="list-style-type: none"> Free point of sale software Easy to learn and easy to use Inventory control Gift cards available Offline options available 	<ul style="list-style-type: none"> Requires hardware purchases May require smart devices for specific options (Tablets, phones etc.) 	Hardware: Prices range from \$10 – 299 per device Credit Card and Interac Fees: (per transaction) Tap and swipe transactions: 2.65% Manual entry 3.4% + 15c. An additional 10c per transaction for Interac	Square has many different options to choose from, and upgradability goes from small business up to enterprise POS systems
Shopify	Shopify	<ul style="list-style-type: none"> Integrates with social media easily Little learning curve Beautifully designed 	<ul style="list-style-type: none"> Robust analytics Restaurant specific design available 	<ul style="list-style-type: none"> More expensive to use Limitations on staff logins 	For small business: \$29 USD/Month to \$299USD/month	Yes, start with a free trial and upgrade as needed up to unlimited enterprise availability



Restaurant Management Software

Product	URL	Features	Drawback	Cost	Upgradability	
MenuMiz	MenuMiz	<ul style="list-style-type: none"> • Online menu maker • Digital menu • Smartphone/iPad EPOS • Table-side order • Dedicated restaurant page • Mobile app 	<ul style="list-style-type: none"> • Pay by app service • Floor management • Multifloor capability • Inventory management • Accounting • Easy to set up and use 	<ul style="list-style-type: none"> • Online booking not yet available • No takeout yet <p>Free version only allows ten scans at a time (which includes at table scans)</p>	<p>Free up to \$299/month</p>	<p>Yes, the free version is up to 10 tables</p>
Bonee	Bonee	<ul style="list-style-type: none"> • User friendly • Simple setup for ordering and payment • 25 languages • Client feedback and social media integration • Analysis 	<ul style="list-style-type: none"> • No app needed – All web-based • Table management. • QU menu • Branding • App is available if desired 	<ul style="list-style-type: none"> • Pricing based on menu items • Free version does not include delivery, pickup or reservations <p>custom domain for \$100 annually</p>	<p>Free up to 99/month</p>	<p>Yes, begins at a maximum of 10 items on the menu, increases with each price tier</p> <p>Enterprise is available for unlimited requirements.</p>
Rcodemonkey	Rcodemonkey	<ul style="list-style-type: none"> • Simple, easy to use QR code generator • Links to any website 	<ul style="list-style-type: none"> • Excellent way to connect customers with business websites 	<ul style="list-style-type: none"> • Menu not available directly on-site <p>must have another service for menu and reservations</p>	<p>Free</p>	<p>No</p>
MyMenu	MyMenu	<ul style="list-style-type: none"> • Simple to use • Tablet menu options • QR code options • Payment integration 	<ul style="list-style-type: none"> • Social media/website integration • Analytics • No app required • Tutorials available for setup 	<ul style="list-style-type: none"> • No inventory management for the free version • Must have the app for the tablet version • No offline mode • Learning curve for setup 	<p>Free to 99/month</p>	<p>Yes</p>



Industry and Government Contacts

Simcoe Muskoka District Health Unit	Phone Number	(705) 721-7520
	Email (form only)	https://www.simcoemuskokahealth.org/HealthUnit/About/Contact/ContactHealthConnection
Grey Bruce District Health Unit	Phone Number	(519) 376-9420
	Email	publichealth@publichealthgreybruce.on.ca
Ministry of Health – Ontario	Phone Number	(416) 314-5518
	Email (form only)	http://www.health.gov.on.ca/en/common/
Health Canada	Phone Number	(613) 957-2991
	Email	Info@hc-sc.gc.ca
Canada Revenue Agency	Website	https://www.canada.ca/en/revenue-agency.html
Bank Websites	Bank of Montreal (BMO)	Bmo.com/main/business/
	Bank of Nova Scotia (Scotiabank)	Scotiabank.com/ca/en/small-business.html
	Canadian Imperial Bank of Commerce (CIBC)	Cibc.com/en/business.html
	Royal Bank of Canada (RBC)	Rbcroyalbank.com/business/index.html
	Toronto-Dominion Bank (TD)	Td.com/ca/en/business-banking/small-business/



Appendices

Tips on Staying Safe during the COVID-19 outbreak

How to Stay Safe

Ontario's fight against COVID-19 is not over. Everyone must do their part to keep each other, our families and our communities safe. Ontario's successful recovery depends on you. You can help by:

	Staying at home and away from others if you are feeling ill		Washing your hands frequently with soap and water
	Maintaining physical distancing of at least two metres from people outside your immediate household in public		Using an alcohol-based sanitizer if soap and water are not available
	Practising good hygiene (avoiding touching your face and covering your cough or sneeze)		Wearing a face covering in public where physical distancing is a challenge or not possible
	Limiting outings and public gatherings as per emergency orders		Increasing cleaning of frequently touched surfaces
	Minimizing travel and self-isolating for 14 days after all international travel		Working remotely or redesigning spaces and interactions to make them safer
	Getting tested if you are worried you have or have been in contact with someone who has COVID-19		Protecting the most vulnerable

Retrieved from: https://files.ontario.ca/mof-framework-reopening-province-stage-2-en-2020-06-08.pdf?fbclid=IwAR3rVYyFGVMNnvmFiSXq9P3VJsCvTR6Dxk3FTfk7kBKOtGDtfuWwoVTW_oM

