



# OUR COVID-19 PLAYBOOK

# INTRODUCTION

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First off, we want to thank all of you for sticking with our Rustic Canyon Family during this time. The COVID-19 pandemic is unlike any crisis we, or our restaurant industry, have faced. Remember, you are not in this alone. Please don't hesitate to reach out to your manager or the Executive Team if there's anything you need or want to share. The only way we can get through this is by supporting each other and being open to fast changes (often at lightning speed).

Things have already drastically changed, and none of us knows when our dining rooms, bars and ice cream parlors will go back to what we previously thought of as "normal." Part of our group's mission is to "create welcoming places for people to come together and gather over delicious, thoughtful food." So how can we still bring that same level of warmth and hospitality to our guests? Whether it's dining in or takeout, we've outlined some ways to create a safe space and hopefully capture that same spirit. Things will continue changing as we adapt to new guidelines rolled out by health and government officials. One thing we know for certain - this family is resilient, passionate and wildly creative. Embrace the pivot! Maybe we should get that written on a t-shirt.

This is also a time for patience and compassion. How you're personally coping and going through your day could be very, very different from what your team, family, friends, and our vendors and customers may be going through. Recognize and accept that. There will absolutely be people who come into our restaurants or pick up food who don't understand our processes, and they'll be upset about it. Remember that this is new for them, and hard for everyone involved! All we can do is be kind, calm, patient, and stick by our guidelines and what we believe is right to preserve the health and safety of our guests and team.

In the past couple of months, this pandemic has brought our group closer together and made us stronger. Every single day, we hear from people about how much they appreciate our restaurants being open, even in a reduced capacity. We are still finding ways to bring people together and create new memories over delicious, thoughtful food. It may look and feel very different, but we'll get through this, because "we're better together." Now that phrase, we do have on a t-shirt. We love you all and thank you!

Josh, Zoe and the Rustic Canyon Family Team

# DAILY REMINDERS

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This is going to be a long road to recovery for not only our restaurants and your well-being, but society as a whole. There will be some good days, and there will undoubtedly be some bad. If you ever feel at a loss, try to remember these things to calm your nerves or bring a little balance to your life.

## **BREATHE**

It sounds simple enough, but if you're having a stressful moment, take 20-30 seconds to just close your eyes and breathe deeply. If you have more time in your day, try forming your own, little meditation practice.

## **NATURE NURTURES**

Take a walk outside, whether it's a long hike (wearing a mask & following city guidelines) or a quick stroll around the block during your break. Getting a little fresh air does wonders to soothe your soul and reinvigorate you.

## **YOU ARE NOT ALONE**

We understand it can sometimes be hard to ask for help and be vulnerable, but you're a part of this family, and we're here for you! Not only do you have the support of your restaurant, but you have the support of this entire group. Most likely, someone in our family is in the same boat or experienced something similar, so we can help you find a solution.

## **YOU ARE VALUABLE, APPRECIATED & LOVED**

We hear from guests every day about how happy they are to still be enjoying food, drinks and treats from our restaurants. That's because of you!  
You are making their day more delicious and special.

## **EVERY DAY IS A NEW DAY**

All you can do is take things day by day. Plans will be tossed out the window, someone may not react kindly to our guidelines, something in your personal life is weighing on you - you name it. Tackle each day as if you're starting anew.  
The only way to move forward is to look forward.

# DAILY REMINDERS

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Here are some more tips on coping with emotional distress:

## **Manage Your Stress**

- Stay informed. Refer to credible sources for updates on the local situation.
- Stay focused on your personal strengths.
- Maintain a routine.
- Make time to relax and rest.

## **Be Informed and Inform Your Family**

- Become familiar with local medical and mental health resources in your community.
- Avoid sharing unconfirmed news about the infectious disease to avoid creating unnecessary fear and panic.
- Give honest age-appropriate information to children and remember to stay calm - children often feel what you feel.

## **Connect with Your Community online or through the phone**

- Keep contact with family and friends through social messaging or through phone calls.
- Join community and/or faith group online chat groups.
- Accept help from family, friends, co-workers and clergy.
- Reach out to neighbors and friends with special needs who may need your help.

## **Reach Out and Help while maintaining necessary social distancing guidelines**

- If you know someone affected by the outbreak, call them to see how they are doing, and remember to keep their confidentiality.
- Consider an act of kindness for those who have been asked to practice social distancing, such as having a meal delivered

## **Be Sensitive**

- Avoid blaming anyone or assuming someone has the disease because of the way they look or where they or their families come from.
- An infectious disease is not connected to any racial or ethnic group; speak up in kindness when you hear false rumors or negative stereotypes that foster racism and xenophobia.

# EMPLOYEE SAFETY

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Now, let's dive into the nitty-gritty. We understand this is A LOT of information and can feel tedious, but it's crucial we all follow and implement these guidelines for everyone's health and safety.

All employees must read & sign the Employee COVID-19 Policy Acknowledgement (See Appendix). Signed copies of the acknowledgement will go in the employee's file.

When coming to work, the employee agrees to:

- Arrive in a clean work uniform.
- Arrive wearing a face mask.
- Conduct a symptom check before entering the workspace.
- Immediately wash hands after entering the building.
- Keep a safe distance from other employees.
- Wear gloves while working, changing gloves any time they might be contaminated.
- Wipe down and sanitize all working areas.
- Communicate with restaurant managers about any safety opportunities.

## **Facilities Sanitization**

Rustic Canyon Family employees follow a checklist of the areas that require frequent sanitizing and develop a corresponding schedule. This checklist includes a schedule of cleaning activities and areas that need sanitizing on an ongoing basis, such as a Point of Sale (PoS) system, phone system, employee counter area, etc.

## **Social Distancing**

Social distancing, also called "physical distancing," means keeping space between yourself and other people outside of your home. Why is everyone being asked to practice this? When someone with COVID-19 coughs or sneezes, the small droplets from their nose or mouth can travel 3-6 feet (sometimes even more!). People can get infected if they breathe in these droplets, or the droplets land on their eyes, nose, or mouth. Although people who are sick with COVID-19 are the most infectious, people may spread the virus a few days before they start to feel unwell. It may be possible that a person can also get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or eyes. The less time that we spend within 6 feet of each other, and the fewer people we interact with, the more likely we are to slow the spread of COVID-19.

# EMPLOYEE SAFETY

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## **To Practice Social or Physical Distancing:**

- Stay at least 6 feet (about 2 arms' length) from other people.
- Do not gather in groups.
- Stay out of crowded places and avoid mass gatherings.
- Stay home as much as possible.
- Do not have visitors over or let your children have playdates.
- Avoid healthcare settings – unless you need essential services.
- Avoid non-essential travel.
- Avoid public transport, if you can.
- Avoid contact with people – instead of shaking hands, come up with other ways to greet people that don't involve any touching or getting closer than 6 feet.

