



COVID-19 OPERATIONAL PLAN

DATED: 8/3/2020

SOP#: 04-18-006

SUBJECT: COVID-19 OPERATIONAL PLAN; PROA RESTAURANT

Revision Number: _____

Supersedes Revision: _____

	NAME	TITLE	SIGNATURE	DATE
Author	Vince Mendiola	<i>Restaurant Manager</i>		4/9/21
Authorizer	Geoffrey Perez	<i>Proprietor / Executive Chef</i>		2/2/21
Reviewer	Jenny Cabuhat	<i>Administrative Officer</i>		4/9/21

Effective Date:	Immediately
------------------------	-------------

I. PURPOSE:

The purpose of this policy and procedure is to develop an operational plan for Proa’s operation to address public health measures during the COVID-19 recovery. This is Proa’s own unique COVID-19 Operational Plan. The plan includes sections to help address the following key public health measures:

- Physical distancing
- Daily employee health screening
- Cleaning and disinfection of shared areas/surfaces
- Uniform / Protective gear
- Hand washing/sanitizer stations
- Curbside and corporate delivery
- Requirements for self-isolation
- Staying home when sick

II. SCOPE:

This policy applies to all PROA’s businesses, services, and employees (exempt and non-exempt).

III. RESPONSIBILITY:

We are ALL responsible to work with integrity, diligence, and surgeon-like precision to maintain a safe and sanitary environment to stop the spread of the novel Corona Virus, COVID-19 while maintaining business operations.

It is the responsibility of each employee to comply with the requirements of this policy. Managers /Supervisors and HR will be responsible for the enforcement of this policy.



Contact Information		
Business name Proa Restaurant	Address (physical location) 429 Pale San Vitores Rd., Tumon, Guam 96913	
Website www.proaguam.com	Phone 671-646-PROA / 671-648-CAKE	
Contact name(s) Vince Mendiola Geoffrey Perez	Mobile 671-864-7762 671-727-0101	Email vmendiola@proaguam.com gperez@proaguam.com
Physical Distancing		
This measure is intended to prevent the transmission of COVID-19 by ensuring that employees and customers maintain a physical distance of 2 meters (6 feet).		
Measures used to maintain physical distancing	Steps taken to ensure minimal interaction between people	
Between employees (e.g. assigned workstations separated by at least 2 meters)	Two separate systems are located in separate areas for servers to input orders. All employees are to maintain 6 feet distance between each other, even when on break.	
Between customers (e.g. directional signs on the floor to avoid close contact)	Floor markers have been placed inside to support physically distanced wait lines. Customers will be seated at tables and waiting areas that are spaced 6 ft apart. Restaurant capacity is reduced to 50% capacity (based on Govt. Mandate) to support current capacity requirements. Signs are located around the restaurant to remind guests of physical distancing.	
Between employees and customers (e.g. physical distancing between cashier and customer, curbside deliveries)	For dining in- customers a server will collect their payment instead of them going to the cashier. Take-out orders are made via phone or online and food is brought out to the guests' vehicle.	
Avoid Touching Your Eyes, Nose, and Mouth <ul style="list-style-type: none"> Helps prevention of virus transmission after touching a contaminated surface. 		
Exposure Risk – Crowd Management Recommendations <ul style="list-style-type: none"> Keep a 6-foot distance away from guests and employees whenever possible Do not permit symptomatic guests/staff to enter or remain in the building All guests will be required to take a scanned temperature check upon dining-in. All guests will need to fill out a dine-in log (name, contact number, 		



COVID-19 OPERATIONAL PLAN

number of guests) <ul style="list-style-type: none"> • Guests are required to wear face masks to enter the restaurant 	
Daily employee health screening	
<ul style="list-style-type: none"> • All Proa employees will self-evaluate their health daily before coming to the restaurant. If they are experiencing symptoms of COVID-19 or ANY other illness, they are required to stay home, notify their manager, without fear of reprisal. • All employees will self-attest daily to the time clock symptom questionnaire denoting that they are COVID-19 symptom-free. • All employees will utilize the Temperature Scanner upon clocking-in 	
Cleaning and disinfection of shared areas/surfaces	
<p>This measure is intended to prevent the transmission of COVID-19 by ensuring that high traffic surfaces and those frequently touched are correctly disinfected regularly.</p>	
Cleaning product: Ecolab Products	
Cleaning location (e.g. floors)	Frequency (e.g. at closing time)
Janitorial service (floors, countertops, bathrooms)	Every day at the end of every shift (Lunch/Dinner)
Tabletops, chairs, countertops	After each customer use
Foodservice counter	Multiple times per shift (as frequent as possible or every 20 minutes)
Disinfecting product: Kimberly Clarke and sanitization solutions	Frequency (e.g. at closing time)
Tabletops, chairs, door handles	Multiple times during each shift (as frequent as possible or every 20 minutes)
Menus – a QR code was created for customers to view from their phones.	Printed menus are disposed of after each use. For laminated menus, sanitized after every use.
POS Terminal and credit card machines	After every use (as frequent as possible or every 20 minutes)
Expo / Pass, equipment	Multiple times during each shift
Bathroom, sinks, and faucet fixtures	At the end of every shift (as frequent as possible or every 20 minutes)
Food contact surfaces, counters, handles in the kitchen	Multiple times during each shift (as frequent as possible or every 20 minutes)
Guest check book / Cash Tray	After every use
Van door handles, steering wheel, gear changer, and floor	After every use



