



COVID-19 SAFETY RESPONSE GUIDE

OPERATING SAFELY FOR OUR EMPLOYEES, CLIENTS AND GUESTS

HEALTH AND SAFETY STANDARDS

UPDATED FOR COVID-19

Three Sisters Catering is committed to protecting the health and safety of our employees, clients and guests. We are operating with heightened standards to effectively manage food safety, sanitation and personal hygiene in our daily operations and at offsite events. We have revised aspects of our food service from menu planning and preparation to presentation and service, with the wellbeing of our guests at the forefront of our practices.

We have recently implemented new operating procedures in response to the threat of Covid-19. We are working proactively to protect our team and event guests. As we resume work and prepare ourselves to begin hosting summer events, we want you to know that we are committed to protecting and preserving the health and safety of our employees, clients and guests both at our kitchen (office and warehouse) and at off premise events.

Key employees have elevated their ServSafe certifications to maintain the best practices in defense of Covid-19. Certain menu items have been modified to creatively service our guests in the most food-safe way with the least amount of contact possible. Staffing ratios for future events will require adjustment to ensure we can attend to our guests while also honoring their health and safety.

To meet the growing demand for modified foodservice,

RESPONSIBILITIES:

All individuals are responsible for adopting new practices to prevent the spread of Covid-19, to protect and preserve the health and safety of ourselves and others.

THREE SISTERS CATERING HAS TAKEN THE FOLLOWING STEPS:

- Displayed informative signage on all entry doors to the warehouse and office.
- Implemented new standard operating procedures to ensure the health and safety of our employees, clients and guests. (An updated guide has been included in this packet.)
- Elevated standards for sanitation and cleaning in daily operations and at off-premise events.
- Supplied more Personal Protective Equipment for daily operations and at off premise events.
- Educated all staff on managing Covid-19 and social distancing in the workplace.
- Heightened employee awareness of health and safety protocol with food handling.
- Provided resources to our team for best practices in managing their personal health and safety

WE EXPECT OUR EMPLOYEES TO:

- Stay home if they're not feeling well.
- Be honest about any exposure to someone who has tested positive for Coronavirus.
- Follow all updated health and safety standards while at work.
- Wear gloves and masks while in our facility and at all events, upon arrival and departure..
- Practice a heightened level of personal hygiene to include frequent hand washing, limit touching of face, cough or sneeze into a tissue or arm, limit interaction in large public settings.

WE ASK OUR GUESTS TO:

- Stay home if they're not feeling well.
- Be honest about any exposure to someone who has tested positive for Coronavirus.
- Follow all updated health and safety standards while at work.
- Practice a heightened level of personal hygiene to include frequent hand washing, limit touching of face, cough or sneeze into a tissue or arm, limit interaction in large public settings.

● **UPDATED STANDARD OPERATING PROCEDURES**

THREE SISTERS CATERING RESPONDS TO COVID-19

DAILY OPERATIONS (for Kitchen, Warehouse, Offices, Bathrooms and Tasting Room):

- TSC maintains the grade **100** by The Department of Health and Environmental Control.
- All work days begin and end with a thorough cleaning. This includes the cleaning of all surfaces in the kitchen, office, warehouse, bathrooms and tasting area.
- All surfaces in our warehouse, kitchen, office, bathroom and tasting room are cleaned a minimum of twice daily (morning, between meetings, and at the end of the day) This includes working surfaces, work vehicles, door knobs, sinks, tables, handles, toilets, etc. Cleaning supplies are food safe and antibacterial.
- Cleaning procedures include the disinfection of all shared bathroom surfaces, door knobs, sink handles, etc. All surfaces are to be sanitized daily and after each use. Disinfectant spray has been provided in all bathrooms for additional measures.
- Handwashing stations and dispensers for hand sanitizer will be made available in all areas of the workspace for regular use by staff and guests.
- Back of House staff will continue to wear gloves for any and all handling of food or food service items. This regulation now includes gloves for Front of House staff to handle passing trays, glasses, pans, utensils, napkins, and other related serviceware.
- All staff are reminded to practice safe personal hygiene. This includes frequent handwashing, reduced face touching and covering coughs and sneezes into the crook of their arm.
- Staff are required to frequently clean phone surfaces. (Signs Posted)
- Staff are under advisement to continue safe handwashing techniques, maintain social distancing, wear masks in public, and avoid large crowds. (Signs Posted)
- Staff who are feeling unwell have been advised to stay at home. (health and safety email then onsite questioning with log) **ok to inquire about existing conditions to have heightened awareness of working environment*
- Any staff who may have been exposed to an individual with Covid 19 will be required to self quarantine for fourteen days to monitor for symptoms. Staff are not permitted to return to work unless they have been symptom free after fourteen days in quarantine. Or, after the affected employee has been cleared by a physician and can present a note showing no signs of symptoms after ten days following the infection.