## **Hand Washing**

When cleaning your hands with soap and water, wet your hands first with water that is at least 100 degrees, apply the amount of product recommended by the manufacturer to your hands, and rub your hands together vigorously for at least 20 seconds, covering all surfaces of the hands and fingers. Rinse your hands with water and use disposable towels to dry. Use towel to turn off the faucet.

## **Hand Sanitizer**

When using alcohol-based hand sanitizer:

- Put product on hands and rub hands together.
- Cover all surfaces until hands feel dry.
- This should take around 20 seconds.

## **Glove Use**

After washing your hands put on a clean, dry pair of gloves.

Always remember:

- Gloves are not a substitute for hand hygiene.
- To perform hand hygiene immediately after removing gloves.
- To change gloves and perform hand hygiene during shift, if:
  - gloves become damaged
  - gloves become visibly soiled following a task
  - as a process to prevent cross contamination
- To never wear the same pair of gloves.
- To carefully remove gloves to prevent hand contamination.

# EMPLOYEE SAFETY

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## **Face Coverings FAQ**

A cloth face covering is a material that covers the nose and mouth. It can be secured to the head with ties or straps or simply wrapped around the lower face. It can be made of a variety of materials, such as cotton, silk, or linen. A cloth face covering may be factory-made or sewn by hand or can be improvised from household items such as bandanas, scarves, neck gaiters and homemade face covers made from tightly-woven fabric, like cotton t-shirts or tea towels.

### Why wear a face cover?

Recent information has indicated that covering your nose and mouth can slow the spread of COVID-19 because:

- Individuals can be contagious before the onset of symptoms. You may be contagious and not know it. If you have covered your nose and mouth, it can limit the spread of COVID-19.
- We touch our face less when our face is covered. Touching your face after touching something contaminated with COVID-19 increases your chances of getting sick with it.

### How well do cloth face coverings work to prevent the spread of COVID-19?

There is limited evidence to suggest that the use of cloth face coverings by the public during a pandemic could help reduce disease transmission. Their primary role is to reduce the release of infectious particles into the air when someone speaks, coughs, or sneezes, including someone who has COVID-19 but feels well. Cloth face coverings are not a substitute for physical distancing and washing hands and staying home when ill, but they may be helpful when combined with these primary interventions. If you plan to use a face covering, it is important to keep your nose and mouth covered. Lowering the covering from your nose and mouth while talking defeats the purpose of wearing the face covering since you can spread the virus while you talk.

### Why might I cover my face now, when a face covering was not recommended before?

The face covering was not previously recommended for the general public for protection from getting COVID-19. We are learning that individuals may be contagious and spread COVID-19 without their knowledge, even if they do not have symptoms. This new information suggests that a face cover may protect others from infection. Wearing a face cover may help prevent the spread of droplets that might be infectious.

# EMPLOYEE SAFETY

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## Face Coverings FAQ - Continued

### When should I wear a cloth face covering?

You are asked to wear a cloth face covering over your nose and mouth when you must be in public for essential activities, such as shopping at the grocery store and retail businesses, riding public transportation, or exercising in your neighborhood, on a hiking trail, the beach, etc. Wearing a cloth face covering does not eliminate the need to physically distance yourself from others and to wash your hands frequently.

### Is a face cover required?

Los Angeles residents are now required to wear masks when going outside for any tasks. Everyone is asked to wear a face covering when they are interacting with others who are not members of their household in public and private spaces. Face coverings are an additional tool that individuals should use to help slow the spread of COVID-19, but does not replace other social distancing requirements. Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, or otherwise unable to remove the mask or cloth face covering without assistance should not wear one.

### Do children need to use cloth face coverings as well?

Children under the age of 2 (including infants) should not wear cloth face coverings. Those between the ages of 2-8 should use them, but under adult supervision to ensure that the child can breathe safely and avoid choking or suffocation. Children with breathing problems should not wear a face covering.

### How should I care for a cloth face covering?

It's a good idea to wash your cloth face covering frequently, ideally after each use, or at least daily. Have a bag or bin to store cloth face coverings until they can be laundered with detergent and hot water and dried on a hot cycle. If you must re-wear your cloth face covering before washing, wash your hands immediately after putting it back on and avoid touching your face. Discard cloth face coverings that:

- No longer cover the nose and mouth
- Have stretched out or damaged ties or straps
- Cannot stay on the face
- Have holes or tears in the fabric



# EMPLOYEE SAFETY

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## **Face Coverings In The Workplace**

Below are the latest guidelines from LA's Department of Public for when you need to wear a mask or face covering while working.

- All employees who have contact with the public or other employees during their shift(s) are offered, at no cost, a cloth face covering. It should be worn by the employee at all times during the workday when in contact or likely to come into contact with others. Masks with one-way valves should not be used.
- Employees need not wear a cloth face covering when they are alone. Employees who have been instructed by their medical provider that they should not wear a face covering should wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits.
- Face shields are provided and worn by wait staff and other employees when servicing customers not wearing a cloth face covering to eat and drink. The face shield is to be worn in addition to the cloth face covering. Cloth face coverings protect others from the wearer's droplets; face shields help protect the wearer from other's droplets.
- Dishwashers are provided with equipment to protect their eyes, nose and mouth from contamination due to splash, using a combination of face coverings, protective glasses, and/or face shields. Dishwashers are provided impermeable aprons and required to change frequently. Reusable protective equipment such as face shields and glasses are to be properly disinfected between uses.
- Face shields are to be used, cleaned and disinfected per manufacturer's directions.

# EMPLOYEE SAFETY

**Face Covering/Mask Procedures** - How to put on, use, and remove your mask.

Before putting on a mask,  
**clean hands with alcohol-  
based hand rub or soap  
and water**



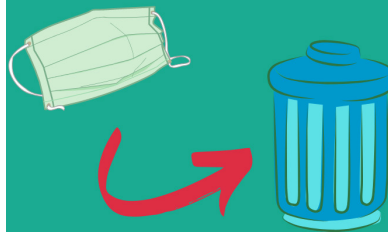
Cover mouth and nose  
with mask and **make sure  
there are no gaps  
between your face and  
the mask**



**Avoid touching the mask  
while using it;**  
if you do, clean your  
hands with alcohol-based  
hand rub or  
soap and water



**Replace the mask with a  
new one as soon as it is  
damp and do not re-use  
single-use masks**



\*If you have a reusable, rewashable mask, it must be washed after each shift. Ensure you wash it with hot (100 degrees or warmer), soapy water and dry with high heat.

