



SMITTY'S CANADA INC.

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**BULLETIN #132/21**

DATE: September 2, 2021  
TO: All Franchisees and Corporate Managers  
FROM: Jim Weidinger  
RE: **Pandemic Procedures – Provincial / Regional Specific Measures**

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Hello Everyone,

As we head into the fourth wave of the pandemic, we are seeing the reinstatement of provincial and regional safety protocols. This is leading to confusion from operators at all levels, in all different brands.

While the government rollout regionally has been poor with specific direction regarding masks, we are best served to ensure that if a mandated mask policy is implemented in your community, ensure that both the front-of-house and kitchen staff comply. The team should always wear masks within the building, usually described as an indoor public place. Be sure to stay aware of your specific regional guidelines as these are not necessarily making their way to the news. We will continue to monitor to keep apprised of the regional guidelines and advise where we are able.

Regarding your provincial vaccine “passports” roll-out, you may be asked to require proof of vaccination from your guests. To avoid any issues tableside, we encourage you to ask for the vaccine proof at the door, just as you would ask to check for proof of age. We recognize that this is extremely hard to manage given the different documents by province, so we recommend erring on the side of caution, and teaching your host team what to look for.

We understand these are frustrating times for all, as no one wants to turn away guests. We advise you to use your best judgement as an operator, to provide excellent customer service, and to follow the local guidelines. We are receiving a fair amount of media inquiries, so you are reminded to avoid them where possible and contact us if you would like any media direction. Please avoid using social media to share your opinions. We are in a polarizing time, and our goal will always be to treat guests and our teams with respect, and to give them our best Smitty's hospitality.

Do not hesitate to contact me directly should you have any questions or concerns at [jweidinger@smittys.ca](mailto:jweidinger@smittys.ca) or 403-930-8740.

Yours truly,  
SMITTY'S CANADA INC.

*Jim Weidinger*

Jim Weidinger  
President