

## **The Orchard Grille and Clipper Tavern Operations Reopening Plan 5.24.2020**

### Section 1 - Intro

### Section 2 - Staff Health

- 200 Employee Re-Entry
- 201 Employee Training
- 202 Travel Restrictions
- 203 Family Care
- 204 Sick Time

### Section 3 - Sanitation

- 300 Personal Protective Equipment (PPE)
- 301 Cleaning Procedures
- 302 Public Sanitation Stations

### Section 4 - Social Distancing

- 401 CDC/ Federal Guidelines

### Section 5 - Guest Health

- 500 Guest Health and Safety
- 501 Protocols for Sick Guests

### Section 6 - Operations

- 600 Mail and Deliveries
- 601 Cash Handling

### Section 7 - Repeat of Closure/ Quarantine

- 700 Renewed Declaration

## **Section 1 - Introduction**

The Orchard Grille and The Clipper Tavern have always held a commitment to benefitting our guests, co-workers, and the community through our Standard of Operations. The current Covid-19 contagion is a serious threat to all three of those if not taken seriously. IN consideration of a reopening strategy, we remain committed to the CDC, State of NH, and Local Health District guidelines, as well as recommendations for best practices put forth by the National Restaurant Association.

We have always considered ourselves highly committed to clear protocols and controls to ensure health, safety, and security. We are pleased to make this document public to share with our community.

We have established a committee to craft the reopening plan.

The committee members include:

Jeff Goss, Owner

Sean Sullivan, Owner

Jonathan Adams, Executive Chef

Lindsey Comeau, General Manager

## **Phased Reopening**

The Orchard Grille and Clipper Tavern will abide by specifications of all phases of the reopening plan as they are passed down to us by State and Federal Governments. We will follow all regulations for social distancing, PPE, and minimized seating capacity as specified in each phase. We will also abide by any other regulations as they are updated.

## **Section 2 - Staff Health**

### **200 Employee Re-Entry**

The Orchard Grille and CLipper Tavern staff will be phased throughout the reopening process in such a way that meets State and Federal criteria for social distancing as well as health and safety. All employees/management who are able to work remotely are encouraged to do so.

Supervisors will make individual accommodations for employee health, safety, and family needs when appropriate, while upholding employee HIPPA privacy rights.

Supervisors of employees that require accommodations will provide employees with modified work schedules and responsibilities. Employees are required to maintain essential job duties through all phases as assigned by their supervisor.

Employees will be screened at the onset of each shift by a self screening questionnaire as well as temperature check. Thermometers will be sanitized between each use.

### **201 Employee Training**

All employees will receive and acknowledge receipt of the operations reopening plan and will be trained on sanitations and PPE protocols. Protocols include proper use and disposal of provided PPE (masks and gloves) and the following: hand washing requirements, sanitation procedures of high traffic areas, how to report/handle sick guests, and how to call in sick.

Training will take place during all phases of this plan and will include updated guidelines and additional requirements based upon increased occupancy. Training will occur at each shift during regular "check-in" while maintaining social distancing.

### **202 Travel Restrictions**

Through Phase 2 all non-essential travel will be avoided. If it is not possible to avoid travel, the employee will self quarantine for two weeks after returning home. If an employee chooses to travel for personal reasons, reentry will not be permitted for 14 days upon return. All travel must be reported to management during the phases of reopening.

### **203 Family Care**

Employees may require accommodations in order to take care of family members who remain quarantined. A family member is considered anyone who resides in the employee's house or for whom the employee is the sole caregiver. Supervisors of employees that require accommodations will provide employees with modified work schedules and responsibilities.

Employees are required to maintain essential job duties through all phases as assigned by their supervisor.

#### 204 Sick Time

Employees are prohibited to work within the facilities when sick. Sick leave specifically due to self quarantine requirements due to a Covid 19 diagnosis or doctors orders will be handled in accordance with HIPPA and FMLA Guidelines.

In the event an employee is sick with NON-Covid-19 or suspected Covid-19 symptoms, the employee must remain home for the recommended amount of time.

Each restaurant will maintain a log of all sick calls that include Name, Date, Symptoms, and Symptom onset.

