

Subject :	<b>STARTING YOUR SHIFT</b>		
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## Purpose

The purpose of this policy is to describe the process of preparing for your shift to ensure that all safety protocols and standards will be adhered to.

## Policy

1. Self Health Assessment:
  - a. Before leaving for any shift, all employees must conduct a Self Health Assessment and contact their supervisor to confirm they have no apparent symptoms. Employees are encouraged to use the [CDC COVID-19 Self Checker](#) and take their temperature (using a company-provided thermometer) to ensure a temperature below 100.4°F (38°C).
  - b. The symptoms related to COVID-19 are:
    - i. Dry cough
    - ii. Shortness of breath
    - iii. Fever
    - iv. Shaking with chills
    - v. Headache
    - vi. New loss of sense of taste or smell
    - vii. Diarrhea
    - viii. Muscle pain
    - ix. Sore throat
    - x. Vomiting
2. Best Practices for Commuting to Work
  - a. Public Transportation
    - i. Wear face covering and disposable gloves while on public transportation.
    - ii. Avoid contact with high touch surfaces and do not touch your face, mouth, nose, or eyes.
    - iii. Observe social distancing best practices while in transit.
      1. Do not place personal belongings on seats, train floors, or platforms.
  - b. Driving
    - i. Disinfect high touch surfaces on your vehicle such as:
      1. Door/compartments handles
      2. Steering wheel

3. Gear shifts
  4. Touch screens
  5. Controls
  6. Keys
  7. Cell phone and other devices
3. Arriving at Work
    - a. Management should designate an Initial Point of Entry (IPOE) for all employees to check in for their shift.
    - b. A Manager/Safety Manager is responsible for checking in each employee one at a time to ensure thorough health screening and to limit the congestion at IPOE, enforcing social distancing.
    - c. Examples of appropriate IPOEs include:
      - i. Designated employee entrance
      - ii. Off-site employee locker room or changing room
    - d. All POEs will need to have a [Disinfecting Foot Wash Mat](#).
      - i. Delivery back door/ hatch
      - ii. Offsite locker room
      - iii. Entrance(s) to restaurant
      - iv. Offsite storage areas
  4. The following lists the contents of the Personal Safety Equipment Packs provided to each employee:
    - i. Disposable Gloves (nitrile or latex, dependent on local guidelines)
    - ii. FDA-approved face coverings
    - iii. Hair net (hats not to be worn) & Beard net
    - iv. Disposable Kitchen Shirts, Pants, Coveralls
    - v. Face Shield (job specific)
    - vi. Chef jacket, kitchen pants, apron (BOH, laundered)
      1. Determine sizes for each staff member
      2. Put together by Safety Manager in a sanitary bag
    - vii. Company uniform (shirt/t-shirt), black pants (FOH, laundered)
    - viii. 2 x bags
      1. 1 x for storing issued face covering and uniform
      2. 1 x for staff to store shoes in
  5. Establish a safety equipment changing area.
    - a. The path from the employee IPOE to the designated safety equipment changing area should be as direct and short as possible.
    - b. Examples of appropriate changing areas include:
      - i. Existing employee locker room
      - ii. Closest restroom to employee POE
  6. Locker Room Usage Guidelines
    - a. Locker rooms to be kept neat and tidy at all times.
      - i. There should be no personal belongings on the floor.

- b. Lockers to be emptied and disinfected at the end of shift.
  - i. Personal belongings, clothing, etc. to be brought home
  - ii. All high-touch points to be disinfected by the SM
    - 1. Doors, knobs, handles, light switches
    - 2. Keycode punch-in platform
    - 3. Benches, chairs, tables
    - 4. Bathroom facility
- c. Personal Belongings
  - i. Cell Phone Usage
    - 1. Personal cell phone usage by hourly employees is prohibited during service or on the kitchen line.
    - 2. Employees may retrieve their cell phones during breaks and are required to wash their hands after cell phone use.
    - 3. Managers are allowed to keep their cell phones on their person throughout the day.
      - a. Managers should limit personal cell phone usage.
    - 4. All employees must thoroughly wash their hands before and after using their cell phones and should follow CDC guidelines for disinfecting [personal electronics](#).
  - ii. Store the rest of your personal belongings in the bag previously used to fit your issued safety equipment and uniform.
    - 1. Reduce the amount of personal belongings brought to work.
    - 2. Bring only true essential tools (Refer to [Kitchen Tools SOP](#)).
- d. Stagger employee in times to reduce contact and proximity as much as possible.
- e. Do not use the locker room when another staff member is in it.
- f. Any employee-owned safety equipment (reusable face masks for commuting) should be kept stored away with their personal bags. If using employee-owned reusable safety equipment, make sure to store them in a clean sealable bag.
- g. The SM will issue each employee his/her daily uniform and a set of gloves as part of the Personal Safety Equipment Package to be used at work.

