



## **FREEDOM COVID-19 – ACTION PLAN**

10 August 2020 Created By, FREEDOM KIDS TOKAI Management in collaboration with our Legal Team, Health and Safety Professionals.

**To our Team, Employees and visiting Customer**

### **FREEDOM KIDS TOKAI - COVID-19 – POLICY – “NEW” NORMAL**

Freedom Kids Tokai used the following documents to conclude our opening policy and procedures;

**Government Gazette – Republic of South Africa – Vol 660 – 29 June 2020 – No. 43487 – DIRECTIONS ON RISK ADJUSTED STRATEGY FOR TOURISM FACILITIES, SERVICES AND PRODUCTS ISSUED IN TERMS OF REGULATION 4(10) OF THE REGULATIONS MADE UNDER SECTION 27(2) OF THE DISASTER MANAGEMENT ACT, 2002 (ACT NO. 57 OF 2002), GUIDELINES TO PREVENT AND COMBAT THE SPREAD OF COVID-19 – OBJECTIVES OF THE DIRECTIONS**

- The objectives of these Directions is to establish an environment that combats and mitigates the spread of COVID-19, for the benefit of employers, employees, guests, visitors, passengers and customers in the following tourism sectors: (a) Restaurants

And

**RASA – Restaurant Association of South Africa – COVID-19 – RE-OPENING GUIDANCE – A GUIDE FOR THE RESTAURANT INDUSTRY – Published June 27, 2020 – FOOD SERVICES SAFE OPENING GUIDANCE AND STANDARD OPERATING PROCEDURES**

– Recommended guidelines on how to prepare for resuming operations, ways to safeguard your employees, best practise for enhanced cleaning and disinfection and how to reassure your customers in this “new” normal #strongertogether – “The Restaurant Association of South Africa has partnered with representatives across the food service industry, academia, Ecolab Inc., the IHSS Group, the Chefs Association of South Africa, public health officials and industry representatives to develop a set of reopening and operating guidelines to help restaurants return to full operation through the COVID-19 pandemic safely when the time comes. This advisory document highlights mandatory and recommended actions and control measures to be implemented by food service property employers and managers. As far as reasonably practicable these recommendations have been developed to be suitable for the broader food service industry in South Africa in line with the strict adherence required to all health protocols and social (physical) distancing measures provided by the responsible Cabinet member.”

**Regards,  
Freedom Kids Tokai Management**



## 1. GENERAL INFORMATION AND CONSIDIRATIONS

Freedom Kids Tokai supports RASA in its collective ambition that RASA and the broader food service industry role-players to provide a safe and healthy working environment for employees, vendors, interns, volunteers, and visitors. This safe operating procedure and reopening guidance document is designed to affirm RASA and stakeholders' commitment to safety and health document the responsibility of various parties under this safe operating procedure and detail the enhanced safety operational aspects during the COVID-19 pandemic.

### CURRENT LOCAL PUBLIC AUTHORITY DIRECTIVE CALLOUTS:

- Keep a daily record of all employees, delivery agents and patrons
- Screen each employee and delivery person as directed, including sit-down patrons
- Delivery containers must be regularly sanitised
- Provide all employees with masks and hand sanitiser
- Employees and delivery agents to sanitize before and after all card payments
- All persons to maintain 1.5m physical distancing at all times and not congregate in groups
- Clearly demarcate all physical distances
- All persons must wear face barrier masks at all times, except when eating or drinking

### PUBLIC HEALTH RECOMMENDATIONS:

- Keep strict records of screening and training
- Prohibiting sick employees in the workplace
- Strict hand washing practices that include how and when to wash hands
- Strong procedures and practices to clean and sanitize surfaces
- Ensuring the person in charge of a foodservice facility is a competent food safety manager
- Ensuring the person in charge is on site at all times during operating hours

### ADDITIONAL TO FREEDOM KIDS TOKAI FACILITY:

- Separate entrance "in and out" clearly marked on gates
- Separate flow of traffic to restrooms, with clear social distancing clearly marked
- Coffee and beverage stations also separated from public
- Restaurant and Park have wall mounted sanitizer stations
- Continuously cleaning and sanitizing of all equipment throughout the day
- COVID-19 signage
- Weekly fogging of all equipment on closed days

