

Urban Acorn Catering

Covid-19 + Catering Guide

WWW.URBANACORN.CA/ALLERGY-CROSS-CONTACT-PRACTICES



Clean Hands & Open Hearts

COVID-19 has created challenges for our industry, but we can create a safe and memorable experience for your guests with your co-operation.

While there are no official catering guidelines provided by the province, we have created this guide based on many restaurant practices. This guide is for both clients and staff to use as a code of conduct until further notice. If you have any additional suggestions, please pass them along to **info@urbanacorn.ca**

Event Type

ELIMINATE COMMUNAL DINING ELEMENTS

We love communal dining, but sharing with those outside your bubble is not advised at this time. As a result, we strongly recommend you to stick to services that can be delivered individually to avoid cross-contact/droplets.

- Consider changing **family-style & buffet** events to individual small plates*
- We will individually plate **Cocktail-style** events with platters* & canapés
- **Plated** events will require proper space for social distancing. Changes for wine, bread and butter on the table will need to be discussed either with more staff* grouped by bubble or individual access.

***SOME CHANGES WILL INCURE PRICE CHANGES**

Masks

BEST PRACTICES

Guests:

In situations where guests are not eating or drinking, masks should be worn by any guest over the age of two; this includes:

- Upon entering & exiting the event space
- In washrooms
- At the bar
- As a courtesy we ask that guests wear their masks while servers are clearing plates

Staff:

Must wear masks at all times (unless eating or drinking). If staff feel more comfortable wearing face shields, they may.



Communal Areas*

MINIMIZING EXPOSURE AT THE BAR & WASHROOMS

If hosting your event in our private event space:

- Communal areas such as the bar area and washroom will be thoroughly disinfected prior to guest arrival.
- In the event of a line, please stand 2 meters away from each other
- Hand sanitizer and/or anti-bacterial soap will be present in every communal area.


If clients are hosting an event in their home or private space, adequate sanitation is required.



Clean Hands

WASHING & SANITIZING

- Guests & staff must sanitize their hands upon entering the event space.
- Guests are not allowed in the kitchen; they will need to wash their hands using soap in the washroom.
- Staff must wash their hands before and after every clear from the dining room to the kitchen.



Capacity/ Seating

UNDERSTANDING SPACE AND STYLE

- For seated events, please ensure that guests are sitting with their bubble and/or 2 feet apart.
- If you cannot accommodate proper social distancing, consider changing to a cocktail-style event with small plates, reducing guest-count or changing venue.
- We recommend individual round tables or joined long tables with lots of space between groups.

Contact Tracing

OPTIONAL BUT SUGGESTED MEASURES

If you've gone to a restaurant since COVID, you'll undoubtedly be aware of contact tracing. To protect our staff and your guests, we will require the name and phone number or email for each guest attending your event.

While your guests may all know each other, the staff is not part of your bubble. We will include staff contact information in this document. Only Urban Acorn & the client will have access to the list unless an emergency arises, and someone contracts the virus.

While we cannot enforce this, we ask for your cooperation in ensuring this list is provided digitally on behalf of your guests.

GUEST PRIVACY IS OUR PRIORITY; THIS INFORMATION WILL NOT BE USED FOR ANY OTHER USE APART FROM AN EMERGENCY NOTIFICATION.

Service Impacts

MINIMIZING RISK, NOT SERVICE

While this guide's content minimizes risk for staff and guests, this may also result in service impacts. Points of service impact include plating (especially for cocktail hour), food service (serving & clearing) and any applicable flips in the room.

To alleviate these impacts, we ask for guest cooperations. When interacting with other guests or staff, please keep your distance (2 meters) and wear your mask when possible.

We also recommend you share this document's contents with your guests to create the proper expectations regarding conduct and service; this is especially true in private home settings, where staff have a minimal say.

We may recommend additional staff to fill in any gaps we feel are excessive.