



## Procedures in place at Fidget & Bob to deal with novel coronavirus/COVID-19

Like others, we are closely following updates in relation to the novel coronavirus COVID-19.

Working with our health partners, advisors, and staff, we have decided to take extra precautions to prevent the spread of the virus. We ask for your patience and understanding.

### We would greatly appreciate if customers could:

- Wash their hands for a minimum of 20 seconds as recommended by health professionals, using the anti-bacterial handwash provided;
- Observe the recommended coughing and sneezing etiquette, and use a tissue;
- Dispose of your serviettes in the bin provided, *especially if you have used it as a tissue*;
- Be mindful and respectful of requests from staff;
- Please postpone your visit if you feel unwell, or have been in contact with the virus.

We will continue to operate the highest standards of cleanliness, and have increased the frequency of our cleaning routines.

- We now sanitise tables/window benches after each customer with a commercial grade sanitiser;
- We have removed all cutlery/sugars from the tables. Cutlery is now 'pre-wrapped' in serviettes for extra cover, and held centrally;
- Communal bottles like salt, pepper, sauce and jam are cleaned frequently;
- We have notices on the tables detailing handwash request, and recommended cough/sneeze etiquette
- We sanitise high-touch areas such as door handles, light switches and fridge doors 2-3 times a day, and hot-wash the floors twice a day.

### Staff have been instructed:

- In handwash procedure and to use handtowels to dry;
- In recommended cough/sneeze etiquette;
- To avoid touching their face;
- To avoid touching any part of cutlery/cups that a customer will touch with their lips;
- To sanitise serving trays daily;
- To bleach down the sink areas twice a day;
- In the use of the commercial grade kitchen sanitiser, with no dilution / and a recommended contact time;
- To pay extra special attention to 'cross-over' between daily chores;
- In particular, we ask staff not to handle serviettes, in case customers have used them as tissues.

Small steps can have an exponential impact. #CoronavirusDoYourPart

Until further instruction, we will remain open, and will keep customers updated. Meanwhile, we are considering setting up an online click-and-collect service, to minimise wait times.

Look after yourselves and each other. When you are shopping, please support local independent businesses, who are more vulnerable at this time.