### OUR STANDARD CLEANING SERVICES TO CONTINUE AS STANDARD PRACTICE:

- Standard daily cleaning
- Standard weekly deep cleaning
- Standard specialist (SERVEST) cleaning services weekly
- Standard specialist (SERVEST) deep cleaning services monthly

### OUR STANDARD HEALTH AND SAFETY AUDITS (INCLUDING COVID-19 SECTION)

- Daily HSE protocol
- Weekly HSE protocol
- Monthly HSE protocol
- Quarterly HSE Audits (Including COVID-19 section)



### 1.1. GENERAL INFECTION PREVENTION GUIDELINES

Preventative measures that may help prevent an outbreak of COVID-19 as well as other illnesses.

- Monitor News and Advice from Public Health Agencies: Follow local public health recommendations related to local infection activity and need for isolation and closing.
- Implement Good Infection Prevention Practices: Reinforce personal hygiene throughout your operation. Provide hygiene materials such as tissues, hand soap and sanitizer. Stock effective disinfectant products and follow protocols.
- Communicate With, Train and Monitor Employees: Educate and inform employees. Closely monitor employee health. Have symptomatic employees stay home. And reassure employee's mental safety.

#### **BASICS TO NON-FOOD CONTACT DISINFECTION:**

- Pre-clean: Pre-clean visibly soiled areas to be disinfected
- Disinfect: For an emerging viral pathogen, use a disinfectant with an EPA- approved emerging viral pathogen or coronavirus claim. Refer to the product label for complete directions for use.
- Wait: Allow surface to remain wet for the time indicated in the directions for use on the product label.
- Dry: Wipe the surface or allow to air dry.

### 1.2. FOOD SAFETY

Currently, there is no evidence that COVID-19 is transmitted to humans through food.

- Standard food safety practices are encouraged
- Avoid cross-contamination by properly handling of food
- Properly clean and sanitize food contact surfaces including hands and utensils

### 1.3. YOUR COVID-19 CHECKLIST:

#### **Make sure your team knows:**

- To stay home if they are ill even if they have a mild cough or low-grade fever.

#### **To contact you if:**

- They were exposed to someone confirmed to have COVID-19.
- They reside in a restricted area.
- How to limit their exposure by avoiding large gatherings of people and staying at least 1.5m away from people who are coughing or sneezing
- How to keep business operational ready during shutdown or quarantine:
  - o Make sure regular cleaning continues to take place
- How to keep their workplace clean and hygienic:
  - o Surfaces (e.g., desks and tables) and objects (e.g., telephones, keyboards) need to be wiped with disinfectant regularly.

#### **Make sure you:**

- Know who to contact for ordering, training and procedural issues
- Communicate with your staff and guests/customers about the actions you are taking and your partnership with experts and industry thought leaders.
- Elevate employee safety concerns to ensure you are:
  - o Keeping employees safe from real risks
  - o Providing coverage for essential work functions
  - o Accommodating employee concerns about safety



#### 1.4. GUIDANCE ON PREPARING TO OPEN SAFELY AND UNDERSTANDING THE RISK

##### **Before opening understand**

- The risk of COVID-19 will remain until there is a viable vaccination or anti-viral treatment. The virus may enter your operation via employees, customers, guests, visitors or vendors. As a reminder, the virus is transmitted between people through virus-laden respiratory droplets or from contaminated environmental surfaces.

##### **Implement enhanced hygiene and safety protocols, including training**

- Overall, the best practice to mitigate the risk of COVID-19 is to implement enhanced personal and environmental hygiene practices as public health recommendations focus on standard infection control practices, training and compliance.

- There are two critical considerations to infection control – personal and environmental hygiene and when implemented correctly, they are a winning combination – especially in the era of COVID-19

##### **It is important to communicate the expectation for personal hygiene to staff and customers**

- Queuing and signage are a great way to ensure everyone is aware of the need to wash their hands frequently and to encourage physical or social distancing of at least 1.5 meters.
- Signage can also communicate the requirement for any PPE on premise. For example, you may have a requirement that guests wear masks in public areas.

##### **The second consideration, environmental hygiene, is equally as important as personal hygiene:**

- This is the focus on the proper cleaning and disinfection of high-touch surfaces and objects with an EPA registered disinfectant approved for use against COVID-19.