**To remove the mask: remove  
it from behind (do not touch  
the front of mask); discard  
immediately in a closed bin;  
clean hands with alcohol-  
based hand rub or soap  
and water**



# APPLICANTS & NEW HIRES

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The application process for any job within the Rustic Canyon Family will require a COVID-19 pre-employment diagnostic test and documentation showing that the applicant is currently negative. The management at Rustic Canyon Family reserves the right to take an applicant's temperature as part of the post-offer/pre-employment medical exam.

The Center of Disease Control and the Department of Public Health has been clear that an individual who has COVID-19 or associated symptoms should not be in the workplace. The Rustic Canyon Family may withdraw a job offer when it needs the applicant to start immediately but the individual has COVID-19 symptoms.

# EMPLOYEE MANAGEMENT

## Current Employees

Rustic Canyon Family reserves the right to conduct daily pre-screening of employees who are coming into work for their scheduled shifts (see Employee Health Screening Questionnaire in Appendix). Symptom checks are conducted before employees enter the workspace. Rustic Canyon Family reserves the right to take an employee's temperature and/or ask the following questions of current employees coming into work:

Are you experiencing any of the following COVID-19 symptoms or combination of symptoms?

- Cough
- Shortness of breath or difficulty breathing

Or at least two of these symptoms?

- Fever
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell

People with COVID-19 have had a wide range of symptoms, so some additional ones could possibly include congestion or runny nose, nausea or vomiting and diarrhea.

Employers may also ask employees:

- Are you currently waiting for COVID-19 test results?
- Have you tested positive for COVID-19?

## Employee Travel

This does not include traveling back and forth to work. If an employee travels for long periods of time and isn't able to social distance, per California's guidelines, due to modes of public transportation (i.e., trains, airplanes, carpooling) or types of accommodations (i.e., hotels, resorts, homes where social distancing hasn't been practiced), we will require them to self-quarantine for 14-days prior to returning to work or take a COVID-19 test. Additionally, the Department of Homeland Security has issued guidance that American citizens, legal permanent residents, and their immediate families who are returning home to the U.S. to travel through one of 15 airports upon arrival to the U.S. from travel to China, Iran, Brazil or certain European countries (latest list [HERE](#)) submit to an enhanced entry screening and self-quarantine for 14 days once they reach their final destination.

# EMPLOYEE MANAGEMENT

## Current Employees' Exposure to Others

Rustic Canyon Family will ask the following questions of current employees coming into the work location regarding their exposure to others who may have COVID-19:

- 1) Have you been practicing proper social distancing? (remaining in your home or participating in outdoor activities without coming closer than 6-feet from others)
- 2) Have you been exposed to anyone currently waiting for COVID-19 test results?
- 3) Have you been exposed to anyone who has tested positive for COVID-19?
- 4) Have you been exposed to anyone with any of the CDC specified symptoms?  
(see previous page)
- 5) Have you or anyone in your household\* traveled outside the state using public transportation?

\*Your household is anyone who currently lives and shares common spaces in your housing unit (such as your house or apartment). This can include family members, as well as roommates or people who are unrelated to you. People who do not currently live in your housing unit, such as college students who are returning home from school for the holidays, should be considered part of different households. In-person gatherings that bring together family members or friends from different households, including college students returning home, pose varying levels of risk.

All managers conducting the screening follows and complies with Personal Protective Equipment (PPE) guidelines such as wearing a mask, gloves, and other devices to ensure their safety. The manager handling the temperature checking must ensure that they follow and enforce safety measures such as social distancing. For example, the "screener" must ensure that employees who are "waiting to be screened" remain at least 6 feet apart before entering the workplace. There should also be considerations made for the proper documenting, handling and managing the medical results of employees to ensure the information is kept confidential.

## Disciplinary Measures

Any employee to fails to follow proper procedure (socially distancing in the workplace, wear and utilize PPE, and failure to disinfect/clean working areas and equipment) will be documented with a written warning. Two written warnings will result in a final warning. Three written corrective actions for violating safety measures for COVID-19 will be seen as 'just cause' for a termination. Any employee who knowingly comes into work with COVID-19 symptoms will be sent home and put on a final warning for putting employee safety at risk. The employee must consult with a doctor and go through proper protocols to be able to return to work safely.

# MEDICAL CONFIDENTIALITY

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## **Confidentiality of Medical Information**

As managers begin to learn about employees' individual medical concerns and conditions, it is important to remember that several laws have very specific confidentiality requirements. FMLA, ADA, and Workers' Compensation laws all contain provisions that protect the confidentiality of an employee's medical information. Managers have the obligation to ensure that all medical information obtained about an employee is private and confidential. Medical information gathered through the FMLA, ADA, disability insurance, workers compensation, or other sick-leave documentation is generally not protected under HIPAA but is confidential.

## **Health Insurance Portability Accountability Act (HIPAA) Requirements**

Rustic Canyon Family prohibits discrimination against any employee who has a medical condition. There are proactive and preventative measures to control the exposure to and transmission of COVID-19 in the workplace. Rustic Canyon Family provides employees with the proper and appropriate protective equipment and workplace rules. Per the CDC recommendation, employees are pre-screened before entering the workplace each day, employees have issued masks, social distance is taken into consideration for restaurant operations, and employees routinely clean and disinfect the workplace and all common areas.

# FAMILIES FIRST & PAID LEAVE

## **Families First Coronavirus Response Act (FFCRA)**

FFCRA requires us to provide our employees with additional paid sick leave and expanded family & medical leave for specified reasons related to COVID-19. These provisions will apply from April 1, 2020 through December 31, 2020.

## **Paid Leave Entitlements**

Up to two weeks (80 hours, or a part-time employee's two-week equivalent) of paid sick leave paid at:

- 100% for qualifying reasons #1-3 below, up to \$511 daily and \$5,110 total;
- 2/3 for qualifying reasons #4 and 6 below, up to \$200 daily and \$2,000 total; and
- Up to 12 weeks of paid sick leave and expanded family and medical leave paid at 2/3 for qualifying reason #5 below for up to \$200 daily and \$12,000 total.

A part-time employee is eligible for leave for the number of hours that the employee is normally scheduled to work. For example, if they work 20 hours per week then they would get 40 hours of sick leave through FFCRA.