## **Section 3 - Sanitation**

### **300 Personal Protective Equipment (PPE)**

All employees will be required to wear a mask or face covering and gloves while in the restaurants as long as Local and Federal government mandates. The Orchard Grille and Clipper Tavern will provide masks to any employee who does not have access. Disposable masks will be discarded after each shift. Fabric masks will be washed after each shift by the employee. Hand sanitizer and hand washing stations will be readily available in multiple places throughout each facility in order to accommodate handwashing procedures as outlined by Local, State, and Federal Health regulations.

### **301 Cleaning Procedures**

The Orchard Grille and Clipper Tavern will use cleaning products and protocols which meet the established EPA and Local/State/Federal Health Department guidelines and are approved for use against viruses, bacteria, fungus and other airborne and bloodborne pathogens.

The frequency of sanitizing and disinfecting all restaurant public and private spaces will be increased. High touch contact areas which include door handles and glass, furniture, railings, buttons, light switches will be increased.

Shared tools and equipment such as mop handles, buckets, spray bottles, radios, telephones, computer keyboards, printers, payment terminals, will be sanitized before, during, and after a shift or anytime the equipment is transferred to a new employee. Every employee will be responsible for sanitizing their workspace before and after their shift. Shared food and beverage equipment such as coffee makers, appliances, knives, computers, etc will be sanitized regularly.

Between seatings we will clean and sanitize table condiments, check presenters, tabletops, and common touch areas. Single use items will be discarded.

We will discontinue the use of reusable menus until we have reached a later phase.

The Orchard Grille and Clipper Tavern will staff an employee at each location at each shift dedicated to accomplishing these additional cleaning procedures.

Additionally, The Orchard Grille and Clipper Tavern has been working with our chemical suppliers to secure the newest, safest ammonia-based cleaning products to ensure that all cleaning efforts are as effective as possible.

### **302 Public Sanitation Stations**

Beginning in Phase 1, hand sanitizing stations will be in key guest and employee entrances.

## **Section 4 - Social Distancing**

### **400 CDC / Federal Guidelines**

The Orchard Grille and Clipper Tavern will monitor and adhere to the CDC guidelines and the US Federal guideline recommendations for social distancing. These guidelines will be used to determine our progression through the outlined phases of reopening.

We will update our floor plan to ensure at least 6 feet of separation between table tops. We will limit party size at tables to no more than the established “maximums approved” of each phase.

Staff will maintain appropriate distancing when interacting with guests. We will continue to encourage guests to utilize our online reservation system, curbside pickup, and 3rd party delivery functions in order to minimize guests in the building.

The Orchard Grille and CLupper Tavern will adhere to all “reservation required” and capacity guidelines as they change with each phase.

## **Section 5 - Guest Health**

### **500 Gest Health and Safety**

The health and safety of our guests is of the utmost importance. To ensure and maintain health and safety protocols, we will post signage at all entrances informing guests that anyone with a fever, or symptoms of Covid-19, is not permitted within the building. Additionally, we will post signage in all public spaces regarding the current standards for social distancing and correct PPE usage for each phase.

### **501 Protocols for Sick Guests**

If a sick guest is identified, the staff will report the concern directly to a supervisor who will determine the validity of the concern and act accordingly.

## **Section 6 - Operations**

### **600 Mail and Deliveries**

To reduce exposure, employees handling mail and deliveries will be required to wear gloves.

### **601 Cash Handling**

To reduce exposure, employees handling cash and credit card payments will be required to wear gloves. Employees change gloves and wash hands between each transaction as denoted by Local/State/Federal Health Guidelines.

### **602 General**

The Orchard Grille and Clipper Tavern will also reference the “Best Practices” as set forth by the National Restaurant Association when making health and safety decisions. We will also use reference documents from our Local/State/Federal Health agencies throughout each phase. See all attached documents for a copy of these practices.



## **Section 7 - Repeat of Closure/ Quarantine**

### **700 Renewed Declaration**

The Orchard Grille and Clipper Tavern will adhere closely to these recommendations and revert to a level of quarantine as required until further notice.

The State of NH has put measures in place to protect the health and safety of the state workforce and the public. As new guidance continues to come out from the CDC, we will abide by any and all recommendations.

