



Re-Opening Operating Procedures

We continue to work in collaboration with Exhibition Place, Toronto Public Health, the City of Toronto and the Province of Ontario, as well as other industry specialists through our local and global partnerships via Windsor Arms Hotel and Sodexo/Centerplate, to ensure an exceptional experience in a safe environment.

Customizing menu plans for each of our clients continues to be part of our process.

What are the current government restrictions that apply to food or food service?

- In July of 2021 the Ontario government lifted the ban on buffets and exposed food. Buffets, passed food, food stations, and all other forms of food service are permitted. There are no current government restrictions that apply to food or food service.
- Guests may remove their masks when seated, or while consuming food or beverage. Masks must be worn at all other times.
- Cerise will continue to work with clients to provide a customized service if they prefer for client/guest comfort levels and optics.

Should I provide a separate meal room?

- A separate meal room is always recommendable but not a requirement.

What precautions will be taken at buffets, food stations and meal areas?

- Hand sanitizer, in touchless dispensers, will be provided. Guests will be encouraged to use sanitizer as they enter food lines and food areas.
- All Cerise Team members will wear full PPE's (3-ply surgical mask and gloves) and observe distancing protocols, frequent and thorough handwashing, and use of hand sanitizer. Servers and Bartenders will wear face shields or goggles (in addition the 3-ply surgical masks and gloves) when serving mask-less guests
- We have assigned a Health and Safety Ambassador, Doralice Lopez, who will ensure protocols are being adhered to and that increased training and continuous education is provided to all team members.
- All staff will also wear masks, gloves, hats or hair nets in all food preparation and wear washing areas



What cleaning/safety measures have been implemented?

- Kitchen, back of house areas, storage areas, and staff washrooms & locker rooms have been thoroughly cleansed, disinfected and sanitized with approved chemicals.
- Increased cleaning and sanitizing schedules implemented with focus on high touch areas including door handles, food stations, employee's locker rooms and washrooms, and kitchens on a daily basis.
- Strict cleaning guidelines are now increased, using only hospital grade sanitizing for public areas and disinfecting food safe chemicals in our kitchens.
- Increased number of handwashing stations throughout back of house, including use of mobile stations, and touchless wall mounted hand sanitizer stations added.

Are employees fully vaccinated?

- Yes, employees are fully vaccinated and will complete daily COVID screening checks before reporting to their shift

Are vendors/suppliers fully vaccinated?

- Yes
- Vendors will also abide by Cerise's PPE policies when entering Beanfield Centre as well as complete a COVID Screening check before entering the premises

What happens if employee is suspected of having Covid-19?

- In response to an employee suspected of or having tested positive for Covid 19, the workstation(s) will be cleansed, disinfected and sanitized; exposure to risk will be assessed for all guests and team members and all required contact tracing will be conducted.