***Note: Employees who are on an unpaid leave of absence do not have access to paid benefits (Paid Time Off, Sick Leave, FFCRA).***

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| <ol style="list-style-type: none"><li><b>1.</b> is subject to a Federal, State, or local quarantine or isolation order related to COVID-19;</li><li><b>2.</b> has been advised by a health care provider to self-quarantine related to COVID-19;</li><li><b>3.</b> is experiencing COVID-19 symptoms and is seeking a medical diagnosis;</li><li><b>4.</b> is caring for an individual subject to an order described in (1) or self-quarantine as described in (2);</li></ol> | <ol style="list-style-type: none"><li><b>5.</b> is caring for his or her child whose school or place of care is closed (or child care provider is unavailable) due to COVID-19 related reasons; or</li><li><b>6.</b> is experiencing any other substantially-similar condition specified by the U.S. Department of Health and Human Services.</li></ol> |
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# HOSPITALITY & WARMTH

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During this unprecedented time (as if you haven't heard that phrase enough), it's more important than ever to showcase our well-known warmth and genuine hospitality. Behind a mask, with gloves and 6 feet of distance, this will prove more difficult than ever. There are 2 groups of people we are showing our hospitality to during this challenging time.

The first is internal – our co-workers, managers, chefs and every other essential worker that is coming to work every day in a world that is largely still out of work or staying home. All of our co-workers have been affected in some way or another by what's happening and it's important to remember that everyone is stressed and doing their best to cope.

The second group is external. These are the guests that are still coming to our restaurants trying to support us, feed their families and providing the need to keep us in business. They are also struggling with the same stress, fear of the future and countless other changes, restrictions and pressures that have redefined everyday life.

Listed below are some strategies to address some of the challenges we're facing ahead together. Our business is one of service and hospitality, and although it barely resembles what we're used to, the need is as great, if not greater to be the very best we can be.

## **Leading - with compassion and understanding first**

Beyond even the managers, chefs, executives and owners that help run our daily operations, everyone is a leader during these trying times. Be mindful of the following points:

- It's extremely important to be compassionate when interacting with everyone, from customers to co-workers.
- Err on the side of showing understanding – make yourself available for frequent meetings and interactions whether they be with your manager or other team members.
- Make sure that your communication lands. We're talking through masks during a time when the only thing we can count on is change. Make sure that your communicating changes in multiple ways so that everyone is on the same page.



# HOSPITALITY & WARMTH

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- Become familiar with the unfamiliar. Over time, things gradually change. The recent circumstances have forced sudden and rapid changes in ways that we're not accustomed.
- Pre-shift meetings should inform policy changes, but also be upbeat, positive and as fun as possible. There's plenty of negativity to go around, so we want to energize ourselves and our staffs!

## **Guest Engagement - expressing sincere gratitude and care**

- Be aware of guest concerns for safety.
- In the beginning, over explain the modified service as it relates to safety and social distancing guidelines.
- Reset service expectations with the guest – we're all adjusting to a new way of life, and with it comes challenges.
- Empathize with your guests – always come from a place of compassion and show your willingness to help your guests.
- Speak clearly and directly. The necessary masks, unfortunately, create another obstacle in communicating with guests. When necessary, slow down and make sure there's mutual understanding with guests. Repeat orders back to them when need be.
- Make direct eye contact with guests. Insofar, as it's possible. Do your best to maintain eye contact with guests.
- Smile through your mask, the phone and anywhere that you have guest "contact." People can hear and feel intention. Now, it's a great time to go above and beyond to prove to guests and customers that our service and hospitality is one of the main reasons they should be coming back to us.
- Keep in mind that guest visits to our restaurants might be their only time out of their house for the entire day. Keep all the interactions as positive and upbeat as possible. Create a welcoming atmosphere when possible with upbeat music.
- Do your best to accommodate requests, but if and when guest issues arise that we can't accommodate, emphasize the restrictions and/or required measures we've had to take in the interest of public safety and that of the staff.
- Demonstrate gratitude with guests – it's very important to personally thank every guest for their business and support. They're helping to feed our families with every visit to our restaurants. Let them know how important they are.

# HOSPITALITY & WARMTH

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## Personal Check-Ins

- Even though many days feel the same at this time, it's important to take stock in how you are personally feeling.
- Take periodic moments to "check-in" with yourself. Understand that some days may feel different than others and your own emotions are going to fluctuate.
- Another pretty common conclusion for a lot of us may be simply "This sucks, when will everything get back to normal?"
- Acknowledging the obvious can help you make peace with it.
- When possible, embrace the positives! The air is cleaner, the traffic is lighter and we're still working when a lot of people aren't.

## Be Flexible

Rapid changes in everything from restrictions to government aid and different rules and regulations makes it difficult to keep up. Schedules and policies will undoubtedly continue to change as local, state and federal agencies give more direction to businesses on how to proceed. As a group, we will always do our best to approach issues and problems with the best of intentions, keeping our people and our community in mind first. Please know that everything we do is what we believe to be the best, most-informed decisions moving forward for the continued livelihood of all of our family and our businesses.

- We understand that financial hardships are significantly higher. As we approach the gradual re-opening of our dining rooms, we know that money will be tight for a lot of people. We ask for your patience while an industry rebuilds itself.
- Listen and give constructive feedback. We will be changing lots of things in upcoming, days, weeks and months. As you remain flexible to the changing environment, it's especially important to hear feedback from guests, co-workers, managers and offer it up yourself. We are all in this together!

# HOSPITALITY & WARMTH

## About Our Elevated Safety Standards - As of November 2020

In anticipation of the potential return of indoor dining and the upcoming Cold & Flu season, we are updating and elevating our safety policies and procedures to protect the safety of our guests and team members.

As an extension to what we've been doing internally since the beginning of the pandemic with our team members, we'll now conduct temperature screenings with guests dining on-site.

Additionally, to lessen the risk for all of our patrons and staff, we ask that guests limit their dining experience to roughly an hour and a half to two hours. Each restaurant is welcome to come up with a time limit, based upon their style of service.

We've boiled down the interaction, verbiage and talking points to guests below. Although it's cheesy, we want the guest to feel **"WRAPPED"** in our hospitality:

1. The warmest **Welcome** – smile through your mask, welcome them to or back to the restaurant.

2. **Recognize** – "Great, you already have your mask(s)!" Use their name if you recognize the guest.

3. **Acknowledge** a couple of new safety procedures. "With Cold & Flu season, we are stepping up our safety game and now we're taking temperatures."

\*\*\*If you get pushback, advise that we've done this daily step for every single one of our employees since the beginning of the pandemic and let them know it's for their safety. \*\*\*

4. **Point** the thermometer to take the temperature.

5. **Push** the use of the hand sanitizer at the entrance. "If I can have you grab some sanitizer..."

