

H E S T I A

Covid-19

Health & Safety
Operating Procedures

In order to protect our team and guests throughout the COVID-19 outbreak, we have created the following health and safety precautions that are in line with or go above the government advisories. All team members must know and follow these protocols.

What is COVID-19

COVID-19 is a respiratory illness that can spread from person to person, especially in close proximity.* The virus is commonly spread through droplets released into the air when an infected person coughs or sneezes, through personal contact, or touching your mouth, nose, or eyes before washing your hands. People can also be infected and transmit COVID-19 without showing any symptoms of illness. Older adults and people with serious underlying health conditions are considered to be at significantly higher risk of contracting the disease, though anyone is susceptible.

Signs & Symptoms that may appear 2-14 days after exposure:

1. Fever
2. Cough
3. Shortness of breath/difficulty breathing
4. Muscle Pain
5. Headache
6. New loss of taste or smell
7. Sore throat
8. Chills

What To Do If You're Feeling Sick:

- **STAY HOME** if you are feeling sick or are experiencing any COVID-19 symptoms
- Alert your manager immediately so we can take necessary precautions
- If you begin to feel sick at work:
 - Alert your manager immediately
 - Remove your gloves, wash your hands, use hand sanitizer, and GO HOME
 - Self-isolate and seek medical advice
 - If you need to get a COVID-19 test, our company will pay for the costs.

OUR COMMITMENT TO SAFETY

Arriving To Work Protocols:

Upon arriving to work, all team members must complete the following:

1. You must be wearing a clean mask that covers your nose and mouth before entering the restaurant.
2. After entering, you must immediately wash your hands. Use the following technique: *Wet your hands with clean, warm running water, turn off the tap, and apply soap. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails. Scrub your hands for at least 20 seconds.*
3. Use hand sanitizer
4. Take your temperature using a non-contact infrared thermometer
5. Fill out our sign in sheet
6. Clock In
7. If you have personal items and need to get dressed, do so and place all personal items in the office. After doing so, you will need to wash hands, sanitize, and put on new gloves.

While At Work:

- You must always be wearing your mask. If your mask is soiled or wet, put on a new one.
- You always need to be wearing gloves while handling food, preparing drinks or serving guests.
 - Change gloves when switching tasks, handling different foods, if the glove is ripped, or after touching objects that should be considered contaminated (e.g. cell phone, computer, clothes, door handles, etc.)
 - Avoid touching your eyes, nose, mouth, hair, unwashed hands or used gloves.
 - When changing gloves, wash and sanitize hands before putting on new ones.
- You must always be in clean and freshly pressed clothing/aprons. If your clothing gets dirty, it needs to be replaced. When changing clothes/aprons, hands must be washed, sanitized and new gloves must be put on.
- All long hair must be pulled back and neatly secured.

- If you have a beard, you will need a larger mask to safely cover your mouth, face and beard
- There will be no physical contact between team members or guests.
- If you see someone forgetting to practice safety precautions, kindly remind them. These are new habits and we all need to help each other to stay safe!

Restaurant Setup, Equipment & Workstations:

Set Up:

- All entrances and exits will have sanitizing stations and easy access to gloves
- Safety procedure signs will be posted in different worksites and handwashing areas of the restaurant.
- Frequently used internal doors will be propped open if the space allows.
- Dining tables will be placed 6 feet apart and or have a protective barrier from other.
- Sanitizer Wipes and buckets with towels will be at all workstations
- Workstations will be sanitized at the start and end of a shift and between tasks.
- All shared surfaces will be sanitized every 30 minutes.
- High-touch objects (door handles, faucets, computers, etc. will need to be sanitized frequently
- Employee drinks must be kept in a personal designated area, labeled, and have a lid or must be single use and discarded.
- Hand sanitizer and wipes to be made available everywhere
- All menus provided to guests will be single use.
- All restrooms stalls will have sanitizer wipes and will be frequently checked by staff.
- All silverware & linens must be cleaned and sanitized before use. These items will remain secure and only be placed on the tables after guests have been seated.

Guest Experience and Flow through

Guests are the lifeblood of our businesses - it is imperative that we make them feel safe and go above and beyond with warm hospitality to make their experience enjoyable in this new environment.

- All guests must sign a declaration of health with contact details upon arrival
- When checking in for a reservation, if guests are not immediately being brought to their table, take a phone number to call them when their table is ready and ask them to wait outside. Ask them to be considerate of other guests and maintain a social distance of 6 feet at all times.
- The waiting area will be monitored by managers and hosts to make sure social distancing is being practiced. Be kind and hospitable when reminding guests of our policies.
- Before being brought to their table guests will need to sanitize their hands
- Diners will be limited to six people or fewer
- Guests will be notified upon making a reservation and before being seated that we are accepting credit card payments only.
- Hand sanitizer will be available on every table.
- Each table and chair will be fully sanitized between diners
- There will be no self-service coffee stations, condiments stations or utensil stations.
- All guests need to be kindly thanked before leaving.

Deliveries from Vendors

- All deliveries must sign a health declaration before entering the building.
- These declarations will be made easily available at all entrances.

Deliveries from the business

- If taking a delivery order over the phone the guests must be made aware of our delivery policies:
 - No cash tips – ask if they would like to leave one on their credit card.
 - Guests must meet outside and practice no-contact transfers

- Delivery drivers will not use elevators and must be met outside or at the concierge.
- Delivery vehicles must be sanitized before and after each delivery door handles, steering wheel, control panel, gear shift, seat belts, etc.
- Masks must be worn
- Gloves must be worn and changed when there is possible contamination

Guest Issues

- If a guest forgets to practice safety precautions, kindly remind them of the protocols in place. These are new habits and we all need to help each other to stay safe. If the problem persists, please notify a manager.
- If a guest appears unwell, notify a manager so we can check in on the guest.
- We may need to ask guests to leave if their safety or others is compromised.

The policies are mandatory until published otherwise. Failure to uphold these standards may result in disciplinary action. Please sign below to acknowledge your responsibilities in keeping everyone safe while at work.

FIRST & LAST NAME: _____

EMAIL ADDRESS: _____

PHONE NUMBER: _____

SIGNATURE:

DATE:
