



Pandemic Procedures

Identify a Sanitation & Safety manager for each restaurant and designate an individual for each shift to be responsible for the supervision of the procedures and practices relating to COVID-19 issues.

Employee Personal Care

- Stay home from work if your temperature is 100.4°F or higher; Let your supervisor know immediately.
- Practice social and physical distancing; Stay 6 feet away from others when possible.
- Avoid touching your face (eyes, nose, or mouth).
- Cover coughs and sneezes with a tissue or the inside of the elbow. Throw used tissues in the trash.
- Practice good hand hygiene.
 - Wash hands every 30 minutes with soap and water for at least 20 seconds.
 - Wash hands immediately if you touch your eyes, nose or mouth.
 - Wash hands before and after using the restroom, after blowing your nose/coughing/sneezing, before and after eating or preparing food, and before putting on new gloves.
 - If wearing gloves, change gloves every 60 minutes or immediately if you touch your face or cough or sneeze.
 - Use 60% alcohol-based hand sanitizer, after washing or when hand washing is not available.
- Clean and sanitize your frequent touch points every hour (i.e. workstations, keyboards, telephones, handrails, doorknobs) every hour
- Always wear a face covering while on company premises with an exception for eating and drinking.
- Always wear gloves when using cleaning chemicals.
- Follow all governmental regulations.

Employee Health & Wellness

Continuously educate employees on Personal Care protocols to reduce the spread of COVID-19.

Remind staff that there is no shame around COVID-19. Confidentiality will be maintained, and staff will never be penalized for communicating with you.

- **Pre-Shift:**
 - Employees will be pre-screened for symptoms before entering the facility and starting shifts. Anyone who has a temperature of 100.4°F or higher will be sent home for the safety of other staff and guests.
 - Any employee who is healthy but has been exposed and is asymptomatic should notify their supervisor and follow CDC recommended precautions.

- **During the Shift:**
 - An employee should regularly self-monitor. If while working symptoms of COVID-19 appear, the employee must report it immediately to the manager on duty.
 - Employees with symptoms shall be sent home and requested to follow the CDC's guidance of what to do if they are sick or suspect they are sick with COVID-19
<https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>
 - Supervisors should maintain strict confidentiality but contact Human Resources immediately.
 - Employees should clean, sanitize or disinfect workspace, shared equipment, and frequent touch points routinely and immediately after the onset of symptoms in an employee.
 - Anyone who has been in close contact with said employee should be considered exposed; Ensure schedules are not discarded in the event contract tracing is necessitated.

- **After the Shift:**
 - If an employee tests positive for COVID-19, the manager will maintain the confidentiality of employee and inform fellow employees of their possible exposure.

- **Return to Work:**

An employee who is symptomatic with suspected OR confirmed COVID-19 who has stayed home can stop home isolation and return to work when they have met one of the following sets of criteria:

- **Symptom-based strategy. Exclude from work until:**
 - At least 3 days (72 hours) have passed since recovery defined as resolution of fever without the use of fever-reducing medications; and
 - improvement in respiratory symptoms (e.g., cough, shortness of breath); and,
 - At least 10 days have passed since symptoms first appeared

- **Test-based strategy. Exclude from work until:**
 - Resolution of fever without the use of fever-reducing medications and
 - Improvement in respiratory symptoms (e.g., cough, shortness of breath), and
 - Negative results of an FDA Emergency Use Authorized COVID-19 molecular assay for detection of SARS-CoV-2 RNA from at least two consecutive respiratory specimens collected ≥24 hours apart (total of two negative specimens).

Either strategy above is acceptable depending on local circumstances.

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html>

An employee who has laboratory-confirmed COVID-19 but has not had any symptoms and has stayed home can stop home isolation and return to work when:

- **Time-based strategy. Exclude from work until:**
 - 10 days have passed since the date of their first positive COVID-19 diagnostic test assuming they have not subsequently developed symptoms since their positive test. If they develop symptoms, then the symptom-based or test-based strategy should be used.
- **Test-based strategy. Exclude from work until:**
 - Negative results of an FDA Emergency Use Authorized COVID-19 molecular assay for detection of SARS-CoV-2 RNA from at least two consecutive respiratory specimens collected ≥ 24 hours apart (total of two negative specimens).

Either strategy above is acceptable depending on local circumstances.

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html>

If an employee has tested positive, ask the employee to contact Human Resources prior to returning to work to discuss documentation that may be required prior to return to company premises.

