



Restaurant Manager's Manual

Bear Smart Restaurant Program

Thank you for participating in the Bear Smart Restaurant Program. Your team's commitment and actions will be instrumental in saving the lives of Whistler's bears and providing a safe environment for your staff and customers.

You play a key role in the success of the program. As a program participant, your restaurant's waste storage area and procedures will be audited with your permission. As a result, you may be altering the ways you store and manage waste. The Get Bear Smart Society will provide you with technical support and advice to ensure that your practices and upgrades meet bear smart guidelines, Whistler's *Garbage Disposal and Wildlife Attractants Bylaw No. 1861*, and the provincial *Wildlife Act*.

In addition to implementing the program (as detailed on page 2), there are managerial duties that will need to be incorporated into the daily operations of the restaurant.

Please also review the Staff Manual so that you are familiar with their roles and responsibilities.



Things to schedule

- Regular cleaning of the waste storage area with hot, soapy water, ideally once a week when bears are active (April through November).
- Regular equipment maintenance checks on items such as your grease vessel and garbage compactor, especially the access doors and locks or locking mechanisms, to ensure they are in proper working order. If they need fixing, please attend to this promptly.

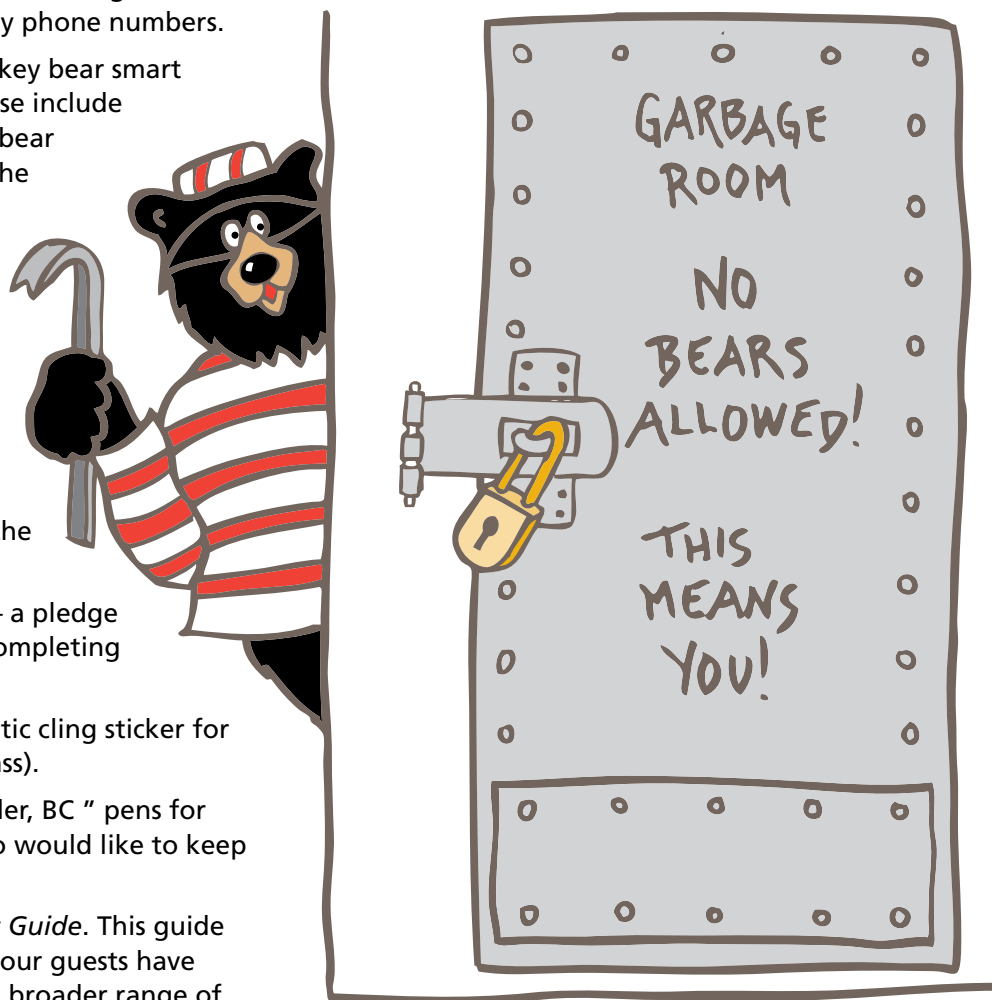
Management considerations

- Bears enter restaurants through back-door loading bays, kitchen doors, open windows, and even front doors. A bear inside an occupied building poses a significant public safety concern for staff and guests, and is usually killed as a result. Management and staff should always be on alert, especially at night and wherever there is easy access to food or garbage.
- While an open front door may be welcoming to patrons, it is also welcoming to bears.
Best practice: keep the front entry secure and adopt and enforce a "close door" policy.
Good practice: hostess or doorman stays at the front entry whenever doors are propped open.

- If kitchen doors are being left open because it is too hot, you may need to adopt an alternative method of keeping the kitchen cool and comfortable to work in.
- Ensure that all food deliveries are met by a staff member and promptly put away.
- Ensure that both staff and your waste management contractor properly secure facilities after waste is collected (closing the doors to the garbage room, locking the grease vessel, and so on).

Helpful materials included in your package:

- Bear Smart Poster to reinforce key bear smart principles, serve as a quick reference guide for staff, and provide emergency phone numbers.
- Staff-training DVD to teach key bear smart practices and principles. These include how to identify and handle bear attractants, how to reduce the risk of a bear encounter at the workplace, protocols to follow in the event of a bear encounter, and regulations in place to ensure that attractants are not accessible to bears.