## 2. OPERATIONS

Freedom Kids Tokai extensively cleaned and disinfected our restaurant and adventure area to ensure a safe and successful opening for both our employees and customers.

### 2.1. ACTION PLAN – STAFF – INDUCTION

- Safe physical distancing as they enter the building. Staff must constantly be reminded to keep a safe physical distance.
- All staff reporting for work will have to have their temperature taken and it will be recorded. The Manager will be responsible and who fully understand the protocols documented by the National Institute for Communicable Diseases.
- Staff temperature – staff with a body temperature reading of 38°C and higher shall not be allowed into the workplace but isolated in the designated manner as a precautionary measure and assisted further to their residence or place of safety as per NICD recommendations.
- Records are to be kept and any staff member showing signs of a temperature may not be permitted onto the property.
- Staff member may then proceed to the staff quarters to wash and sanitize hands, change into work uniforms and then wash and sanitize hands again. On the job training, of this process must be conducted during documented training sessions.
- Staff mobile contact phone numbers are recorded and a reminder SMS or WhatsApp message is sent to staff every half hour to wash or sanitize hands as a constant reminder and to keep staff safe.
- SOP and training records to be kept on the correct cleaning methodology for public areas, restaurant and kitchen.



- Only detergents containing a proven disinfectant will be used in all areas and together with the disinfectant detergent all surfaces and touch points will be sanitized. A record will be kept by the cleaning attendant of cleaning and sanitising schedules.
- SOP to be discussed with managers and supervisory staff to ensure limited contact with people.
- After each staff change all touch high risk surfaces must be sanitized.

## 2.2. ACTION PLAN – SOCIAL/PHYSICAL DISTANCING – INDUCTION

Social or physical distancing is a public health practice that aims to prevent people with the virus from coming in close contact with healthy people in order to reduce opportunities for the spread of the COVID-19 virus. It further includes avoiding and or reducing close contact between people to slow the spread of infections or diseases. It also limits large groups of people coming together in one room or place ensuring that there is sufficient, space between each person when possible in order to help minimize the risk of the spread of the virus.

### **Employee Social Distancing and social distancing between customers, vendors and service providers**

- Employee Social Distancing: Maintaining a minimum of 1.5 meters between employees whenever possible is a critical guideline.
- Dedicated Singular Positions: This is employees that work in clearly defined spaces as often as possible with the same other employee.
- Single Person-Only Areas: Employee break rooms, point of sale areas, kitchen wash up areas and hand wash sinks can be clearly marked to indicate only 1 person is allowed at a time.
- Lines on the floor to indicate how far apart employees should remain when not performing mobile duties or standing still. Areas indicating only person allowed.
- Transitioning spaces – Employees should move about the restaurant using clear pathways with care and attention not to come in close contact with each other. Verbal cues and communication are crucial.
- Customer Contact – if contact between employees does happen, employees should wash hands and go back to safe spacing as quickly as possible.

### **Vendor / Service Provider Social Distancing**

- Place floor tape behind the 1.5-meter line and ensure vendors / service providers queue 1.5 meters apart behind each other or sideways. A dedicated delivery area for service providers is available onsite

### **Additional action taken operating within a socially distanced environment:**

- Updated floor plans for common dining areas, designing of seating arrangements to ensure at least 1.5 meters of separation between table setups. Limit party size at tables to no more than the established “maximums approved” as recommended or approved by local public health regulations.
- Implemented a reservations-only business model with limited walk-in tables to educate customers on new system.
- Provide hand sanitizer for guests to use, including contactless hand sanitizing stations, and post signs reminding guests about social distancing.
- Thank them for their patience as you work to ensure their safety.
- Try not to allow guests to congregate in entrance and bathroom areas. Implement process to ensure guests stay separate while waiting to be seated. The process can include floor markings, outdoor distancing, waiting in cars, etc.
- Split exit from the entrance. Determine ingress/egress to and from restrooms to establish paths that mitigate proximity for guests and staff.
- Remind third-party delivery drivers and any suppliers that you have internal distancing requirements.
- Post signage at the entrance that states that no one with a fever or symptoms of COVID-19 is to be permitted in the restaurant.



