



# Pandemic Condition of Readiness

## Standard Operating Procedure

## I. PCOR 1 SOP

### A. *Employees*

#### 1) Upon Entrance

1. All staff are required to wear a face mask covering the nose and mouth areas of the face. The mask must be worn during entire shift and until the employee leaves the premises.
2. All staff are required to enter through the front door. Where they will be screened individually.
3. A body temperature reading will be required before entering the premises. Log temperature and time taken on chart provided for each individual employee. Employee will be allowed to enter premises if body temperature does not exceed 98.6 degrees Fahrenheit.
4. All staff are required to answer the following question before commencement of shift.
  - a. Wearing mask?
  - b. Wearing Fresh Clean Clothes?
  - c. Do you have any of the following:
    - i. Fever?
    - ii. Shortness of breathe (not severe)?
    - iii. Cough?
    - iv. Chills?
    - v. Repeated shaking with chills?
    - vi. Muscle pain?
    - vii. Headache?
    - viii. Sore throat?
    - ix. New loss of taste or smell?
    - x. Are you ill or caring for someone who is ill?
    - xi. Have a family member at home with COVID19?
    - xii. Have a family member at home waiting for their COVID19 test results?
    - xiii. Did you travel or come into contact with someone who traveled?
    - xiv. Did you visit a heavy populated area?
    - xv. Sanitize cell phone, keys, and bag.
    - xvi. Person conducting screening will then sign bottom of questionnaire.
5. All Staff must sanitize hands, cell phone, car keys (if applicable) and any item(s) brought into the restaurant after screening process is over. No large bags, purses, or hand carries allowed into the restaurant.

6. All Staff will then wash hands thoroughly from elbows to finger tips/nails for approximately thirty second to a minute.
7. All staff may proceed with assigned duties.
8. If staff exits premises, staff must wash hands, sanitize, and take temperature when reentering premises.
9. Individual breaks or social distancing during breaks.
10. If staff call out from work and show symptoms related to COVID19, they must be cleared by a doctor upon working next shift with proper documentation or provide documentation stating negative COVID19 test results.

2) During Shift

1. All staff are required to wear latex gloves during shift (Both front and back of the house).
2. All staff are to automatically turn away all customers not wearing mask (covering nose and mouth) or who fail to adhere to social distancing rule(s) in place from government Executive Order.
  - a. Take Out Customers
    - i. Customers are required to phone in order(s).
    - ii. If customer enters the premises, kindly ask them to scan temperature and sanitize hands.
    - iii. Customers are allotted to either pay at the front door or during drive thru visit.
    - iv. Customers can either pick up orders at the front door, drive thru, or request for curbside pickup.
    - v. Sanitize all instruments after customer use. (eg. Credit/ Debit Card machine, writing instrument(s), table top, etc.)
  - b. Drive Thru Customers
    - i. Customers are required to phone in order(s).
    - ii. Customers pay at the drive thru window.
    - iii. Customers are given their order upon payment.
    - iv. Sanitize all instruments after customer use. (eg. Credit/ Debit Card machine, writing instrument(s), etc.)
3. All staff are to sanitize hands and all instruments used after each customer transaction.
4. Team Member assigned the Runner for the day, will be tasked of performing the sanitize check list every fifteen to thirty minutes.
  - a. Sanitize the following:
    - i. Door Knobs
    - ii. Table(s)
    - iii. Menu
    - iv. Phones

- v. Cash/ Money
- vi. POS, register, and printer
- vii. Credit card machines
- viii. Cashier counter tops
- ix. Drink chiller handles
- x. Cabinet
- xi. Tea station: Brewer, pitcher, and dispenser
- xii. Mop room: sink, broom, and dust handles
- xiii. Restroom: All handles and toilet seat(s)
- xiv. Hand washing sink and soap dispenser
- xv. Both sides of the expo station
- xvi. Kitchen: Table, table rails, and chiller handle(s)
- xvii. Cart(s)
- xviii. Remote control(s)

*B. Deliveries*

- 1) Vendor(s) are required to enter through the back door.
- 2) Vendor(s) must be using a face mask covering nose and mouth.
- 3) Vendor body temperature will be scanned and logged by staff.
- 4) All instruments, surfaces, and everything touched by vendor(s) must be sanitized.

C. At the end of all shifts, everything is to be washed, wiped down, and sanitized. All areas inside the premises will also be sprayed with alcohol mist.

**II. PCOR 2 and PCOR 3 add'l duties**

*A. Dine In (PCOR2/ PCOR3 rules apply)*

- 1) Tables must be 6ft. apart.
- 2) Customers must scan their temperatures, sanitize hands, be wearing a mask covering their nose and mouths, and provide a contact number or email (remind customer that contact number/ email must be provided in case of contact tracing).
- 3) All staff aren't allowed to get too close to customers including while taking order(s).
- 4) Upon seating, staff will present a disposable menu or digital menu on big screen to customer.
- 5) Staff may take down order when customer is ready, repossess menu for disposal if applicable.
- 6) Utensils and condiments are for individual use and must be disposed off after use.
- 7) Drinks are served in cans or in disposable cups.
- 8) Customer(s) may take off mask upon eatng and drinkning, but must put mask back on upon leaving table.

- 9) Customer(s) will have to go through procedures if they leave and reenter the establishment.
- 10) Dispose of all trash once customer(s) leave. Sanitize table and chairs after every use.
- 11) Customer/ staff are not allowed to combine tables unless mandated by current PCOR rules.