- A manual, quiz, and answer guide for staff to reinforce the most critical lessons.
- Declaration of Coexistence – a pledge to be signed by staff after completing their training.
- “Bear Smart Restaurant” static cling sticker for window or front door (if glass).
- “GetBearSmart.com – Whistler, BC ” pens for staff and any customers who would like to keep one.
- *Bear Smart Whistler Visitor’s Guide*. This guide is great to have on hand if your guests have questions about bears. For a broader range of brochures, direct them to www.bearsmart.com/brochures or the Whistler Visitor Information Centre.



Visit our website at www.bearsmart.com/restaurants to access the Bear Smart Restaurant training video, order supplies, or to get more information on coexisting with bears.

How to Deliver the Bear Smart Restaurant Program

6 Easy Steps

This program is for all restaurant staff: both back and front of house.

Step One Please have your staff watch the training DVD provided, or watch the video on our website at www.bearsmart.com/restaurants. Advise staff that there is a short quiz at the end. Great times to do this training are during your staff meetings or training sessions at the beginning of the summer AND winter seasons. Some bears stay active into late December and emerge from the den as early as March. The course should be repeated annually. If new staff join mid-season, they can watch the DVD independently (on their mobile devices, a laptop, etc.).

Step Two Have staff review the Staff Manual and then complete the open-book quiz. They will need the manual, quiz, answer guide, and, of course, a Get Bear Smart.com pen. The manual and quiz can also be found online at www.bearsmart.com/restaurants. The video can be viewed by scanning the QR code on the poster.

Step Three Provide staff with the answer guide and instruct them to mark their co-worker's paper, or you can mark it for them.

Step Four Upon completing and reviewing the quiz, ask staff to sign the Declaration of Coexistence. You may wish to keep the pledges on file to keep track of those who have completed the training.

Step Five Put the poster up somewhere that staff frequent (e.g., lunchroom, washroom, staff lounge).

Step Six Display the "Bear Smart Restaurant" static cling sticker on your front window or door (if glass), and the Bear Smart Restaurant logo on your website, to let your guests know that your actions help Whistler bears and people coexist.



Thank you for taking the time to make your staff aware of bear smart restaurant practices. Your commitment, enthusiasm, and integrity are fundamental to the success of this program. Thank you for all you are doing to help keep people and bears safe.

Scan here to watch the training video.



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www.BearSmart.com



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Do it for Jeanie (1991 ~ 2011)
