

ANTHONY JACKS WOOD FIRED GRILL COVID-19 HANDBOOK

The most important purpose of this booklet is to keep our employees and guests safe by mitigating contamination by the SARS-CoV-2 novel coronavirus on the products we serve and the components we use to prepare, handle and distribute those products. To that end, we are implementing the below policies.

It is important to note the following guidance from the USDA: “Currently there is no evidence of food or food packaging being associated with transmission of COVID-19. [however] like other viruses, it is possible that the virus that causes COVID-19 can survive on surfaces or objects.”

Consequently, we will be implementing the following actions to avoid what would otherwise lead to unintentional contamination of our products and the components used to prepare, handle and distribute those products, which could result in our employees and guests developing COVID-19.

This pandemic is unprecedented and will require changing the way we operate. We ask for your patience and understanding as we navigate these uncharted waters. We will take a responsible and measured approach to reopening, while maintaining our core values, work ethic, and dedication to the tenets of hospitality in which we have always believed. We will continue to provide our guests with the quality food and exceptional service they expect from Anthony Jacks. Most importantly, we will keep our employees and guests safe and comfortable.

This booklet is to function as an addendum to our current employee manual. We are implementing new and additional sanitation protocols throughout Anthony Jacks, including our curbside take out & delivery service in order to keep everyone safe. These guidelines will be reviewed with all staff every week and updated as new information becomes available. Our restaurant has always been a group effort, and it is of absolute importance that we work together to create a safe workplace.

It is essential that we practice appropriate sanitation and hygiene, and that we all monitor each other to ensure we are acting according to these guidelines. Our guests will be very sensitive to appearance and sanitation practices, as they should be and will be observing everything we do.

This is a new world for everyone, including our guests. People may be frustrated or scared, so it is important that we keep this in mind and work to make everyone's experience as good as possible. Do anything within reason to make our guests comfortable and safe.

Restaurants are fundamentally not work-from-home businesses. They require interaction with coworkers and guests. There are inherent risks that you need to acknowledge and understand. This booklet will provide you with the tools to stay safe; however, you must practice personal responsibility, make good decisions, and encourage others to do the same. It is very important that you understand there is no shame around COVID-19. No one will be penalized for communicating with us and any information will be kept confidential and anonymous. It is crucial that everyone keep us updated about any potential issues, including those outside of work that may affect your potential to be exposed.

Personal Hygiene and Practices

***First and most importantly...STAY HOME IF YOU ARE FEELING SICK!**

* Travel to work with a minimum of personal items. All outerwear or personal items should be locked in your vehicle or stored in the back closet. Nothing should be brought into the restaurant wait station, behind the bar or hostess areas.

*Wash your hands immediately after you arrive and before leaving work.

*Wash your hands (at least) every 30 minutes, using warm/hot water and soap and scrubbing for a minimum of 20 seconds, especially after using the bathroom, before eating or preparing food and after blowing your nose, coughing or sneezing.

*Wash your hands after touching objects that could be considered contaminated, such as cell phones, computers, door handles, deliveries, etc.

*Avoid touching your eyes, nose, or mouth...especially with unwashed hands or used gloves.

*Avoid coughing or sneezing in public areas to the greatest extent possible.

*Use sanitizer continuously. Sanitizer should be allowed to dry on your hands.

*Sanitizer will be placed in multiple locations around the restaurant including the front & back doors, the hostess station, the main & service bar and the outside patio cart. It is available for employee and guest use.

*Guests should be encouraged to use sanitizer when they enter the restaurant.

*In addition, all delivery drivers will be provided hand sanitizer (along with gloves & masks) to keep in the vehicle with them when they are making deliveries.

*End all physical contact, including hand shaking, high fives, hugs or any other person to person contact. This goes for employee and guest interactions.

*To the best of your ability, please allow only one person in the wait station at a time.

*Kitchen staff will also try to maintain as much distancing as reasonable and the kitchen window & door will remain open to allow extra ventilation.

