

Tim Horton's Clifton Hill Visitor Journey

In accordance with currently available guidelines and best practices from the Chief Medical Officer of Health, Ministry of Health and the Government, the following outlines the visitor journey through Tim Hortons Clifton Hill.

All team members are subject to temperature check and health questionnaire prior to each shift. In addition to the existing attention to and high standards for food safety, cleaning and sanitation practices re-opening will focus heightened awareness due to Covid-19 around cleaning, sanitation, health, personal hygiene and physical distancing measures. Employees must adhere to strict health and safety guidelines throughout their shift including frequent handwashing, the use of proper personal protective equipment, cleaning, sanitizing and disinfection procedures and social distancing measures. Team members must wear face masks at all times and gloves as appropriate.

Quaternary Ammonium (quat sanitizer) and/or commercial disinfectants will be used frequently to clean and sanitize all contact surfaces including point of sale systems, printers, payment card terminals, counters, equipment, restrooms and food prep areas.

Capacity will be no more than 50% of rated occupancy.

Signage will be posted advising guests of physical distancing expectations, including ground markings placed at a distance of 2 meters throughout the restaurant.

Hand sanitizer will be provided for both visitor and team member use in an easily accessible and visible areas.

Restaurant Entry

- Visitors will enter from the Clifton Hill doors.
- A team member will advise guests of line entry and available sanitizer.
- There will be floor markings designating social distance spacing to queue for orders.
- Service may be refused if symptoms of illness are displayed.

Service

- Orders may be placed at a plexiglass protected counter.
- Payment will be encouraged by credit or debit card.
- Orders will be placed on a designated pickup counter for the guest.
- All condiments have been removed from the counters and will be available by request.
- Payment by credit or debit is preferred.

Seating

- There will not be seating available. All orders are for takeout.

Restroom use

- Restrooms will be cleaned and sanitized at a minimum of every 30 minutes.

- Restroom use will be limited capacity.
- Access to the restrooms is open to the public using a separate entrance and exit.
- Proper handwashing protocols will be posted.