Service and Operations

- Establish policies and practices for social distancing
 - Flexible work hours (i.e. staggered work shifts) or consider splitting shifts between two teams
 - Increase physical space between employees and guests when possible (i.e. fewer bar chairs at bars, seating every other table)
 - Hold flexible meetings where applicable (i.e. phone conference, zoom)
 - Deliver product through curbside pick-up
- Determine how the restaurant will operate if absenteeism spikes or employees leave ill
 - Monitor and respond to absenteeism
 - Cross-train employees to perform essential functions so the workplace can operate even if key employees are absent
 - Limit reservations and allow for the appropriate number of walk-ins to match staffing
- Best Practices for FOH
 - Open doors for guests, when applicable, to prevent potential spread of germs
 - Practice social distancing in areas where staff cluster (POS and beverage stations, etc.)
 - Mark floors and sidewalks 6 feet apart
 - Limit large tables

- Place hand sanitizer where it is easily assessable by guests and employees.
- Use Single use or online menus
- Gloves are required for all FOH employees and must be changed in accordance with our glove changing policy.
- Present condiments and seasonings upon request (i.e. hot sauce, sugar caddies, salt/pepper)
Clean and sanitize these items after removal from the table or offer single use servings.
- Offer wrapped straws upon request
- Deploy a contactless payment option for guests who choose to use it
- See addendum per each restaurant

- Best Practices for BOH
 - Practice physical distancing to the extent possible.
 - Follow ServSafe® standards on time, temperature, and cooling.
 - Wash, rinse, and sanitize food contact surfaces, dishware, utensils, food preparation surfaces, and beverage equipment after use
 - Verify that ware-washing machines are operating at the required wash and rinse temperatures and with the appropriate detergents and sanitizers. Test the levels of chemicals and sanitizers in the dish machine every hour. If the machine is not working properly or dispensing the chemicals correctly, contact AutoChlor.
 - Test the levels of chemicals and sanitizers in the 3-compartment sink every hour and/or when the water is changed.
 - Gloves are required when touching all ready-to-eat foods, including meals made to-go and the associated packaging.

- Best Practices for Receiving
 - Wear gloves while receiving product.
 - Gloves must be changed before and after receiving product.
 - Sanitize the receiving scale before and after each use.
 - Follow ServSafe® standards for receiving and storing all product.
 - Minimize the time that food is held in the temperature danger zone (between 41° and 135°F).
 - Any items that can be wiped down with a sanitizer solution should be wiped down prior to items being put away (i.e. gallons of milk/orange juice, gallons of mayo, seasoning containers). Items should be wiped down with a sanitizer solution (not sanitizer wipes) and let air dry.
 - Remove cardboard boxes as soon as deliveries have been put up.
 - Wash hands before and after receiving product. Hands must be washed for 20 seconds with soap and water.

- Best Practices for Curbside Delivery
 - Follow ServSafe® standards.
 - Gloves and a face covering must be worn by the person delivering the to-go bag.
 - Any inadvertent physical contact requires the change of gloves.
 - Gloves must be changed every 30 minutes.

- If you cough, sneeze, or touch your face you must immediately remove your gloves; you're your hands; and put on a new pair of gloves.
- Give the guest their 6 feet of space. The best practice is to have the guest pop their trunk or slide their to-go bag into the back seat. Do not lean into a guest's vehicle.

Healthy Workplace

- Clean and sanitize frequent touch points routinely. If a surface is dirty, it should be cleaned with a detergent or soap and water, before being sanitized or disinfected. (*See chemical charts*).
- Provide disinfecting wipes so that commonly used surfaces (i.e. doorknobs, keyboards, POS stations, desks) can be wiped down before and after each use, by either staff or guests.
- Hang posters that encourage best practices for employee personal care and hand hygiene.
- Discourage handshaking or other physical forms of greeting such as first bumps, high fives or hugs.
- Hold meetings outside or in open, well ventilated spaces; limit the number of attendees; and practice social distancing with meeting attendees sitting 6 ft. apart.

Other Considerations

- Secure proper PPE and supplies for employees and guests (i.e. cleaning supplies, hand sanitizer, gloves, masks, to-go containers).
- Clean and sanitize restrooms before and after each shift.
- Wipe down high contact surfaces in the restroom every 60 minutes.
- Install foot-operated door openers on restroom doors.
- Give guests the opportunity for contactless payment. If employees touch cash, employees must remove gloves; wash hands; and put on a new pair of gloves.
- Try to keep the same groups of people working together A/B shifts.
- Delivery Drivers must wear a mask upon entering the building.
- F&B is not a work-from-home industry so there will always be exposure risks. Ensure your team understands those risks.

Personal Care - Guests

- Facilitate opportunities for social distancing among guests such as adding space between tables, staggered reservation times, limit large parties, remove bar stools.
- Hang signs on the front door advising guests of protocols.
- Send all reservation confirmations with request for guests to please:
 - Stay home and cancel their reservation if they have a temperature of 100.4 degrees or higher.
 - Follow all governmental directives regarding social distancing and proper PPE.
 - Guests who display symptoms of COVID-19 will be asked to vacate the premises.
- Offer tissue and handwipes to any guests observed coughing or sneezing.
- Offer a single-use package of sanitizer handwipes upon seating, when available.
- Hang signs throughout the restaurant to inform guests of protocols for health, safety and sanitation.
- Offer a hygienic option for guests to store their masks during their meal.