**Equipment/Tools Needed:**

*Consider new equipment/changes to the physical space that may need to be procured.*

- C-Folds/Single-Use Paper Towels
- Garbage Can
- No-contact Sanitizer dispenser
- Spray bottle for Disinfectant
- Disinfectant wipes

## Procedure:

1. Conducting a Self Health Assessment
  - Take your temperature using a working thermometer (company-provided) to ensure that temperature is lower than 100.4°F.
    - i. Before leaving for work, contact your supervisor to confirm you have no apparent symptoms.
    - ii. Employees showing any symptoms should not come to work.
    - iii. Once receiving approval from your supervisor, you may travel to work.
  - Utilize the [CDC COVID-19 Self Checker](#) for any additional help.
2. Employee Check-In
  - Commute to work using the transportation best practices provided above.
  - Employees must arrive on site wearing appropriate safety equipment (gloves and face mask).
  - Wait for the Manager on Duty/Safety Manager at the designated Initial Point of Entry (IPOE) for the check-in process.
  - Safety Manager will take employee's temperature with a no-contact thermometer to ensure that the employee does not have a fever.
    - i. See [Temperature Taking SOP](#)
  - Safety Manager should observe the employee for any visible COVID-19 symptoms and ask any follow up questions as permissible. If the employee shows any symptoms of COVID-19, the manager must fill out the [Self Health Screening Form](#) and send the employee home.
  - Once screening is passed, employees should dispose of gloves and wash their hands, sanitizing hands with provided alcohol based hand sanitizer afterwards.
  - Put on a new pair of gloves issued by SM with Personal Safety Equipment Packs.
  - Safety Manager will escort the employee to the locker room to change into his/her uniform with the appropriate safety equipment. All incoming employees must wait at the IPOE for the Safety Manager to check them in.
3. Putting on Safety Equipment
  - Always wash your hands and/or switch out gloves after putting on safety equipment.
  - Face Mask or Covering
    - i. Wash your hands before putting on a mask.
    - ii. Hold the face mask only by the strings/straps/loops.
    - iii. Make sure that the wired side is up (wire to bend to shape of your nose) and the white side of the mask faces in (touches your face).

1. Remove and replace the mask when it becomes damp/moist.
  - iv. Do not reuse after the mask has been removed.
  - v. The mask must fully cover your nose and mouth when worn properly.
  - vi. Make sure the mask fits properly to avoid touching it during the shift.
- Gloves
    - i. Thoroughly wash hands according to the Handwashing SOP.
    - ii. Put on gloves after hands are washed and dried.
    - iii. Remove and replace gloves when torn or ripped.
    - iv. Change gloves between use of different tasks
    - v. Always wash your hands between changes.
    - vi. Review detailed [Glove Usage SOP](#).
  - Disposable Garb (shirt & pants, full overalls)
    - i. Ensure you are wearing clean garments and pants underneath.
      1. Make sure clothing underneath is securely fitted, wearing a belt if needed, to avoid touching your clothing once dressed (ex: sagging pants).
    - ii. Put on with clean gloves.
  - Hair and Beard Net
    - i. Ensure hair is neat and clean, securely pulled away from your face.
    - ii. Ensure all hair is tucked under the hair net.
    - iii. If possible, keep facial hair shorter than ¼"
      1. Any facial hair longer will require wearing a beard net.
    - iv. Do not touch, scratch, pat or poke at hair or hair nets once on.
  - Goggles and/or Face Shields
    - i. Similar to face masks, only touch the straps when putting on/taking off.
    - ii. The goggles and face shield should fully protect the eye area.
    - iii. Goggles should be worn over prescription glasses if needed.
    - iv. Goggles to be issued to employees working certain positions:
      1. Dishwashers/Porters working in the Dish Area (to prevent splash/spray back)
      2. Positions with increased guest interaction and where guests are not wearing safety equipment:
        - a. Hosts
        - b. Servers & Bartenders
        - c. Liaisons for delivery/takeout orders
        - d. Receivers