6. **Engage** the guest on the time limit. "To limit your exposure, we ask that you adhere to our 2-hour time limit...our goal is to be the safest restaurant in the city."

7. **Deliver** the guest to the table. Thank them again for coming and let them know someone will be right with them.

# HOSPITALITY & WARMTH

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## External Messaging

“Your safety is our number one priority! With cold & flu season around the corner, please stop for a temperature check before being seated.”

Where applicable, Resy and OpenTable listings, confirmations and pro-tips should also notify guests of the temperature check and time limit.

The Rustic Canyon Family website’s [COVID-19 landing page](#) and Customer Health & Safety Guide (also linked to via social media) will be updated to reflect these new policies.

Where applicable, individual restaurant websites will remind guests of the temperature check and that respective restaurant’s time limit. Lindsey Hutterer will also regularly share this information via social media.

## Training Plan

To help familiarize employees with our new, customer-facing safety measures, there will be training at each restaurant with active role-playing. We want all of you to feel comfortable relaying this new information and anticipate a variety of scenarios.

We’ve created a series of flash cards, which managers can review with new employees or use as a refresher.

# CUSTOMER SAFETY

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Each restaurant at the Rustic Canyon Family has a checklist of high traffic areas that need to be sanitized. This includes shared items such as doors, handles, menus, surfaces, etc. This also includes regular maintenance and sanitization of the bathrooms.

Rustic Canyon Family follows public health guidelines regarding the use of face coverings for employees, customers, and vendors. The CDC guidance is to wear cloth face coverings in public settings where social distancing measures are difficult to maintain.

Each of the Rustic Canyon Family restaurants have controls in place to maintain social distancing for high-traffic areas:

- Areas of concern include entrances and exits, points of sale, bathrooms, areas where queues may form, etc.
- The floor is marked with spaces that are at least 6 feet apart with placed signage alerting customers of the system in place.
- Hand sanitizer has been provided to sanitize these areas frequently throughout operating hours.

## **Customer Communication**

There is posted Customer Safety signage (see Appendix) alerting customers of:

- Occupancy limitations and procedures that are in place.
- Social distancing expectations and requirements.
- Employee health testing and monitoring procedures.
- Cleaning efforts in high traffic areas.
- Facemasks and social distancing etiquette.
- Changes to foot traffic to reduce over-crowding.
- Prohibition of anyone entering who has experienced any of the COVID-19 symptoms.

## **Customer Service/Dining Areas**

- Seating from other parties is positioned 6 feet apart.
- All servers, bussers and other employees moving items used by customers (dirty cups, plates, napkins, etc.) or handling trash bags use disposable gloves (wash hands before putting gloves on and after removing them) and are provided aprons, which they must change frequently.

# CUSTOMER SAFETY

## Customer Service/Dining Areas - Continued

- No flatware, glassware, dishware, menus, condiments or any other tabletop item is present on table prior to the seating of customers. All of these items must be fully sanitized between seat changes and stored during non-use in a location that prohibits potential contamination.
- Seating areas are cleaned and sanitized after each use. Seating, tables and other items on table must be single-use or cleaned/sanitized between customers.

## Customer Procedures

- Guests should enter the main entrance through doors that are propped open (at the time of their reservation).
- Guests (including children walking in with masks) will now have their temperature checked by our restaurant staff, using an infrared thermometer placed near their forehead. This is the same kind of thermometer used in our daily employee health and safety checks. With the rise in COVID-19 cases, fall/winter's flu season and in preparation for any potential indoor dining, we're taking this extra step to ensure everyone's safety.
- If a guest's temperature is 100.4 or higher (fever level), we unfortunately won't be able to accommodate them or anyone else in their party or on-site dining. Their party could have come into close contact with that guest, so for the safety of our employees and guests, we just can't take the risk.
- Use this opportunity to offer everyone in their party takeout and/or help them secure a new reservation at a future date.
- They should wash hands or use hand sanitizer before entering the restaurant.
- A Host will be positioned at the entrance for check-in and direct guests to the sanitizing station prior to entering or being seated.
- Contact information for each party is collected either at time of reservation booking or on-site to allow for contact tracing. For our restaurants that don't accept reservations, our POS systems (Toast, Square) automatically collect contact information with each transaction.
- People in the same party seated at the same table do not have to be 6 feet apart. All members of the party must be present before seating and hosts must bring entire party to the table at one time. Parties are limited to no more than 6 people.
- Guests should maintain physical distancing and be 6 feet apart from other parties when waiting at host stands, check-out stations, waiting areas, restrooms, valet and any other area where customers congregate.

# CUSTOMER SAFETY

## Customer Procedures - Continued

- Guests arriving with children must ensure that their children stay next to a parent, avoid touching any other person or any item that doesn't belong to them and are wearing face coverings if age permits.
- They must wear a mask/face covering whenever they are not eating and/or drinking. This applies to all adults and to children over the age of 2. Only individuals with chronic respiratory conditions or other medical conditions that make the use of a face covering hazardous are exempted from this requirement.
- If a visitor arrives without a mask, we have disposable ones available to offer to them.
- Guests may remove the mask/face covering while seated at a table and eating and/or drinking. Those who refuse to wear a mask/face covering can be refused service and asked to leave.
- Due to limited capacity at our restaurants and our desire to limit exposure during this pandemic during cold & flu season, we are encouraging guests to limit their visits to about 90 minutes to 2 hours. Each restaurant can develop their own time limit based upon their needs and layout.
- They'll use ordering systems minimizing the use of surfaces, such as menus. All active menus will either be available via QR code to be scanned on a customer's phone, laminated & sanitized between uses, or printed on paper for single-use and disposed of afterwards.
- Refilling beverages at the table from common containers (i.e., pitchers, carafes, decanters, bottles) is not allowed. Customers must refill glasses themselves.
- Takeout containers are filled by guests and are available only upon request.
- Mints, candies and toothpicks are offered are offered with the check or provided only upon request.
- Cashless transactions are encouraged. If reasonable for your restaurant, customers can swipe their own credit/debit cards and card readers are fully sanitized between each guest use.
- While it may be common for guests to socialize after the meal, this practice will be discouraged during the pandemic.

# CUSTOMER SAFETY

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## Policy If Customer Doesn't Follow Safety Guidelines

In this time of heightened sensitivity and restrictions around public safety, you may occasionally interact with guests who refuse or fail to comply to safety standards, regulations and new policies we put in place in the restaurants. Failure to do so reserves our right to refuse service (to anyone). As this can cause tension, please follow these simple guidelines when interacting with guests:

**1. Inform** - The first step in letting a guest know that there's a new policy in place is to simply tell them. These are challenging times for us all and keeping up with the rapid changes can be difficult for people. Always err on the side of the guest and always engage them with warmth and the best intention, for instance:

"I'm so sorry, sir, I can't let you enter the restaurant if you're not wearing a mask."