- Face masks or face shields to be worn at all practicably reasonable opportunities.
- Implement technology solutions to reduce person-to-person interaction: booking system.
- Keep on enforcing our cashless policy. Contactless payment options.
- Customers ONLY allowed at workstations if prior booking is made.
- Where 1.5 meters of separation is not possible, consider other options (e.g., face coverings) and increase the frequency of surface cleaning and sanitizing. Note: suitable barrier masks are required by local regulation to mitigate the distancing gap.
- Limit the number of employees allowed simultaneously in break rooms.

### **2.3. ACTION PLAN – CUSTOMERS ASSURANCE – INDUCTION Ways to give the customers piece of mind (and patience).**

- Message to customers from staff to welcome them.
- Have key safety packages in place upon arrival, such as personal masks.
- Increase cleaning and disinfection frequency during high-traffic periods to increase customer visibility of these tasks.
- Communicate new COVID-19 action to customers through our website.
- Add signage, so customers are aware of the expectations in common areas.
- Provide sanitizer/disinfectant via our waiters for customers at tables. • Where available, provide hand sanitizer in high traffic areas that do not have access to soap and water.
- Provide disinfectant and cloths or disinfecting wipes in public areas used by customers to encourage heightened sanitation.

### **2.4. . ACTION PLAN – ON SAFEGUARDING AND MONITORING EMPLOYEE HEALTH AND PERSONAL HYGIENE – INDUCTION**

Employees may have some fear about returning to work or continuing to work in this higher-risk environment, this is natural. Communicated with them the various safeguards you have in place to help keep them safe and healthy while at work. Safeguard employees ensure they are educated on symptoms of COVID-19 and how they will be monitored to how to properly disinfect personal items to minimize any potential spread of the virus.

Promote Positive Behaviour on Infection Prevention, Proper Hand Hygiene, Gloving And Other PPE. It's important to ensure your employees understand proper infection prevention measures such as:

- Covering their mouth and nose when coughing or sneezing and disposing of soiled tissues in proper waste container
- To staying home and whom to contact if they are ill
- Washing hands often (and correctly!) and avoiding any unnecessary physical contact with other employees or guest, residents, or customers.
- Closely monitor employee health and have symptomatic employees stay home in accordance with company illness policy.
- Emphasize the need to self-quarantine and contact employer if they've been exposed to someone confirmed to have COVID-19.
- Reinforce personal hygiene, cough etiquette and social distancing (as recommended by public health authorities).
- Provide hygiene materials such as tissues and hand soap and sanitizer.
- Have employees disinfect all personal hard, nonporous surfaces according to the directions for use on the product label.
- Inform employees of pandemic status and proper infection control procedures.
- Safeguard employees mental wellbeing by reassuring and guiding them, using this situation to develop.

#### **Hands are a primary mode of transmission so hygiene must be implemented often:**

- Proper hand hygiene with soap and water is critical. For those instances where soap and water are unavailable, it will be important to offer hand sanitizer for both employees and customers, especially in high-traffic areas.



- Hand hygiene should be performed before and after a shift or break, after using the restroom, cleaning or attending to a customer, before eating, and before and after the use of PPE, or otherwise every 30 minutes.
- Follow CDC guidance along with local public health regulations when considering PPE requirements for employees and customers.
- Currently the South Africa government requires all to wear a barrier mask in public.
- The barrier masks are meant to protect others in case of infection; however it is important to note that masks are not meant to be a substitute for physical/social distancing or proper hand hygiene.
- Additionally, throughout many areas of your operation, the new normal may be to require employees to wear gloves.

## 2.5. ACTION PLAN – PERSONAL PROTECTIVE EQUIPMENT AND EMPLOYEE HEALTH CHECKS – INDUCTION

### **Cloth barrier masks that is reusable**

- Cloth barrier masks must be washed daily, at home, when used. The mask must be washed in 500 ml warm (60 degrees) water using soap or laundry detergent.
- If warm water is not available, soak the mask in cold water, laundry detergent and add half a teaspoon of Chlorine/bleach solution for 30 minutes. Ensure that the sink and or container used to wash the mask is clean. • Allow the mask to dry in a clean area then iron the mask on the inside and outside to kill all viruses and bacteria not killed during the washing.
- If you are wearing the mask to travel to and from work, ensure that you wash it immediately, when arriving home.
- Remember to wash your hands for a minimum of 20 seconds before and after removing the mask.

