

# Best Practices



## Operational Considerations under the Covid-19 Pandemic (2020)





# Best Practices & Operational Considerations DURING COVID-19 PANDEMIC

Bowling Centres in Canada are prepared to meet and exceed all current Public Health regulations through the following Recommended Best Practices as outlined below. Additional actions will be addressed as mandated. Bowling centres shall decide on which identified options (where noted) best fit their business model, facility layout, etc. and proceed accordingly.

REFERENCE NO.	DEPARTMENT	PROCEDURE
SIGN-001	Signage	Signage to be placed in <u>ENTRYWAY(S)</u> indicating; <ol style="list-style-type: none"> <li>1) STOP; No entry for those displaying symptoms of Covid-19 or for any who have been outside of Canada within last 14 days</li> <li>2) Physical Distancing in effect (2 m)</li> <li>3) Cover coughs/sneezes (into elbow)</li> <li>4) Recommend customers wear masks</li> </ol>
SIGN-002	Signage	Signage to be placed in <u>CONCOURSE &amp; BOWLER AREAS</u> ; <ol style="list-style-type: none"> <li>1) Reminder; Physical Distancing in effect</li> <li>2) Floor decals (or markings) for flow and spacing of customers in line</li> <li>3) Do not wander into areas designated for other customers</li> <li>4) Cover coughs/sneezes (into elbow crook)</li> </ol>
SIGN-003	Signage	Signage to be placed in <u>RESTROOMS</u> ; <ol style="list-style-type: none"> <li>1) Reminder; Physical Distancing in effect</li> <li>2) Wash hands well and for a minimum of 20 seconds</li> </ol>
SIGN-004	Signage	Signage to be placed at <u>SERVICE COUNTERS (Check In, F &amp; B)</u> ; <ol style="list-style-type: none"> <li>1) Reminder; Physical Distancing in effect, follow floor markings</li> <li>2) Cashless payment preferred</li> </ol>
SIGN-005	Signage / Audio	PA systems may be used to regularly reinforce safety procedures at the bowling centre that are outlined on Signage.

REFERENCE NO.	DEPARTMENT	PROCEDURE
MAIN-001	Maintenance	Place hand sanitizer stations at Entryways and in common areas.
MAIN-002	Maintenance	CLEANING AND SANITATION: Using Health Canada, CSA or UL approved products, increase frequency throughout the day of sanitation, cleaning and disinfecting of all common area locations and touchpoints such as (but not limited to); counter surfaces, tables, public restrooms, POS systems, credit card terminals (after each use), door handles, telephones, pens, seating, scoring system buttons, ball returns, etc. Log sheets are recommended for tracking.
MAIN-003	Maintenance	Remove lids on trash cans and recycle bins for non-touch access.

MAIN-004	Maintenance	Designate water fountains and coolers as “out of service” (cover or disconnect if possible) and offer bottled water only.
MAIN-005	Maintenance	Arcade Games and Kiosks will be regularly and thoroughly cleaned, paying special attention to joysticks, buttons, prize slots and card readers.

REFERENCE NO.	DEPARTMENT	PROCEDURE
STAFF-001	Workplace Safety / Staff	Educate staff on all changes to operations in light of Covid-19, and remind them that they, too, must adhere to guidelines for Physical Distancing, Washing, etc. as posted. Keep them updated as requirements evolve.
STAFF-002	Workplace Safety / Staff	Institute policy requiring staff to report exposure to Covid-19, whether symptomatic or not. Remove from schedule at once.
STAFF-003	Workplace Safety / Staff	Provide staff with personal protection equipment as desired or required (masks & gloves).
STAFF -004	Workplace Safety / Staff	<ul style="list-style-type: none"> <li>Work Stations (control counter, bar service, or food service) worked by one staff person to be disinfected prior to another staff person working that station (change of shift).</li> <li>Where multiple staff members share a work station, the area must be cleaned regularly throughout the day and physical distancing to be maintained as much as possible.</li> </ul>
STAFF -005	Workplace Safety / Staff	Bowling centers may wish to (or be required to) install plexiglass or acrylic barriers at all service counters to ensure the staff member and guests remain physically distanced. Physical distancing floor markings should be installed to remind guests of in-center protocols and ensure proper customer flow.
STAFF -006	Workplace Safety / Staff	Where possible, assign staff to consistent work crews/shifts so as to avoid cross-contamination.

REFERENCE NO.	DEPARTMENT	PROCEDURE
BWOP-001	Bowling Operations	Preferred payment options to be touchless, cashless, or pre-paid.
BWOP-002	Bowling Operations	Reservations are recommended. Line up distancing markers to be placed outside facility as required for walk-in traffic.
BWOP-003	Bowling Operations	Control / limit entry to one entryway where possible in order to best control messaging and ensure any occupancy limits set by public health agencies are observed. Where possible, prop open door to avoid customer touches on handles.
BWOP-004	Bowling Operations	<p>Upon customer entry, bowling centres may choose to;</p> <ul style="list-style-type: none"> <li>Have customers visit Front Counter for service (Physical Distancing decals/markers to control spacing and direction of flow, and barriers should be in place to protect customers/staff).</li> <li>Have staff direct customers to their designated lane and explain system for receiving bowling shoes, balls and explain use of scoring system. In this scenario, staff will assist from an appropriate physical distance.</li> </ul>

BWOP-005	Bowling Operations	Clearly identify “dark lanes” as Not For Use (Covid distancing space).
BWOP-006	Bowling Operations	Each lane should not exceed 6 customers. Adjoining lanes to be dark (unused) unless a group of 2 lanes + conforms to Gov’t requirements (same household, family, etc.) as they evolve.
BWOP-007	Bowling Operations	Bowling balls, rental shoes and bowler area to be cleaned and disinfected after each use. Bowling balls and shoes may be left in a drop zone as decided by management, or left on the lanes for pick up by staff.

For Bowling Centres serving Food & Beverage, Bowl Canada recommends following the Best Practices as posted by Restaurants Canada.

This document may be updated from time to time as local, provincial and federal recommendations and requirements evolve.

Bowl Canada would like to thank the following bowling centre owners/operators for their efforts on the Bowl Canada Re-Launch Committee;

**BOWL CANADA RE-LAUNCH COMMITTEE**

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|------------------|--|
| Ed Sousa (Chair) | Classic Bowl, Mississauga, ON          |
| Nat Berry        | Midtown Bowl, Timmins, nON             |
| Ken Clarke       | Scottsdale Lanes, Surrey, BC           |
| Leesa Cunningham | Eastview Bowl, Saskatoon, SK           |
| Jeff England     | NEB's Funworld, Oshawa, ON             |
| Marlena Ladoceur | Bayshore Lanes, Midland, ON            |
| Bob McKay        | Woodlawn Family Fun Centre, Guelph, ON |
| Jamie Newton     | Rossmere Lanes, Winnipeg, MB           |
| Roy Rochette     | SDQ Le Riverain, Sainte-Catharine, QC  |