You may point out posted signage or site local or other governmental agencies. Make sure your message lands, speaking through a mask is another obstacle in communication.

**2. Enforce** – Once you're certain the guest understands the new policy, stand firm. An example would be:

"I'm sorry I can't let you enter, it's against the city mandate and they could shut us down."

**3. Enlist** – If after attempting to enforce a policy, a guest is still refusing to comply with the policy, get help. This may be in terms of a nearby manager or lead or sometimes even a sympathetic associate of the problem guest. It's important to be aware of Social Distancing standards throughout your restaurant. Be vigilant in spacing people out where people may congregate, and direct guests accordingly to pre-existing spacing guidelines throughout.



# DELIVERY DRIVER PROTOCOL

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It is imperative that drivers for third-party delivery platforms (Postmates, UberEats, etc.) follow and respect our safety guidelines.

Pickup instructions have been given to the delivery drivers on all platforms prior to their arrival, notifying them that masks, gloves, social distancing and following the safety guidelines set forth by the restaurants are mandatory. There is no excuse for them to not follow our rules. If drivers refuse to follow the safety rules, you can and should report them to the company for which they are picking up an order.

To report a driver for unsafe or unprofessional behavior, you'll need the following information:

1. Platform for which they're picking up an order (i.e. Postmates, UberEats, etc.)
2. Order Number (this is very important)
3. Driver Name, if possible
4. Details on the incident (did the driver refuse to wear a mask? Not follow social distancing guidelines? Etc.)

If you would like to report a driver, please send the above information to Monica Heffron via email or text and she will report the driver. Most platforms allow us to flag drivers so they cannot fulfill another order at our restaurant again on that platform going forward.

# EMPLOYEE REPORTED COVID-19

If an active employee of the Rustic Canyon Family reports that they tested positive for COVID-19, then the managers will follow the guidelines set by state and local authorities. According to the LA Department of Public Health's current checklist, "if an owner, manager or operator knows of 3 or more cases of COVID-19 within the workplace within a span of 14 days, the employer must report this outbreak to the Department of Public Health at (888) 397-3993 or (213) 240-7821.

Determine which employees may have been exposed to the virus and may need to take additional precautions:

- Inform employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA).
- Follow the Public Health Recommendations for Community-Related Exposure and instruct potentially exposed employees, per the below.

## **I think or know I had COVID-19, and I had symptoms**

You can be with others after:

- At least 10 days since symptoms first appeared and
- At least 24 hours with no fever without fever-reducing medication and
- Symptoms have improved
- Depending on your healthcare provider's advice and availability of testing, you might get tested to see if you still have COVID-19. If you are tested, you can be around others when you have no fever, respiratory symptoms have improved, and you receive two negative test results in a row, at least 24 hours apart.

## **I tested positive for COVID-19 but had no symptoms**

If you continue to have no symptoms, you can be with others after:

- 10 days have passed since test
- Depending on your healthcare provider's advice and availability of testing, you might get tested to see if you still have COVID-19. If you will be tested, you can be around others after you receive two negative test results in a row, at least 24 hours apart.
- If you develop symptoms after testing positive, follow the guidance above for "I think or know I had COVID, and I had symptoms."

## **For Anyone Who Has Been Around a Person with COVID-19**

- It is important to remember that anyone who has close contact with someone with COVID-19 should stay home for 14 days after exposure based on the time it takes to develop illness.

# EMPLOYEE RETURNING TO WORK

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As of July 24, 2020, the CDC and California's COVID-19 Employer Playbook changed some of their symptom-based criteria for employees returning to work, which include the following:

**Symptomatic Positive** - workers with symptoms who are laboratory confirmed to have COVID-19. At least 1 day (24 hours) has passed since last fever, defined as resolution of fever without the use of fever-reducing medications and improvement in symptoms (e.g., cough, shortness of breath); and, at least 10 days have passed since symptoms first appeared.

**Asymptomatic Positive** - workers who never had symptoms and are laboratory confirmed to have COVID-19. A minimum of 10 days has passed since the date of their first positive COVID-19 test. If they develop symptoms, then the criteria for laboratory confirmed cases with symptoms apply.

**Symptomatic Negative** - use the same criteria for return to work as laboratory confirmed cases.

**Asymptomatic Negative** - workers who never had symptoms but were tested due to close contact with a laboratory-confirmed case patient and were negative. Workers should quarantine at home for 14 days after the last known close contact with the case patient. Symptoms can develop even after testing negative within 14 days after exposure. The LA County Department of Public Health may consider allowing earlier return to work only for a worker in a critical infrastructure industry in which the essential operations of the workplace would be compromised by quarantine of the worker and no alternate staff can perform the same role \*(see next page).

**Symptomatic Untested** - workers who had symptoms of COVID-19 but were not tested. Testing is highly recommended. If the worker cannot be tested, use the same criteria for return to work as laboratory confirmed cases.

# EMPLOYEE RETURNING TO WORK

**Asymptomatic Untested** - workers who had close contact to a laboratory-confirmed case patient at work, home, or in the community and do not have symptoms. Workers should be quarantined at home for 14 days after the last known close contact with the case patient. Testing is highly recommended; if testing has not occurred, the local health department may consider allowing an worker who had close contact to a confirmed case to continue to work only in a critical infrastructure industry in which the essential operations of the workplace would be compromised by quarantine of the worker and no alternate staff can perform the same role \*(see below).

OR - workers who refuse or are unable to be tested after close contact with a laboratory- confirmed case, despite recommendation for testing from local health department or healthcare provider, and do not have symptoms. Workers who develop symptoms of COVID-19 while in quarantine should contact their healthcare provider. Even if they are not tested, the same criteria for return to work should be used as laboratory-confirmed cases.

**\*Regarding the following two groups of workers in a critical infrastructure workplace outbreak: (a) asymptomatic workers who tested negative, (b) workers who were close contacts to confirmed cases:**

Where 14-day quarantine would compromise essential operations, the LHD may determine that some workers in these two groups may return to work sooner than 14 days by considering certain criteria specific to the workplace and worker:

- The worker is able to wear a surgical mask throughout the workday, except while eating, and comply with all infection prevention procedures. A cloth face covering may also be used in the event of mask shortage.
- The facility has implemented all best practice infection prevention procedures, as determined by the LHD.
- Pre-screening to assess worker temperature and symptoms prior to starting work has been implemented, ideally before entering the facility.
- Worker is able to self-monitor for temperature and symptoms at home and work.
- Worker is able to maintain a minimum of six feet of distance from other workers in the workplace. Of note, six feet does not prevent all transmission of SARS-CoV-2.
- Physical barriers are in place between fixed worker work locations to supplement distancing.
- Cleaning and disinfection of all areas and shared equipment can be performed routinely in the workplace.