### **Face shields that are reusable**

- Face shields must be washed daily, at work/home, when used. The shield must be washed in 500 ml warm (60 degrees) water using soap or laundry detergent.
- If warm water is not available, soak the shield in cold water, laundry detergent and add half a teaspoon of Chlorine/bleach solution for 30 minutes. Ensure that the sink and or container used to wash the shield is clean. • Allow the shield to dry in a clean area.
- Remember to wash your hands for a minimum of 20 seconds before and after removing the shield.

## 2.6. ACTION PLAN – ON BEST ENVIRONMENTAL HYGIENE PRACTICES ACROSS YOUR OPERATION – INDUCTION

Forget the Old Normal – Enhanced cleaning and disinfection for restaurant operators is the future norm. Now more than ever, it is critical that employees understand and explicitly follow proper cleaning and disinfection procedures. Enhanced cleaning and sanitizing protocols in public spaces, front and back of house, food delivery, restrooms and employee break rooms.

### **ALWAYS CONSIDER:**

- Selecting the proper solution(s) for the job (i.e., product, tool and application method)
- The importance of product contact time to achieve disinfection
- Increasing frequency of cleaning and disinfection as infection risk, foot traffic and soil load increases
- Increased awareness of safety considerations (disposable PPE, etc.)

The following guidance reinforces the importance of the 5 Factors of Clean, particularly overall procedures, to ensure you can return to operation quickly and with piece of mind that you've done everything you can to protect your employees and guests.

A behaviour shift at every level of your operations is needed to ensure that employees understand and explicitly follow proper environmental hygiene procedures.

**The 5 Factors of Clean – time, temperature, chemical action, mechanical action and overall procedures.**



These are all important – however, some propose that the single most important element of the 5 is the actual overall procedure - have one!

Best-practices are meant to reinforce the importance of not only selecting the proper solution for the job (i.e., product, tool and application method) but also the importance of overall procedures.

- Thoroughly detail-clean and sanitize entire facility, especially if it has been closed.
- Focus on high-contact areas that would be touched by both employees and guests.
- Do not overlook seldom touched surfaces.
- Follow sanitizing material guidance to ensure it's at effective sanitizing strength and to protect surfaces.
- Avoid all food contact surfaces when using disinfectants.
- Between sittings, clean and sanitize table condiments, digital ordering devices, check presenters, self-service areas, table tops, and common touch areas. Single-use items should be discarded. Consider using rolled silverware and eliminating table presents.
- Clean and sanitize reusable menus.
- Implement procedures to increase how often you clean and sanitize surfaces in the back-of house. Avoid all food contact surfaces when using disinfectants.
- Check restrooms regularly and clean and sanitize them based on frequency of use.
- Make hand sanitizer readily available to guests.
- Consider touch less hand sanitizing solutions. No cash, each customer must sanitize credit / debit card before using it at speed point. Speed points shall be operated by customers upon staff instructions and payment devices shall be wipe with sanitiser wipes after each transaction where contactless payment is not viable. All cutlery to be presented wrapped, this to be kept on a side station and presented per customer. Disposable serviettes to be used as far as possible.

Restaurant tables shall be spaced at a minimum of 1.5 meters apart from each other and excess tables to be removed. As far as reasonably practicable remove menus, if not possible; menus shall be wiped down with sanitiser wipes as received back from a customer and stored safely.

The number of sit-down customers shall be determined by the number of tables available in the given space with 1.5m physical distancing between patrons.

#### **HYGIENE BEST PRACTICE FOR PUBLIC AREAS:**

Disinfection should be most frequent in public areas, especially those with high traffic. Currently, CDC recommends these areas are disinfected multiple times per day at a minimum. Evaluating your risk is a huge factor in the determination of cleaning and disinfection frequency.

