

COVID 19 OPERATION PROCEDURES
SHIRLEYS HAGATNA BRANCH

ALL OPERATIONAL PROCEDURES STATED WITHIN THIS DOCUMENT
ARE SUBJECT TO CHANGE BASED ON THE LATEST DPHSS GUIDANCE MEMORANDUMS

CURRENT REFERENCE DPHSS GUIDANCE MEMORADUM 2021-04
Updated 04 February 2021

CURRENT SEATING AVAILABILITY: No more than 6 persons per table, with six (6) feet distance between each party.

1. PROMOTION OF BEHAVIORS TO REDUCE SPREAD

- 1.1. Staff stay home when sick, without reprisal
 - 1.1.1. Employees tested positive or showing symptoms are not to report to work
 - 1.1.2. Employees who have been in contact with other positive or showing symptoms will also not work
 - 1.1.3. Signage for customers showing symptoms posted to not allow them into the restaurant if feeling feverish, coughing, shortness of breath, or sore throat.
- 1.2. Hand Hygiene & Respiratory Etiquette
 - 1.2.1. Staff are reminded to wash after each possible contact with customers, equipment, menus and contact surfaces
 - 1.2.2. Employees will use disposable tissues when sneezing, discarding the spent tissue, and washing hands immediately
- 1.3. Face masks for all Staff regardless of duty
 - 1.3.1. Proper use at all times, covering mouth and nose entirely
 - 1.3.2. Guest need wear masks while servers are taking orders
- 1.4. Ample supplies for healthy hygiene
 - 1.4.1. Sanitizers at entrance
 - 1.4.2. Contact tracing sign in for all who enter the restaurant, with;
 - 1.4.2.1. Date and time of visit
 - 1.4.2.2. Name of individual
 - 1.4.2.3. Assigned server and table
 - 1.4.2.4. Number of people; and
 - 1.4.2.5. Phone and/or email
 - 1.4.3. Soap & paper towels at all hand washing areas
- 1.5. BOH (Back of the House) Cooks & Food Prep Cooks
 - 1.5.1. Use of disposable gloves during all operations.
 - 1.5.2. Dispose and change gloves in accordance to ServeSafe protocols
- 1.6. Signs and messages
 - 1.6.1. Posting of signs in entrances and restrooms in highly visible areas
 - 1.6.2. Promoting social distancing, proper hand washing, and wearing of face masks.
 - 1.6.3. Covid-19 symptoms “do not enter sign, if you feel”, must be posted at entrance.

2. MAINTAINING HEALTHY ENVIRONMENTS

- 2.1. Cleaning and disinfecting of frequently touched surfaces (doors, handles, work stations, bathroom stalls) On regular intervals. Every hour. Host stations every 15 mins, and after contact with guests.
- 2.2. Wash, rinse, sanitize food contact surfaces with approved contact sanitizers. Especially in between customer uses from the chair seat up.
- 2.3. Ensure no cleaning or disinfecting residues are left on contact services, which can lead to allergies or cause any one to ingest chemicals
- 2.4. Develop schedule for cleaning
 - 2.4.1. Restrooms 30 mins
 - 2.4.2. Tables and Chairs After Each use
 - 2.4.3. Doors, counters frequently touched, credit pin pad 30 mins
- 2.5. Use of gloves when removing garbage bags, and discarding gloves immediately after use
- 2.6. Shared objects
 - 2.6.1. Limit any sharing of food, tools, and equipment by staff
 - 2.6.2. Avoid sharing items that are reusable such as menus and food containers
 - 2.6.3. Use touchless payment options as much as possible
 - 2.6.4. Avoid use of utensils brought in by customers
 - 2.6.5. Sanitize frequently touched surfaces between uses (menus, check presenters, pens, for credit cards and credit card machines)
- 2.7. Ventilation
 - 2.7.1. Ensure proper circulation is observed at all times
- 2.8. Modified Layout
 - 2.8.1. Chairs and tables 6 feet apart (PCOR2)
 - 2.8.2. Properly spaced access to restrooms
 - 2.8.3. Ask customers to wait in cars for take out orders
 - 2.8.4. Limit seating for social distancing
 - 2.8.5. Lobby and waiting area kept at minimum with parties 6 feet apart at all times.
 - 2.8.6. PCOR 2 Max capacity of 50%, change posting of fire department occupancy
 - 2.8.7. Bar counter service not allowed, chairs will be removed. Table service only. No shared snacks.
- 2.9. Physical Barriers and Guides
 - 2.9.1. Tapes and guides for lines to enter and at the cashier
 - 2.9.2. A physical barrier at the cashier's station (service area) must be in place for customers picking up orders.

3. MODIFIED SERVICE PRACTICES (PCOR 2 or later)

- 3.1. Guest safety
 - 3.1.1. Guest may remove masks while seated and eating, but need to remind them when going to restrooms or outside to have masks on.
 - 3.1.2. Customers while not actively eating or drinking must have their masks on at all times.
 - 3.1.3. Fountain soda cups are one time use only. New cups with each usage.

- 3.1.4. Check temperature of all guests
- 3.1.5. Use of disposable menus
 - 3.1.5.1. When using in house dining menus, they must be cleaned and sanitized prior to use.
- 3.1.6. All orders and payments must be taken by a waitstaff from dine-in customers at their tables. This will avoid pooling at the service counter (cashier's station).

4. MAINTAINING HEALTHY OPERATIONS

- 4.1. Protection for Employees at Higher Risk
 - 4.1.1. Modifying job responsibilities for high risk and employees with medical conditions
- 4.2. Regulatory Awareness
 - 4.2.1. Be aware of local mandates and laws, keeping up to date
- 4.3. Staggered Shifts and Seating
 - 4.3.1. Limit number of employees coming in and leaving at the same time
- 4.4. Gathering
 - 4.4.1. Limit groups to a maximum of 6 per table, no cross-table visits allowed.
 - 4.4.2. Customers are not allowed to pool around tables or stand and talk to other customers within the restaurant, to avoid contact.
- 4.5. Transit
 - 4.5.1. Have employees report to PIC (see PIC) after washing their hands and reporting to work

5. DESIGNATED COVID-19 POINT OF CONTACT (PIC)

- 5.1. PIC is assigned per shift
- 5.2. PIC is aware of all operational guidelines with a full understanding
- 5.3. PIC is responsible to check temperatures, conduct contact & symptoms interview
- 5.4. PIC has full authority to send staff home, and will have access to the back up employee roster
 - 5.4.1. Sick, sent home employees, must communicate with PIC prior to attempting to report to work
- 5.5. PIC will make sure cleaning schedules are enforced and supplies are adequate at all times. (soap, sanitizers, paper towels)
- 5.6. PIC will conduct training and refresher training on a regular basis
- 5.7. PIC will maintain logs of employee status', and report to Public Health any serious issues at any time.