



June 3, 2020

SHELTER-IN-PLACE PLUS OPERATING GUIDE

When we went into carryout only mode, we called the plan “Shelter-In-Place.” Phase two is to include limited dine-in services. We are calling this plan “Shelter-In-Place Plus.”

The goals of Shelter-In-Place Plus:

1. Focus on food safety.
2. Implement additional cleaning and sanitizing procedures.
3. Focus on employee health.
4. Control social distancing.

We will not implement this plan until we are confident that health risks are minimal, no matter if Ohio authorities allow us to open.

Currently, Ohio has inadequate testing and no plan for contact tracing. Until this happens, and a subsequent vaccine is discovered, there is risk in interacting in the community. Nevertheless, there are things we can do to greatly reduce negative consequences if we are all vigilant.

That is the purpose of the Guide. It will be updated as we learn more.

FOOD SAFETY

We will continue to be diligent in monitoring our food. This monitoring includes:

- Taking temperatures of food on the line.
- Labeling food with expiration dates and throwing away food that has expired.
- Require mask and gloves for all kitchen personnel when they are handling food.

Additionally, we will strengthen our ServSafe program. Kitchen managers must show that they are currently certified as ServSafe Managers.

Key kitchen employees, including those who work in expo, must get certified as ServSafe Food Handlers. This course can be completed on line for free at this link:

<https://www.servsafe.com/Landing-Pages/Free-Courses>

Front of House employees are required to wear mask and gloves. All employees are required to wash their hands every time after the following events:

- Answering the telephone.
- Handling cash or credit cards.
- Bussing a table.
- Using toilet facilities.

It is adequate to hand wash with gloves on after one of these events, but gloves must be replaced if this is not possible.

DISHWASHER

- Must be at the correct temperature in order to clean and sanitizer properly. High Temperature Dishwashers should have a Wash temp of 160 degrees F and a Rinse temp of 180 degrees F. Establishments should be using their internal max registering thermometer to check the wash temperature.
- Low temperature or chemical dishwashers dispense a sanitizing solution that must be checked using a test strip.

3 COMPARTMENT SINK

- Scrape or rinse away any leftover food on the dishes. In the first bay, scrub all surfaces of the dishes in warm, soapy water. Sanitizing will not kill pathogens if grime is in the way.
- In the second bay, rinse the dishes you previously cleaned in clear warm water. Soap residue can prevent sanitizer from killing germs. Good rinsing makes sanitizing more effective.
- In the third bay, soak rinsed dishes in a chemical sanitizing solution or hot water. Dishes should be completely submerged. If using a chemical sanitizer, read the directions on the container to know how long the dishes must stay in the solution (contact time).
- The final step is to air-dry the dishes. This is especially important, as towel-drying cleaned and sanitized dishes may contaminate them.

FOOD SAFETY

FOOD CONTACT SURFACES

- Must be cleaned with a food approved cleaning solution, such as chlorine or quaternary ammonium mentioned above.
- Sanitizer solutions/buckets should be tested when first mixed and changed at least every four hours. Sanitizing clothes should be stored in the solution in between use.
- It is important to clean and sanitize surfaces in the kitchen frequently such as door handles, sink handles, refrigerator door handles, etc. Dampness can cause remaining viruses on surfaces to survive and multiply. Avoid this by cleaning, disinfecting and drying frequently.

GENERAL

Proper handwashing by all employees

- Correct procedure – wet hands with warm running water, lather with soap and scrub between fingers, on the back of your hands and under nails. Wash for at least 20 seconds. Dry hands using a paper towel.
- Food handlers are required to wash their hands before and after completing a task. All employees are reminded to wash their hands as often as possible, especially after handling menus, money, customer plates, phones, etc.
- All employees are required to wash their hands before leaving the restroom.
- Proper handwashing may only be completed when the hand sink is fully stocked – hot water 100-110 degrees F, soap and paper towel dispensers fully stocked as needed.

Proper glove use

- Glove use is only affective if used properly and if the gloves fit correctly. Hands must be washed before putting gloves on and before changing to a fresh pair. Gloves should be changed as soon as they become soiled or torn, before starting a new or different task, at least every four hours during continual use (or more often as necessary), after handling raw meat, seafood, or poultry and before handling ready-to-eat food. Gloves must be removed properly.

NOTICE

- **FAILURE TO ABIDE BY THE GUIDELINES SET FORTH HEREIN AND GENERALLY NOT CONSIDERING HEALTH AND SAFETY MEASURES WILL BE GROUNDS FOR DISMISSAL. WE'RE NOT PLAYING.**

FRONT OF HOUSE

The following signs are to be placed at the front doors:

- COVID-19 Warning
- COVID-19 Symptoms
- Hours of Operation
- Social Distancing
- Sanitizing Safety Data Sheet
- Social distancing booth posters
- Men's Room
- Women's Room

Hand sanitizer with pump will be available at the following locations:

- Lobby
- Bar
- Men's Room
- Women's Room

CLEANING & SANITIZING

- Kitchen

Before and between seatings, clean and disinfect tabletops, cushions and seats. At bar, sanitize bar top and seats using Ecolab Peroxide Multi-Surface Cleaner 3-1. Allow two minutes contact time before wiping.