- Focus disinfection on high-touch, hard nonporous surfaces ensuring treated surfaces remain wet for proper contact time.
- Disinfect surfaces after each customer interaction (i.e., at counters, tables, pickup locations) • Offer hand sanitizer for instances when hand soap and water is not readily available

#### **RESTROOMS:**

- Ensure that hand soap is sufficiently stocked, and paper towels or hand dryers are available.
- Frequently disinfect hard non-porous surfaces throughout the day including high-touch objects like stall door lock and any faucets.
- Re-assure your guests that the highest level of attention is being paid to heightened sanitation.
- Employ a bathroom cleaner disinfectant approved for use against COVID-19 so that all surfaces within the restroom are being properly disinfected.





#### **HYGIENE BEST PRACTICE FOR FOODSERVICE: FRONT OF HOUSE / DINING AREAS:**

- Disinfect high-touch, non-food contact surfaces frequently.
- Train staff on proper hand hygiene, use of PPE and procedures for food contact vs. non-food contact surfaces.
- Minimize items offered on tables and disinfect any that remain between customers (i.e., menus, condiments, decor items etc.)
- Encourage social/physical distancing by spreading out tables and encouraging staff to minimize use of high-traffic areas.
- Consider the addition of an expanded take-out menu or in-room dining offering.
- Eliminate any food debris to prevent pest activity.

#### **HYGIENE BEST PRACTICE FOR FOODSERVICE: BACK OF HOUSE/ KITCHEN:**

Currently there is no evidence to support transmission of COVID-19 associated with food. For back of house or kitchens, the best practices are quite similar:

- Focus disinfection on high-touch, non-food contact surfaces, particularly in high-traffic areas.
- Hand washing stations and hand sanitizer should be convenient and highly visible.
- Train staff on proper hand hygiene, use of PPE and procedures for food contact vs. non-food contact surfaces.
- Ensure physical distancing of employees is standard practice.
- Thoroughly clean drains and eliminate standing water, food debris and spilled garbage to prevent pest activity.

#### **HYGIENE BEST PRACTICE FOR EMPLOYEE BREAK ROOMS:**

- Increase frequency of cleaning and disinfection during high-traffic times (i.e., shift change, mealtimes).
- Post hand hygiene guidance visibly near hand washing sinks using graphics and local languages.
- Provide disinfectant and cloths or disinfecting wipes for areas that the staff is responsible for self-cleaning.
- Spread out seating 1.5 meters apart to encourage physical distancing.
- Stagger breaks to minimize staff gathering.

#### **HYGIENE BEST PRACTICE FOR FOOD COLLECTIONS AND DELIVERIES:**

Prepare it, Check it, Seal it, Stage it, and Deliver it.

- According to the FDA, currently there is no evidence of food or food packaging being associated with transmission of COVID-19.
- Provide Personal Protective Equipment (e.g., gloves, masks) as directed by local public health authorities
- Keep hand sanitizer at waiter station for use when hand wash sink is unavailable.
- Keep cleaning product, disinfectant, and paper towels available at waiter station for cleaning and disinfection of carts and other "high-touch" surfaces.
- Increase frequency of cleaning and disinfection of "high-touch" hard surfaces in and around delivery vehicles.
- Following local regulations - no-contact order, payment and delivery options, which means orders will be left in designated area for delivery
- Avoid touching your face with unwashed hands.

#### **OPERATIONAL READINESS: STANDARD & COVID-19 PROCEDURES**

Management checklist for a safe and successfully opening of the park.

##### **1. Planning Assessment:**

1.1. Space planning was concluded and Freedom Kids Tokai implemented social distances of 1,5m as well as catering for only 50% table seating as well as staff.

##### **1.2. Cleaning Products**

- Food Contact Sanitizer
- Degreaser
- Surface Disinfectant
- Floor Cleaner



- Antibacterial Hand Soap
- Manual Detergent
- EPA-Approved Non-Food Contact
- Food Service Hand Sanitizer
- Bathroom Cleaner
- Mops, broom, microfiber cloths and other tools
- General
- Sanitizer and Rinse Additive

#### **1.2.1. ALL-IN-1 DISINFECTION DESCRIPTION**

- Kills germs and viruses.
- Anti-microbial properties.
- Effective against 99% of bacteria on hand & skin.
- Provides up to 6 hours of protection on hands.
- Provides up to 90 days surface protection.
- Prevents the transfer of illness causing germs.
- Fragrance free, paraben free, sulphate free and dye free.
- Fast drying, instantly effective.
- Increased and extended efficacy with repeated use.
- Alcohol-free formula.