*Practice no-contact transfers – place items on a counter for the next person to pick up instead of passing them back and forth.

*Employees should use elbows to open doors where possible.

Appearance

*Employees are required to wear freshly laundered clothing every day. All clothes must be in good condition, with no visible stains or dirt of any kind.

*In addition to standard uniforms, FOH and BOH employees will be required to wear either a cloth face covering or surgical mask that fits snugly and comfortably against the side of the face, secured with ties, ear loops, or wraps around and allows for breathing without restriction.

*If a cloth mask is used it must be cleaned before each shift. If a surgical mask is used it must be discarded after every shift.

*Employees will not wear N-95 face masks. These will be reserved for hospitals and first responders.

*Disposable gloves will be provided for all staff and will be required when interacting with or in front of customers and/or touching money. There is no sharing of gloves. Disposable gloves should be changed frequently throughout the shift.

Remember, guests will be very sensitive to cleanliness and sanitation. We have made a commitment to moving forward responsibly for the safety of everyone. Any employee not following these guidelines will be asked to leave and may be subject to disciplinary actions.

Restaurant Sanitation

Keeping the restaurant clean and sanitized is critically important to the comfort and safety of us and our guests. This has to be a team effort in order to keep everyone (staff & community) safe.

*For each shift there will be a designated “cleaning” person whose sole job will be to continuously be sanitizing all aspects of the restaurant.

*EPA registered and CDA recommended supplies will be provided along with paper towels, gloves & goggles.

*Remember that sanitizer works by remaining and being allowed to dry on a surface. Do not wipe it off.

*The shift cleaner will be the main person responsible for bathrooms and signing off on a log to ensure the cleanliness and supply of paper towels, soap & sanitizer.

*HOWEVER, the addition of this staff member does NOT relieve any other employee of their responsibility to be diligent in maintaining the guidelines we have set out. WE ARE ALL IN THIS TOGETHER!

*There will be a detailed list of all items and procedures for cleaning.

*This list will include, but is not limited to: all door handles/knobs, bathroom doors, sinks, sink faucets, stalls, toilet handles, kitchen, office and all entry/exit doors...inside & out.

*There will be a special bathroom log to note times when cleaning was done.

*Additionally, all kitchen & wait station sinks & faucets will be periodically sanitized.

*All surfaces will be wiped down at the beginning & end of each shift, after each guest leaves and periodically throughout the shift. This includes other items frequently touched such as phones, pens, touch screens, trays, etc.

*Tables and chairs will be sanitized before a guest sits.

*Kitchen staff will continue to maintain their cleaning protocol and abiding by all health department regulations.

*All tables, counters, cutting boards, and other exposed surfaces must be sanitized at the beginning of each shift, after each use, and periodically throughout the day. Careful attention should be paid to all stainless-steel surfaces.

*Any vehicle used for delivery must also be continuously cleaned and sanitized after each use...including, but not limited to, door handles, seats, floors, steering wheel, shift control, etc.

Deliveries coming into the building from outside sources

- *Delivery personnel are required to have a mask on when entering the building.
- *Use a personal pen to sign invoices, if applicable.
- *Inspect deliveries and clean if necessary.