Clean and disinfect the following, every half hour, or more frequently if stated elsewhere. For restrooms, record on Restroom Disinfection Log:

- Lobby door handles and pulls
- Toilet room door pulls
- Toilet room counters
- Toilet room faucets
- Toilet room flush valves
- Toilet seats
- Light switches
- Phones
- Touch screens
- Keyboards

Menus: Menus will be able to be accessed by a QR Code available at the table. For those guests who cannot access the menu with their phone, a paper menu will be available. Paper menu must be thrown away after use by guest.

After shift, disinfect surfaces at server stations, bar top and all tables, including cushions and seating.

BACK OF HOUSE

Disinfect all work surfaces prior to each shift. This includes all prep tables and all boards on the line.

Clean and kitchen equipment and utensils after each use.

Sanitize all door handles and pulls in kitchen, including walk-in refrigerator and freezer.

Follow all ServSafe procedures.

Mop and disinfect kitchen floors.

Post and use Kitchen Disinfection Log.

EMPLOYEE HEALTH

STAFF SAFETY

- Guests will be required to wear a mask except at their table.
- We will take temperature of everyone who comes in. You must have your temperature taken before clocking in. Anyone with a temperature of 100.4F or higher will be asked to leave, including guests.
- Per State guidelines, guests must remain at their table once seated (except to use the restroom.) Guests will not be permitted to congregate with guests, other than the ones they came with.
- If you feel ill, call a manager and stay home. Any employee that shows signs of being ill will be sent home.
- Staff is required to wear masks and gloves.
- Staff must hand wash after bussing table.
- Staff must hand wash prior to rolling silverware.
- Staff must hand wash every time after handling cash or credit card.
- Staff may not use their phones while on duty. Use of phone during a break is permitted, but hands must be washed after.
- It is acceptable to wash hands or sanitize with gloves on. If this is not possible, gloves must be changed.

GUEST SAFETY

- Tables, seating and cushions must be disinfected, using Ecolab Peroxide Multi-Surface Cleaner 32-1 prior to each seating.
- Disinfect toilet door handles, flush assemblies and faucets every half hour. Note completion on Disinfection Log, on display to the public.
- Disinfect lobby door handles and pulls after every use of doors.
- Condiments will only be provided on request and will be in single use packets or in a souffle cup. Condiments include salt, pepper, sugar, sugar substitutes, mustard and ketchup.
- We are using contactless menus for both food and beverage menus. We recommend use of the Kaspersky QR Code App, available at Google Play Store or Apple App Store. Download this app so you can see how the contactless menus can be used by guests. You will see it's magical!

For those guests without a phone, or for those who are technically challenged, we will have paper menus available. After guest use, throw the menus away. To minimize use of paper menus, encourage guests to use the contactless menus.

SOCIAL DISTANCING

- A sign advising of social distancing must be posted at the front door and at tables.
- A floor plan showing appropriate social distancing is posted.
- The floor plan shows exit through the patio door. Direct guests to use that door. The floor plan shows a separate carryout pickup area and exit.
- Do not allow congregating in the lobby or at the bar.
- Carryout and delivery orders must be picked up in the lobby window, and not at the bar.

ADDITIONAL MANAGER DUTIES

- Wash hands immediately after clocking in.
- Bar: Check for adequate supply of the following.
 - bar towels
 - bar towels
 - hand sanitizer
 - disinfection spray
 - disposable gloves
- Server Stations: Check for adequate supply of the following.
 - bar towels
 - hand sanitizer
 - disinfection spray
 - disposable gloves
- Host Stand: Check for adequate supply of the following.
 - bar towel
 - hand sanitizer
 - disinfection spray
 - disposable gloves
- Toilet Rooms: Check for adequate supply of the following.
 - paper towels
 - soap
- Check for use of Logs:
 - Employee Temperature Log
 - Toilet Rooms Disinfection Logs
 - Kitchen Disinfection Logs

ADDITIONAL HOST DUTIES

- Wash hands prior to clocking in and put on gloves.
- Wear mask and gloves.
We provide disposable masks and gloves. However, you are permitted to wear your own clean cloth mask. Note that our disposable masks or your cloth mask provide about the same protection. An appropriate cloth mask may appear less threatening to guests. Get creative!

We reserve the right to ask you not to wear a mask we deem to be inappropriate.

- Steps of Service Checklist:
 - Warmly greet guests at the door.
 - Advise guests are expected to wear masks except when they are at their table.
 - Advise guests that you will be taking their temperature as a precaution.

NOTE: If a guest does not have a mask or doesn't allow his temperature to be taken, pleasantly let him know that he can't stay inside and won't be seated.

NOTE: If a guest has a temperature above 100.6F, advise him they can't be seated.