# EMPLOYEE REPORTED COVID-19

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If it has been less than 7 days since the sick employee has been in the restaurant, close off any areas used for prolonged periods of time by the sick person:

- Wait 24 hours before cleaning and disinfecting to minimize potential for other employees being exposed to respiratory droplets. If waiting 24 hours is not feasible, wait as long as possible.
- During this waiting period, open outside doors and windows to increase air circulation in these areas.

If it has been 7 days or more since the sick employee used the restaurant, additional cleaning and disinfection is not necessary. Continue routinely cleaning and disinfecting all high-touch surfaces in the facility. Follow the CDC cleaning and disinfection recommendations:

- Clean dirty surfaces with soap and water before disinfecting them.
- Always wear gloves for the chemicals being used when you are cleaning and disinfecting.
- You may need to wear additional PPE depending on the setting and disinfectant product you are using. For each product you use, consult and follow the manufacturer's instructions for use.

# GUEST REPORTED COVID-19

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## **Guest Reported COVID**

If a guest reports that they tested positive for COVID-19, then the restaurant will coordinate with the Department of Public Health and the Center of Disease Control for steps to be taken.

Determine which guests may have been exposed to the virus and may need to take additional precautions:

- Inform guests of their possible exposure to COVID-19 due to a guest testing positive.
- Follow the Public Health Recommendations for Community-Related Exposure and instruct potentially exposed guests to stay home for 14 days and self-monitor for symptoms.

Determine which employees may have been exposed to the virus and may need to take additional precautions:

- Inform employees of their possible exposure to COVID-19 in the workplace, but maintain confidentiality as required by the Americans with Disabilities Act (ADA).
- Follow the Public Health Recommendations for Community-Related Exposure and instruct potentially exposed employees to stay home for 14 days and self-monitor for symptoms.

If it has been less than 7 days since the sick guest has been in the restaurant:

- Wait 24 hours before cleaning and disinfecting to minimize potential for other people being exposed to respiratory droplets. If waiting 24 hours is not feasible, wait as long as possible.
- During this waiting period, open outside doors and windows to increase air circulation in these areas. Have the cleaning crew do a deep sanitization of the restaurant.

# GUEST REPORTED COVID-19

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If it has been 7 days or more since the sick guest used the restaurant, additional cleaning and disinfection is not necessary. Continue routinely cleaning and disinfecting all high-touch surfaces in the facility. Follow the CDC cleaning and disinfection recommendations:

- Clean dirty surfaces with soap and water before disinfecting them.
- Always wear gloves for the chemicals being used when you are cleaning and disinfecting.
- You may need to wear additional PPE, depending on the setting and disinfectant product you are using. For each product you use, consult and follow the manufacturer's instructions for use.

If a guest tests positive for COVID-19, a generic notice (see signage in Appendix) should be posted in a conspicuous space notifying vendors, visitors, and others (ensuring that no personal identifying information is included) of a positive test at the restaurant.

# MESSAGING FOR COVID-19 CASES

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If an employee or guest tests positive for COVID-19, it is so important that our conversations with guests, social media, e-mails, media response, website, signage and more all align. Guests will be scared or angry, so we need to be calm and show compassion. Transparency, sincerity, timeliness and showing a united front are all absolutely crucial. The Rustic Canyon Family PR & Marketing team (Elise & Lindsey) will guide you through this process, but here's an outline of what to expect.

- There will be a lot of calls and e-mails coming in real time, even when your restaurant is closed. Put together a plan with your team to ensure these messages are responded to in a timely manner. Set up a fresh voice mail greeting or an e-mail auto-response, acknowledging the current situation. Even better if it includes basic next steps or resources for guests to follow, so you have more time to address any direct concerns. Our websites and social media will mirror this to help alleviate the onslaught of messages!
- We work in restaurants and are not qualified to give medical advice. Always direct guest inquiries to the appropriate government website, such as LA County's Department of Public Health restaurant re-opening guidelines (found [HERE](#)) and Los Angeles' Keeping It Safe resource page (found [HERE](#)) for further advice and protocol.
- A notice should be posted in a conspicuous space notifying vendors, visitors, and others (ensuring that no personal identifying information is included) of a positive test at the restaurant. See signage templates in the Appendix.



# APPENDIX

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## **Forms, Resources & Signage**

- Employee COVID-19 Policy Acknowledgement
- Employee Health Screening Questionnaire
- Signage For Customer Safety
- Signage For Employee Testing Positive for COVID-19
- Signage for Guest Testing Positive for COVID-19



## **Employee COVID-19 Policy Acknowledgement**

Prior to work, I agree to the following:

- Abide by and ensure myself and all members of my household, if applicable, abide by Los Angeles' Safer at Home Order, which can be found [HERE](http://www.publichealth.lacounty.gov/media/Coronavirus/docs/HOO/HOO_Order_20200522_Final.pdf).  
([http://www.publichealth.lacounty.gov/media/Coronavirus/docs/HOO/HOO\\_Order\\_20200522\\_Final.pdf](http://www.publichealth.lacounty.gov/media/Coronavirus/docs/HOO/HOO_Order_20200522_Final.pdf))
- I have received and read the Rustic Canyon Family COVID-19 Playbook, which includes our health and safety measures, plus those outlined by the LA County Department of Public Health, which can always be found [HERE](http://www.publichealth.lacounty.gov/media/Coronavirus/docs/protocols/Reopening_Restaurants.pdf).  
([http://www.publichealth.lacounty.gov/media/Coronavirus/docs/protocols/Reopening\\_Restaurants.pdf](http://www.publichealth.lacounty.gov/media/Coronavirus/docs/protocols/Reopening_Restaurants.pdf))
- Disclose to restaurant management if I or anyone in my household is not abiding by LA County's Safer at Home Order. This may render you ineligible to maintain active employment.
- Abide by all new orders local, state, or federal orders or guidelines issue related to COVID-19.
- If you are experiencing COVID-19 symptoms, call your direct manager or the restaurant, per the attendance and punctuality policy in the employee handbook. Do not show up to the restaurant while experiencing symptoms.
- Prior to reporting to your work station, you will be required to complete the daily employee health screening and questionnaire. This includes:
  - Providing daily accurate information to restaurant management about the status of being exposed to someone with COVID-19 and members of your household showing any signs of COVID-19 as outlined by the CDC.
  - Providing honest and accurate information to restaurant management about your health status. If you are experiencing any symptoms, you must interact with your manager and seek advice from a medical consultant.
- Failure to comply with the Rustic Canyon Family COVID-19 Policies and Procedures will result in final corrective action. Any additional COVID-19 related violation will result in termination.