## QUICK REFERENCE NH GUIDELINES - Taken from The National Restaurant Association

### New Hampshire

#### **Dine-In**

Outdoor dining permitted, with restrictions (no indoor)

#### **Employee PPE**

Employees shall wear cloth face coverings over their nose and mouth when at work and around others in settings where social distancing may be difficult

#### **Employee Health Checks**

Employers must develop a process for screening all employees reporting for work for COVID-19 related symptoms as follows:

- o Identify a location and assign a person who will screen each employee every day before they enter the work-place
- o Such plans should be clearly communicated with employees
- o The person performing the screening should wear a cloth face covering/mask
- o The screener should ask the following questions:
  - Have you been in close contact with a confirmed case of COVID-19?
  - Have you had a fever or felt feverish in the last 72 hours?
  - Are you experiencing any respiratory symptoms including a runny nose, sore throat, cough, or shortness of breath?
  - Are you experiencing any new muscle aches or chills?
  - Have you experienced any new change in your sense of taste or smell?
- o Document the temperature of all employees daily before their shift:
  - Employers should take the temperatures of their employees on-site with a nontouch thermometer each day upon the employees arrival at work
  - If this is not possible, temperatures can be taken before arriving as long as it can sufficiently be authenticated by the employee
  - Normal temperature should not exceed 100.0 degrees Fahrenheit
- Employers must handle employee(s) who exhibit COVID-19 symptoms (e.g. Answers "yes" to any of the screening questions or who is found to have a fever) as follows:
  - o Instruct the employee to leave the premises immediately and to seek medical advice

- o Per EEOC and other pertinent guidelines, employers must maintain the confidentiality of employee health information
- o Prevent stigma and discrimination in the workplace
- o Do not make determinations of health risk or health status based on race or country of origin

### **Customer Health Checks**

- Signage must be prominently posted throughout the venue to ask customers if they are experiencing COVID-19 symptoms, including:
    - o Fever
    - o Respiratory symptoms such as sore throat, cough, or shortness of breath
    - o Flu-like symptoms such as muscle aches, chills, and severe fatigue
    - o Changes in a person's sense of taste or smell
    - o If you answered yes to any of these questions, please do not put our employees and other guests at risk and come back another day when you feel better
  - Customers should be asked to bring and wear a cloth face covering when entering and exiting a facility to protect other patrons and employees during the seating and exiting process, or when getting up to use the restroom
  - Cloth face coverings are not required while a customer is seated and dining outdoors
- Sanitation**
- Alcohol-based hand-sanitizer must be made readily available at the reception desk for both customers and employees
  - Place hand sanitizer stations in restaurant lobby reception and bathrooms, as well as at cashier stations
  - Restrooms should be monitored and routinely cleaned and soap dispensers regularly filled
  - Disinfect all front-of-house surfaces including door handles, screens, phones, pens, keyboards and other areas of hand contact every two hours, at a minimum.
  - To the extent possible, use menus that are disposable or sanitized between each use
  - o A disposable ordering system is also advisable when possible to limit guest interaction with wait staff
    - Use of 'self-serve' utensils, plates or napkins, are not allowed
    - o Consider using rolled silverware and eliminating table presets

- o Sanitize all tabletop items, including condiments, after each table turns (or use disposables)
- Disinfect chairs, especially where contact occurs, after each table use

## **Distancing and Occupancy Restrictions**

- Seated indoor dining is not permitted during Phase 1.
- Tables for outdoor seating must be limited to no more than six (6) guests per table
- Table spacing must be maintained so people sitting at adjacent tables are more than 6 feet apart, and to allow employees/servers to stand back 6 feet from a group's table (e.g. when taking an order) and still maintain a minimum of 6 feet from other adjacent tables
- Reservations or call ahead seating is required to promote social distancing and prevent groups of guests waiting for tables
- Establishments may use a text alert system to alert guests of available seating, an intercom system for guests waiting in their vehicles, or only one member of the party being allowed to wait in the waiting area for their table to be ready
- Reservations should be staggered to prevent congregating in waiting areas
  - o Waiting areas should build in social distancing so customers and employees are spaced at least 6 feet apart (either through spacing of seating while waiting, or demarcation's on the floor)

## **Changes to Payment Systems**

- N/A

## **Other Operational Guidelines**

- Bar seating areas must remain closed during Phase 1
- No self-serve buffets or appetizers, condiments on a counter for use by multiple tables, or beverage station re-use
- No catering or large-group functions shall be allowed
- Restroom occupancy should be limited for group restrooms to incorporate social distancing, and waiting lines outside of restrooms should be avoided