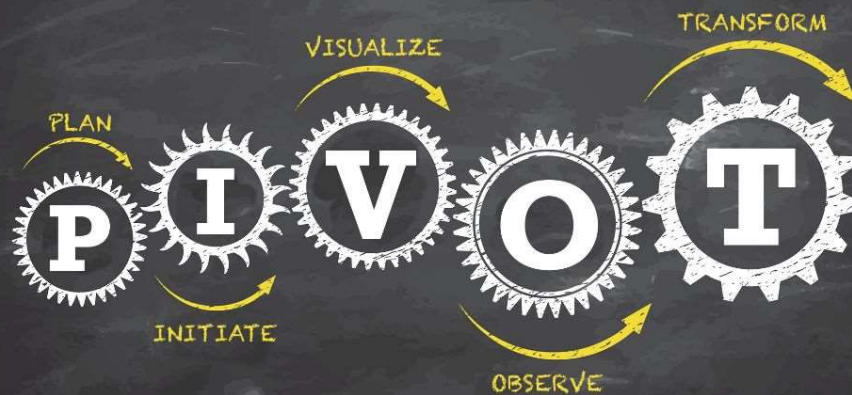


HOW TO PIVOT BACK TO THE POST-PANDEMIC WORLD, PART 3



by Jane Auster

Eventually, the pandemic will end and it will be time to make the transition to a "new normal." The new normal will look different for different types of operations. For some it will be a return to the old format, but for others it might be an opportunity to try something different, or to continue with some of the changes introduced during COVID-19.

Those who have successfully pivoted to takeout & delivery with simplified, streamlined menus are likely to stick with their new format with a gradual shift back to their previous brand identity.

Getting diners back into restaurants may prove challenging, according to Technomic, Inc. and Caddie Inc. research on COVID-19 and consumer behaviour. "Most consumers believe that it will take between two and five months for them to return to previous dining-out behaviours. This reluctance to envision revisiting restaurants anytime soon is likely due to Canada still being in the middle of the country's coronavirus battle. As of now, millennials and males are the demographics most likely to return to their normal restaurant behaviour within just a few days of virus concerns subsiding." For others, the return to dining out will be more gradual.



One area you can't overlook in your pivot plans is the washroom. Washroom hygiene has always been important, but now more than ever, it may be time to rethink your WCs and install some new bathroom, tech-forward fixtures.

The coronavirus pandemic has opened up public bathroom spaces to scrutiny like never before. What role do your washrooms play in the transmission of the virus and the possibility of encouraging a second wave of the virus once spaces reopen more widely?

Conventional washroom design is full of minefields and touchpoints where germs can be spread. Just as restaurants are moving to contactless interaction, so they'll also need to consider touchless technology for the washroom, plus other protocols.

Consider implementing:

- Taps activated by sensor
- Dryers that don't spread droplets while doing their work
- Self-cleaning toilets
- Sanitizing stations outside the washroom for guests who may have touched several surfaces in the washroom
- Non-contact entrances and exits to minimize the risk around touching doors

You'll also need to beef up your cleaning protocols for all restrooms:

- Disinfect all touch points, including fixtures, flush handles and dispensers, several times a day.
- Introduce daily deep cleaning of every major surface and toilet bowls.
- Make sure you're using the best disinfectant products to deep clean your washrooms.
- Disinfect rather than just sanitize.
- Train, train, train your staff in the new enhanced washroom cleaning protocols.

For more on making your washrooms "wonderful," read [our feature](#) in Chef Connexion.

Plus, [click here](#) to download and print a copy of our useful visual guide you can post in all washrooms and staff areas. *(Reproduced from The WHO)*



HOW TO WASH YOUR HANDS

PROTECT YOURSELF AND OTHERS AGAINST INFECTIONS

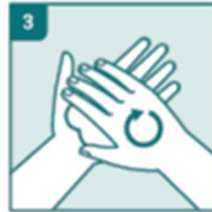
Duration of the entire procedure: 40-60 seconds



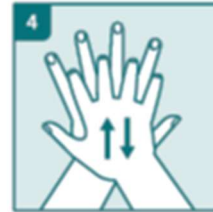
1 WET HANDS



2 APPLY SOAP



3 RUB HANDS
PALM TO PALM



4 LATHER THE BACKS
OF YOUR HANDS



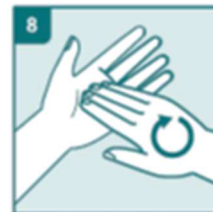
5 SCRUB
BETWEEN YOUR FINGERS



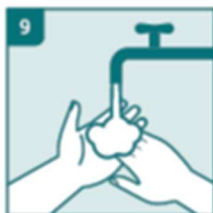
6 RUB THE BACKS
OF FINGERS ON
THE OPPOSING PALMS



7 CLEAN THUMBS



8 WASH FINGERNAILS
AND FINGERTIPS



9 RINSE HANDS



10 DRY WITH
A SINGLE USE TOWEL



11 USE THE TOWEL
TO TURN OFF THE FAUCET



12 YOUR HANDS ARE CLEAN