## COVID-19 Symptoms

If you have:

- (a) A Cough,
- (b) Shortness of breath or difficulty breathing

If you have at least two of these symptoms:

- (a) Fever;
- (b) Chills;
- (c) Repeated shaking with chills;
- (d) Muscle pain;
- (e) Headache;
- (f) Sore throat or,
- (g) New loss of taste or smell

People with COVID-19 have had a wide range of symptoms, so some additional ones could possibly include congestion or runny nose, nausea or vomiting and diarrhea.

When coming to work, I agree to:

- Arrive in a clean work uniform.
- Arrive wearing a face mask.
- Immediately wash hands after entering the building.
- Keep a safe distance from other employees.
- Wear gloves while working, changing gloves any time they might be contaminated.
- Wipe down and sanitize all working areas.
- Communicate with restaurant managers about any safety opportunities.

By signing this agreement, I acknowledge that I have read and understand the requirements to ensure continued employee and customer safety. I understand that it is required to share any symptoms that I or anyone in my household may be experiencing. ***If I or anyone in my household are experiencing symptoms, I will seek medical diagnosis and take up to two weeks of paid sick leave off work (see paid leave entitlements of FFCRA).***

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Employee Name

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Date

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Signature



## Employee Health Screening Questionnaire

**Employee Name:**

**Date:**

**Manager:**

Employee Health & Wellness Checklist	Yes	No	N/A	Comments	How long have you experienced the symptoms?
<i>Are you experiencing any of the following symptoms?</i>					
Cough					
Shortness of Breath					
Fever (100.4 or higher)					
Chills					
Repeated Shaking with Chills					
Muscle Pain					
Headache					
Sore Throat					
New Loss of Taste/Smell					
Congestion or Runny Nose					
Nausea or Vomiting					
Diarrhea					
Is there anything else we should know about your health that could be related to COVID-19 symptoms?					

Social Distancing & Employee Exposure	Yes	No	N/A	Comments	Notes
<i>Have you been practicing proper social distancing? (remaining home or doing outdoor activities without coming closer than 6-feet from others)</i>					
<i>Have you been exposed to anyone currently waiting for COVID-19 test results?</i>					
<i>Have you been exposed to anyone who has tested positive for COVID-19?</i>					
<i>Have you or anyone in your household traveled for long periods of time using public transportation (planes, trains, non-city buses)? This doesn't include traveling back and forth to work.</i>					
<i>Have you been exposed to anyone with any of the following symptoms:</i>					
- Cough					
- Shortness of Breath					
<i>Or at least two of the following symptoms?</i>					
- Fever (100.4 or higher)					
- Chills					
- Repeated Shaking with Chills					
- Muscle Pain					
- Headache					
- Sore Throat					
- New Loss of Taste/Smell					
- Congestion or Runny Nose					
- Nausea or Vomiting					
- Diarrhea					



# CUSTOMER SAFETY

Stay home if you are experiencing COVID-19 Symptoms.

If you have:

- (a) A Cough,
- (b) Shortness of breath or difficulty breathing

If you have at least two of these symptoms:

- (a) Fever;
- (b) Chills;
- (c) Repeated shaking with chills;
- (d) Muscle pain;
- (e) Headache;
- (f) Sore throat; or,
- (g) New loss of taste or smell

People with COVID-19 have had a wide range of symptoms, so some additional ones could possibly include congestion or runny nose, nausea or vomiting and diarrhea.

The Los Angeles Department of Public Health requires all people entering our restaurants to be:

- (a) Wearing a mask/face covering whenever you are not eating and/or drinking. This applies to all adults and to children over the age of 2. Only individuals with chronic respiratory conditions or other medical conditions that make the use of a face covering hazardous are exempted from this requirement.
- (b) Wash or sanitize your hands before entering and often.
- (c) Follow social distancing by remain 6 feet away from other parties at all times.

For the safety of our employees and customers, we will not be able to provide service if anyone is not following these safety procedures. Also, while it may be common for all of you to socialize after the meal, this practice will unfortunately be discouraged during the pandemic.

Thank you for helping to keep everyone safe in this challenging time!



## COVID-19 NOTICE

We just confirmed that unfortunately an employee at [INSERT RESTAURANT] has tested positive for COVID-19. We are in touch with local health officials to help identify when the source of the infection occurred and ensure a swift recovery for our employee.

Out of an abundance of caution, we've temporarily closed the restaurant until [INSERT DATE] (or until further notice), so we can thoroughly disinfect and sanitize in accordance with guidelines outlined by the Centers for Disease Control & Prevention, the World Health Organization and local health authorities.

Additionally, we're taking further precautions by notifying all vendors and guests who may have come in contact with our employee, while colleagues who may have been potentially exposed are now in self-isolation for 14 days.

The wellbeing and safety of our beloved employees, guests and the community at large is our number one priority, so we're here to answer any questions or concerns. You can e-mail us at [INSERT E-MAIL ADDRESS].

We'll also be posting updates on our website and social media. Thank you for your continued support and we look forward to re-opening once we've fully determined it's healthy and safe for all.



## COVID-19 NOTICE

The Los Angeles Health Department has just informed us that unfortunately a guest who visited [INSERT RESTAURANT] has tested positive for COVID-19. We care so much about our guests, so we're in touch with this person to ensure they're okay and wish them a swift recovery.

We will temporarily close the restaurant until [INSERT DATE], so we can thoroughly disinfect and sanitize in accordance with guidelines outlined by the Centers for Disease Control & Prevention, the World Health Organization and local health authorities.

We've also contacted all guests we know of who were in the restaurant at the time and may have been exposed, urging them to self-isolate for 14 days. Additionally, no employees are experiencing symptoms, but if anyone exhibits cold or flu-like symptoms, they submit to testing for COVID-19 and isolate.

The wellbeing and safety of our guests, employees and the community at large is our number one priority, so we're here to answer any questions or concerns. You can e-mail us at [INSERT E-MAIL ADDRESS].

We'll also be posting updates on our website and social media. Thank you for your continued support and we look forward to re-opening once we've fully determined it's healthy and safe for all.