UPDATED STANDARD OPERATING PROCEDURES

THREE SISTERS CATERING RESPONDS TO COVID-19

EVENT OPERATIONS (off site at events):

- Self administered well checks will be emailed to all staff to inquire about temperature, symptoms, and possible exposure to Covid-19 before returning to work. Staff are required to return the completed document electronically. All responses will be saved in a log at TSC for extended safety measures.
- Staff are required to complete and return the self administered well check prior to returning to work at the kitchen, warehouse or onsite at an event.
- **All BOH and FOH team members are required to wear PPE throughout the duration of the event from setup and service to break down.** This includes wearing gloves and masks for passing appetizers and clearing plates, wearing gloves for all food handling in the kitchen, and wearing gloves and masks when working at food stations. Gloves must be changed frequently. Staff are not permitted to have contact with food, equipment or guests without wearing gloves and/or masks.
- Work surfaces and materials must be disinfected upon arrival to the event site and more frequently during service. Hand sanitizer, disinfectant spray and towels will be provided to help maintain clean working areas. This includes the cleaning of rental tables, trays, utensils, etc.
- Additional time is required for safe setup to allow for more extensive cleaning procedures.
- Staff are encouraged to wash hands more frequently during their shift. Staff are instructed to use hand sanitizer and disinfectant sprays frequently. These items will be provided for staff.
- All staff are advised to practice safe personal hygiene from wearing gloves, to not touching their faces, and covering coughs and sneezes in the crook of their arms.
- Staff are instructed to maintain a safe social distance from one and other while working.
- There will be no self serve drink stations provided by TSC at an event.

THREE SISTERS CATERING COVID 19 MENU MODIFICATIONS

The following modifications have been made to reduce contact and ensure the safety of our employees, clients and guests for off premise event food service.

- Passed Appetizers – food items may not be picked up directly by hand from a communal tray. All passed food will be presented on pics, spoons or cups to discourage cross-contamination between guests. Staff will carry larger passing trays to offer more room between the items. Service will be offered in “tandem” with one server passing and one server running behind to clear after guests.
- Displays – all food service will be offered from a chef attended food station, or passed by a trained staff member. Menus for displayed foods will be modified to offer assembled tasting plates that are served from a chef attended station or passed by a staff member. This would include raw bar service.
- Heavy Hors D’Oeuvres Stations – all food stations must be chef attended. There will be no display foods available for self service.
- The client has the option to rent plexi shields or sneeze guard for food stations at their expense.
- Buffet – all buffets will be set single sided. A trained staff member will serve all food for the guests. No self service will be allowed at the buffet. Salad dressing and salt and pepper will be offered in disposable packaging.
- Plated Dinner – plated dinners will remain as a standard style of foodservice. Pre-Set Water and service ware will be pre-rolled in a linen napkin.. There will be no refilling of water glasses tableside by the pitcher. The Client may rent plate covers for additional safety measures if desired.
- Service ware – it is recommended to use disposable serviceware for less contact overall. Utensils will no longer be displayed on stations. Alternatively, roll-ups of silverware in napkins will be available.
- Desserts – may be served as an assembled plate by staff, butler passed to guests or packaged in a box as petite desserts to serve the individual. Chef attended tasting plates are also available in lieu of a dessert display.
- Coffee Stations – if coffee service has been ordered by the client, it will be available on request from the server, the bartender or from a chef attended beverage station
- Beverage Stations - no self serve beverage stations will be permitted.

ACKNOWLEDGEMENT

I have read all information contained in the Safety Packet above. I understand that this Safety Packet and its’ policies are mandatory to ensure the safety of myself, and guests.