How to wash your hands

Public Health Ontario | Santé publique Ontario

Coronavirus Disease 2019 (COVID-19)

How to wash your hands

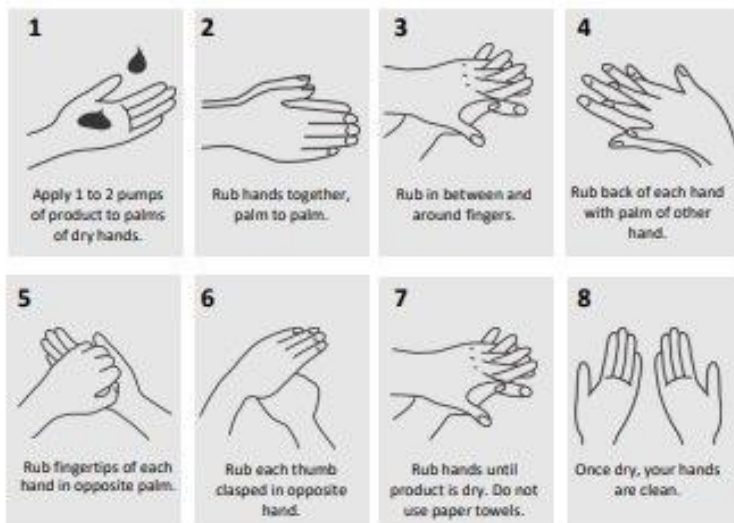


Retrieved from:

<https://www.publichealthontario.ca/-/media/documents/ncov/factsheet/factsheet-covid-19-hand-hygiene.pdf?la=en>

How to use hand sanitizer

How to use hand sanitizer



Retrieved from:

<https://www.publichealthontario.ca/-/media/documents/ncov/factsheet/factsheet-covid-19-hand-hygiene.pdf?la=en>



Cleaning Procedures

Cleaning Procedures

- ✗ Thoroughly clean the entire restaurant upon reopening
- ✗ Avoid food contact surfaces when using disinfectants
- ✗ Update cleaning schedules and logs to reflect increased cleaning for high touch areas including door handles, front of house counters, restrooms as well in the back of house
- ✗ Clean and sanitize shared equipment such as credit card machines, point of sale stations, safety vests, headsets, etc. after every use
- ✗ When cleaning tables between every seating, any cutlery, salt and pepper shakers, sauce dispenser, or other items must be removed and cleaned as well. Tables should be left empty until the new guest arrives and only those items needed should be provided to customers
- ✗ Clean and sanitize reusable menus. Paper menus should be recycled after each customer use
- ✗ Make hand sanitizer available for staff and guests
- ✗ Have deep cleaning response plan in place, in the event of an employee(s) testing positive for COVID-19

Surfaces that are frequently touched should be cleaned often, such as:



Bleach solution for non-visible contamination

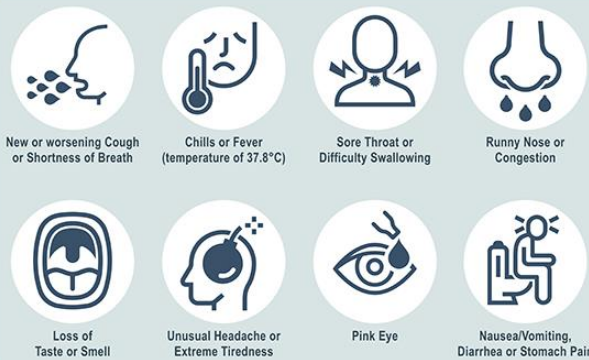


- ✗ Allow 1 minute of contact time with the surface and wash away with water
- ✗ Use bleach in open areas
- ✗ Do not mix with other chemicals or soap
- ✗ Prevent chemical contact with food during cleaning
- ✗ Use gloves when disinfecting an area and throw them in the trash when finished

COVID-19 Symptoms

Are you sick today?

If you've been in contact with someone with COVID-19 or have any of these symptoms, please delay your visit!



If you are experiencing any of these symptoms: go home, self-isolate and use Ontario's COVID-19 Self-Assessment tool found at: www.ontario.ca/coronavirus

Call the Health Unit for more information at 1-866-888-4577 ext. 5020

#InThisTogether
Visit www.hkpr.on.ca





The Safe Plates Team



Jasmine Hanratty



Amanda Parkes



Raeneisha Rosalina

Jasmine Hanratty previously graduated from Business Administration at Georgian College and has returned to complete her Bachelor of Business Administration – Management and Leadership program. She also works full-time in the Office of the Registrar as an Admissions Officer. When she graduates in April, she will pursue her second degree in psychology to achieve her goal of becoming a Music Therapist.

Amanda Parkes is a two-time Georgian graduate. She is currently in her final semester of the Bachelor of Business Administration – Management and Leadership program at Georgian College. Aside from studying, she is also a faculty member in the school of Business at Georgian College where she teaches Mathematics, Accounting and Computers. Amanda plans on pursuing a master’s degree in business analytics.

Raeneisha Rosalina is an international student from a tiny island in the Caribbean called Curaçao. She is also a returning Georgian graduate with a diploma in Business – Accounting, pursuing her degree in Honours Bachelor of Business Administration – Management and Leadership. She looks forward to her program completion to commence a career in finance as well as going for her master’s soon.

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Bon Appetit



 Georgian