Table Setup & Procedures & Customer Interaction

- *Outdoor (and eventually indoor) tables will be spaced out six feet apart and guests and employees are discouraged from congregating in close proximity in any areas.
 - *There will be signage throughout the restaurant encouraging proper social distancing, the use of PPE, reminders of cleaning protocol & personal hygiene.
 - *Do not preset tables with silverware rolls or bread plates. Set tables as guests are seated. When rolling silverware, wash hands first and use gloves
 - *Salt and pepper shakers will be removed from tables and only provided upon request. If used, they must be wiped down and sanitized after every use.
 - *Use disposable menus & whenever possible provide single use condiment containers.
 - *Do not package a customer's leftovers. Bring them the proper containers and allow them to wrap their own food to go.
 - *Avoid using check presenters and provide a sanitized pen for your customer if needed.
 - *As much as possible please try to use the same tray throughout your shift, cleaning it regularly.
 - *We also ask that, as much as possible, you try to run your own food to your tables so as to minimize multiple staff contact with customers.
 - *Please do your best to stay a reasonable distance away from your table when taking their order. And, DO NOT remove your mask while speaking!
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- *Reservations will be required for outdoor tables and we will try to stagger the seating times.
 - *As per the Governor's order, for a customer to be served alcohol outside at a table, they MUST be ordering food (and obviously be over 21 and not intoxicated). If you encounter an issue, please inform a manager immediately.
 - *We will ask guests that are feeling ill to please not dine with us until they are feeling better.

*We will encourage guests to not arrive early for their reservations (or if they do, take their phone number and tell them we will text them when their table is ready....or ask them to maintain social distancing while waiting outside).

*We will also inform guests upon making their reservation that there is a limit of time on their use of the table (2 hours) due to reservations coming in after them.

*Please be sure to point out to customers the locations of the numerous hand sanitizing stations around the restaurant.

*Although customers are not required to wear masks while sitting at their table, should they need to enter the restaurant to either exit the building or use the restroom, they are required to have masks on for their own protection and the protection of our staff. We will have disposable masks available for those customers that did not bring their own.

*If you encounter a guest that is refusing to comply with our social distancing guidelines, do not engage with them....please alert a manager immediately so that they can deal with the situation.

***THANK YOUR CUSTOMERS FOR THEIR UNDERSTANDING AND FOR THEIR PATRONAGE AND TRUST IN US DURING THESE DIFFICULT TIMES 😊**

Employee Health Screening

*All employees temperatures will be taken by a manager when they arrive at work. Please be aware of what you have been doing prior to taking your temperature. Certain activities could result in a higher reading.

*This information must be written in a log and signed off on by a manager. Managers are responsible for storing the logs in a secure space, this information is confidential and may not be left out where others can see it. If you have any privacy concerns, please bring them to our attention immediately. If you are aware of health issues with any other employee, please know that whatever is said will be kept confidential and you will remain anonymous.

*You must notify your manager if you have any symptoms. Anyone who has a fever or is displaying the following symptoms may not work:

Fever at or above 100°F degrees OR Fever at 99.5°F combined with other COVID-19 related symptoms: Persistent cough - Shortness of breath - Repeated shaking with chills - Chills - Persistent headache - Stomach issues - New loss of taste or smell - Sore throat - Runny nose – Unusual muscle aches -

*Please see a doctor immediately.

*You must also let a manager know if you have been in close contact with someone within the last 48 hours who has symptoms of or who tested positive for Covid-19.

*Employees with new or worsening signs or symptoms listed above are not allowed to return to work until:

In the case of an employee who was diagnosed with COVID-19, the individual may return to work when given a doctors release and all three of the following criteria are met: at least 3 days (72 hours) have passed since recovery (resolution of fever without the use of fever-reducing medications); the individual has improvement in respiratory symptoms (e.g., cough, shortness of breath); and at least 10 days have passed since symptoms first appeared.

If the employee has symptoms that could be COVID-19 and speaks to a doctor, and is not diagnosed with COVID-19 and wants to return to work before completing the above self-isolation period, the individual must obtain a medical professional's note clearing the individual for return based on an alternative diagnosis.

We are so grateful that you have chosen to return to or have joined our team. We can assure you that we are doing everything in our power to get back to some sort of “normal.” The safety of our staff & guests is of the utmost importance to us. Please do not hesitate to reach out to us if you have any questions, concerns or are in need some clarification regarding anything we have documented. In addition, if you have any suggestions or thoughts that may make this transition move more smoothly, we encourage you to bring them to our attention. Thank you for your service!!

Sincerely,
Barry & Cheryl