



Dear Valued Guest,

With growing concerns around COVID-19 (“coronavirus”), we wanted to provide you with an update and assure you of our continued response and attention to date as well as our commitment to help combat the spread of the virus going forward.

The health, safety and well-being of our employees and guests is our top priority. And therefore, we are closely monitoring and following the guidance of the Ontario Ministry of Health, and the direction of the Public Health Agency of Canada (PHAC).

We want to assure our guests that we are taking all appropriate measures to ensure our venues are safe and that we have existing plans and training protocols in place to ensure they stay that way.

We have implemented additional measures to ensure your safety as well as the safety of our team, including:

- **Increased frequency of cleaning and sanitizing of all our restaurants.** Enhanced cleaning protocols. The threat of Coronaviruses are easily eliminated by routine surface cleaning and the cleaning products we use; are industrial-grade and food-service approved. We focus especially on high touch-point surfaces including but not limited to door handles, credit card and debit terminals, dining tables, chairs and restrooms.
- **Temporarily removing jam caddies,** salt and pepper shakers, menus and delivering fresh cleaned, wiped down versions of each to customers.
- **Reinforcing our current healthy and food safety protocols** including, proper hand washing, and employees seeking medical attention and staying home if they are ill.
- **Increasing communications and reminders** with our guests, partners and employees on important health and safety measures
- **A Touchless Experience** is easy to achieve with our partners at [UBER EATS](#), and other delivery systems.

To protect yourself and others, we ask that anyone who is feeling unwell refrain from visiting us, so that together we can ensure a safe and comfortable experience for everyone to combat this virus.

For more information on the status of this situation in Ontario, we invite you to visit the Ontario Ministry of health page [HERE](#), [Canada’s Public Health Website](#).

Thank you and we look forward to welcoming you soon,

Jeff Parissi
President and CEO, Sunnyside Grill