#### **1.2.2. HAND SANITIZER DESCRIPTION**

- Hand Sanitizer is specially formulated for the protection against germs.
- Used for general disinfection of hands & surfaces.
- Kills viruses & bacteria.

### **2. Preparing Chemistry Equipment:**

#### **2.1. Chemistry reminders**

- Do not mix chemicals with anything but water.
- Only add chemicals to water, but never add water to chemicals.
- Always use adequate ventilation.
- Follow label directions, including PPE guidance, and only use chemicals for their intended application and use area.
- If able, check your expiration dates and properly discard of expired products according to the label and local regulations.
- Store chemicals in properly labelled containers.

#### **2.2. Documentation**

- System is in place to ensure employees are well and not experiencing symptoms (i.e. wellness checks).
- Covid-19 health policy is in place to capture the current situation.
- Covid-19 public health section that employees must also be excluded from work with symptoms of fever or respiratory concerns such as cough, shortness or breath, or difficulty breathing.

### **3 Preparing Restaurant for Opening:**

#### **3.1 Front of House**

- Ensure an approved EPA disinfectant is available for both host stand staff and waiter staff.
- Disinfect all hard, non-porous surfaces following Food Service Reopening Procedures (Tables, Menus, Condiments and others).
- Provide hand sanitizer if warm water is not accessible to guests.
- Clean and disinfect restrooms prior to opening and once open continuously (more than twice a day).



- Taking into consideration social distancing
- Check the floors - anything that needs to be cleaned.

### **3.2 Kitchen – Line and Production**

- Assess cleanliness and sanitize all food contact spaces following the Food Service Reopening Procedures.
- Disinfect all high touch points in the back of house following the opening Procedures including equipment and door handles.
- Inspect cracks and crevices and areas behind kitchen equipment for signs of pest activity.
- Check food storage areas and exterior entrances for signs of pest activity.
- Clean floor drains to prevent small fly breeding.

### **3.3 Food Storage and Receiving**

- Food and food contact items are stored off the floor.
- All food items are inspected for spoilage and expiration. Discard if necessary.
- Date labels are available and in use.

## **4 Training & Compliance Plan**

### **4.1 Training and Compliance Programs**

- Inductions and staff training program focused around proper disinfection procedures.
- Build out new cleaning Regimen and routine for restaurant cleaning.
- Set up a system to maintain social distancing across all roles in the restaurant.
- Build out and training on Hand Hygiene Protocol. Encourage customers to follow Hand Hygiene best practices.
- Create a process to communicate your new cleanliness standards and practices to your guests with posters.

**This forms part of Freedom Kids Tokai's COVID-19 policy and operational procedures, this is a live document and will be added to on a daily basis as we explore or new normal operations.**

**By, Management**



**Date: 10/08/2020**

**Reference: COVID-19 Regulations**

To whom it may concern,

Freedom Kids Tokai is really looking forward to hosting you and your family at our brand new park. Our number one aim is to keep all our staff and guests safe, as well as have fun in doing so.

Freedom has implemented and conformed to all the safety regulations and protocols set out by The Government and The Hospitality Industry of South Africa.

As a guest to our park, what can you expect when visiting Freedom Kids Tokai,

- Your Temperature will be taken on entering our premises.
- Name, address and telephone number will be documented.
- Remember Masks are compulsory for adults and children. **NO MASK – NO ENTRY**
- Social distancing is a must and will also be encouraged by all our staff.
- Sanitising of hands on all entering the park.
- Additional Hand sanitiser will be placed in adventure area, restaurant and bathrooms for additional hygiene.
- All tables are placed 1,5m apart.
- Controlled number guests at all times, at an occupancy of 50% of facility as per council approval.
- Online booking platform in place, so we encourage you to book online.
- All staff will wear a mask for their protection and our guests.
- Masks can be taken off at your table whilst drinking and/or eating.
- No alcohol is currently served at Freedom.
- Signage in and around the park reminding staff and guests of COVID-19 protocols and do's/don'ts.

Remember have fun and EVERY SECOND COUNTS. See you soon.

**Thank you Management**  
**Freedom Kids Tokai**