Uniform and Protective Gear

The sharing of personal protective equipment is strictly prohibited.

- Standard Uniform
- Facemask – Two complimentary PROA cloth facemasks are provided by the company. Facemasks must be worn by all staff at all times.

Gloves are provided by the company must be worn for all purposes and must be regularly changed. Hands must be washed during every glove change process.

Gloves – must be used when:

- Handling raw or uncooked food
- Handling Ready-to-Eat (RTE) food
- Handling To-go beverages, To-go Boxes, bags, utensils, and napkins
- Delivering check/food to curbside guests
- Delivering food to businesses

Gloves Must be changed between tasks listed above

Hand washing/Sanitizer stations

Practicing good hygiene is an essential and effective part of preventing the spread of COVID-19.

Upon entering the premises, all employees will need to sanitize/wash hands thoroughly at the closest sink nearest to their location.

When to Wash Your Hands:

- Before, during, and after preparing any food
- After handling raw meat, poultry, seafood, and eggs
- Before and after eating
- Before and after breaks
- After touching garbage
- After wiping counters or cleaning other surfaces with chemicals
- After coughing, sneezing, or blowing your nose
- Before and after treating a cut or wound
- After using the toilet
- Wash hands every 30 minutes while working

Steps to Wash Your Hands the Right Way

- Wet your hands with clean, running water (warm or cold), turn off the tap.
- Apply soap and 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.



- Rinse your hands well under clean, running water
- Dry your hands using a clean paper towel
- Use a paper towel to turn off the tap.

Proa team will take these measures to protect oneself and others from getting sick:

Hand washing-stations	Location
Employees	Near dish pit Outside Expo line Inside hotline area
Public	There are 2 bathrooms for patrons with 1 sink in each bathroom.
Hand sanitizer stations	Location
Employees	Near P.O.S. system (2 locations) Front Entrance – Host stand Foodservice window
Public	Front Entrance – Host stand Front Entrance – Patisserie side on the wall Wall by the bathrooms

Curbside & Corporate delivery

Servers must always have gloves (and facemask) when bringing a check to guests to collect payment.

Company vehicles are sanitized after each use

Staying home when sick

Employees will have clear communication on requirements for any employee displaying symptoms of COVID-19 to stay home and arrange to get tested.

Sample communication to staff:

- All employees must self-monitor for symptoms and report to their supervisor if they have concerns about possible COVID-19 exposure or possible symptoms
- Any employee developing symptoms of COVID-19 at work must immediately perform hand hygiene, report to their manager, avoid contact with other employees and leave as soon as it is safe to do so. Call medical provider or DPHSS to arrange testing.
- The symptomatic employee will be required to self-isolate until tested for COVID-19 and then follow the guidance of the public health professional.
- If the test results are negative for COVID-19 but the employee remains ill/and or symptomatic, they should remain on sick leave and follow the guidance of the public health professional.

COVID-19 symptoms may appear 2 – 14 days after exposure to the virus. People with these symptoms may have COVID-19:



- Cough;
- Fever and/or chills; or
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestions or runny nose
- Nausea or vomiting
- Diarrhea

Look for emergency warning signs for COVID-19. If someone is showing any of these signs, seek emergency medical care immediately:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Pale, gray, or blue-colored skin, lips, or nail beds, depending on skin tone.

Additional measures

Updates and additional health and safety measures for PROA will be implemented to mitigate the risk of COVID-19 infection.

Before closing/ exiting the Restaurant –staff to do a final disinfecting and sanitizing. If in doubt, wipe it down.

Any high point of contact, electronics that cannot be sprayed will be wiped regularly with disinfecting wipes.

Will have one entrance for entering dine-in and take-out and one exit for exiting to ensure physical distancing requirement is met.

Customers will be packaging their leftovers in single-use containers.

Signature: _____ Date: _____

Attachments:

Posters, signage for restaurants