- Advise guests that when done, they should exit out of the patio door, and remind them to wear their mask if they leave the table (like to use the restroom.)
- Get disinfected menus and seat guests.
- After, use disinfectant to disinfect front doors pulls and handles. Allow sanitizer to sit for at ten minutes before wiping.

NOTE: If there are other guests at the door, wait to sanitize until there is no traffic.

- Wash hands, or gloved hands frequently.

ADDITIONAL SERVER DUTIES

- Wash hands prior to clocking in and put on gloves.
- Wear mask and gloves.
We provide disposable masks and gloves. However, you are permitted to wear your own clean cloth mask. Note that our disposable masks or your cloth mask provide about the same protection. An appropriate cloth mask may appear less threatening to guests. Get creative!
We reserve the right to ask you not to wear a mask we deem to be inappropriate.
- Additional Steps of Service checklist:
 - Warmly greet guests.
 - Remind guests that they are expected to wear masks except when they are at their table.
 - Remind guests that they are expected to wear masks except when they are at their table.
 - Remind guests that due to circumstances, seating is limited to 1-1/2 hours.
 - Remind guests that when they are done to use the patio door to exit.
 - Return used menus to container prior to sanitation.
 - No dishes, utensils or glassware are to be left in server stations or on other tables while finishing a transaction. If you cannot buss immediately, leave in buss tub located under the counter at the server station. When returning dishes to dishwasher, buss tub must also go through the dishwasher.
- After guests leave:
 - throw away all paper products and single use condiments.
 - spray down tabletop, cushions and chairs.
 - let sanitizer sit for one minute. Wipe down all surfaces.
- **WASH HANDS, OR GLOVED HANDS FREQUENTLY.** It is mandatory to wash or disinfect hands or gloved hands after the following:
 - Bussing dinnerware, utensils or glassware.
 - Handling cash or credit cards.
 - Returning used menus.

ADDITIONAL BARTENDER DUTIES

- Wash hands prior to clocking in and put on gloves.
- Wear mask and gloves.
We provide disposable masks and gloves. However, you are permitted to wear your own clean cloth mask. Note that our disposable masks or your cloth mask provide about the same protection. An appropriate cloth mask may appear less threatening to guests. Get creative! We reserve the right to ask you not to wear a mask we deem to be inappropriate.
- Additional Steps of Service checklist:
 - Warmly greet guests.
 - Remind guests that they are expected to wear masks except when they are at their table.
 - Remind guests that they are expected to wear masks except when they are at their table.
 - Remind guests that due to circumstances, seating is limited to 1-1/2 hours.
 - Remind guests that when they are done to use the patio door to exit.
 - Return used menus to container prior to sanitation.
 - No dishes, utensils or glassware are to be left at bar while finishing a transaction. If you cannot buss immediately, leave in buss tub located on the floor behind the bar. When returning dishes to dishwasher, buss tub must also go through the dishwasher.
- After guests leave:
 - throw away all paper products and single use condiments.
 - spray down bar top and chairs.
 - let sanitizer sit for one minute, then wipe down surfaces.
 - Change three compartment sink water and chemicals after each service period.
- **WASH HANDS, OR GLOVED HANDS FREQUENTLY.** It is mandatory to wash or sanitize hands or gloved hands after the following:
 - Bussing dinnerware, utensils or glassware.
 - Handling cash or credit cards.
 - Returning used menus.

ADDITIONAL KITCHEN DUTIES

- Wash hands prior to clocking in and put on gloves.
- Wear gloves.
- Mandatory additional disinfection steps:
 - Disinfect all tables and work surfaces prior to each service period.
 - KEEP LIDS ON ALL REFRIGERATED UNITS AND STEAM TABLE WHEN NOT IN USE.
This includes during the service period.
 - Wash and disinfect all work surfaces after service period ends.
 - All food, including sauces, must always be covered.
 - All dishes, utensils, glassware, pots, pans and other items must be run through the dishwasher by the end of the service period.
 - Kitchen door plates, beer walk-in pull, walk-in cooler door pull, office door hardware must be disinfected AT LEAST at the end of the service period. More frequently as possible.
 - Employee toilet room door hardware, faucets, flush valves and toilet seats must be disinfected after each use and at end of service period.
- **WASH HANDS, OR GLOVED HANDS FREQUENTLY.** It is mandatory to wash or sanitize hands or gloved hands after the following:
 - Handling and transporting food from the walk-in.
 - Handling anything in the office or other items not directly associated with preparing food.

REOPENING GUIDELINES ACKNOWLEDGMENT

(Company Copy, to remain with employee file)

I, _____, have received the Smokehouse Brewing Company Reopening Guidelines Policy. I have read and understand the entire policy, including guidelines contained therein, and accept my responsibilities contained therein.

Further, I agree to periodic reopening guidelines training when required by the company.

I understand and accept that failure to follow the guidelines in this Reopening Guidelines Policy may be cause for immediate termination.

PRINTED NAME

TEAM MEMBER SIGNATURE

POSITION OR TITLE

DATE

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