#### 4. Locker Room Etiquette

- Employees should enter the locker room with issued gloves and ensure that there are no other employees in the locker room before entering.
  - Employees should already have their assigned uniform and apron as part of their Personal Safety Equipment Package before entering the locker room.
  - Reduce the amount of contact and time spent in the locker room.
  - Observe personal hygiene rules and standards.
  - If your locker room has an ensuite bathroom, follow the steps in the [Handwashing SOP](#) after use. Discard gloves prior to bathroom use.
  - Ensure personal belongings and bags are maintained as clean as possible. Only bring essential items.
  - Only use lockers assigned to you and not others.
  - You are in charge of the cleanliness and sanitation of your own locker.
  - Use the provided bag to store your personal footwear and store in your locker, along with the rest of your belongings.
  - Approach SM for “Wet Weather Protocol” for wet belongings (ex: umbrellas).
  - Discard gloves upon exiting the locker room.
5. Opening Sidework
- FOH
    - i. Bar Team
      1. Make sure you have a sharpie, pens, wine key, and notepad.
      2. Confirm you have a personal box of appropriately sized gloves at your station.
      3. Turn on dishwasher (if applicable)
        - a. Run to make sure it is at temperature (135°F and above for wash cycle; final rinse to be 180°F or above if high-temperature; test sanitizer concentration if low-temp and confirm that sanitizer is either 50 – 100ppm of sodium hypochlorite (yellow sanitizer) or 200ppm of quaternary ammonium (pink sanitizer)).]
        - b. Ensure wash, rinse, and sanitize cycles are in line and log down the temperatures at the beginning, middle, and end of each shift.
      4. Check all POS materials are stocked by the POS. Thermal paper, non thermal paper, pens, single use menus (clean and unwrinkled), stapler, staples.
      5. Locate backup thermal / non thermal paper.
      6. Check all liquor pars in wells, fridges and storage areas. Create a pull list and stock the bar entirely before service.

7. Pull all covers from the rail bottles and place them into the designated deli and store.
  8. Speed pourers and pour spouts should be eliminated wherever possible.
    - a. Pour spouts should not be used for liquor bottles.
    - b. Any liquids or juices still using pour spouts must be kept in a closed fridge and disinfected before use.
  9. Set up service well with bar tools and garnish trays.
  10. Set out service bar mats, ticket stabber, wrapped straws, and tweezer tongs.
  11. Prepare staff meal drink and record product usage (barback or bartender).
- ii. Busser Team
    1. Examine tape designating traffic patterns and restricted areas -- replace as necessary so that everything is clearly marked
    2. Disinfect all tables and chairs after family meal.
    3. Stock all handwashing stations with soap, c-folds and sanitizer.
    4. Check restrooms for cleanliness and ensure appropriate stock of soap, c-folds and sanitizer.
    5. Make sure trash bins and lined with fresh bags and accessible.
  - iii. Runner Team
    1. Gather supplies to assist with plating and serving family meal.
    2. Set up tray stations at bar and kitchen pass for running food and drinks for service with sanitizing supplies nearby.
    3. Stock plate wipes with trash receptacle nearby for used wipes.
  - iv. Host Team
    1. Stock single-use menus in designated clean receptacle.
    2. Set up receptacles for completed forms to be disinfected and collected.
    3. Set up reservations and check in systems.
    4. Check all guest facing signage in restaurant and on front doors -- replace as needed.
    5. Review reservations and pre-plot seating to minimize contact between guests while seating.
    6. Make sure the sanitization station is stocked with back up safety equipment and sanitization supplies.
  - v. Server Team

1. Stock universal packs. Set par at x4 the expected daily covers. Ensure that there are enough utensils disinfected and prepared for service.
  2. Set up water service with disposable cups, lids, and straws.
  3. Stock beverage coolers and wine stations following sanitations procedures outlined above.
  4. Stock only your assigned server station, as designated by MOD and written on floor plans.
    - a. Gloves
    - b. Pens
    - c. Cash Drawer (guests should be encouraged to use contactless payment methods to reduce cash handling where possible)
    - d. Wine Key
    - e. Sani Wipes
    - f. C-Folds
    - g. Trash Can & Recycling Bin
    - h. To-Go Packaging
    - i. Safety Info Cards
    - j. Single-Use Check Presenter Cards with paper clips.
    - k. Back up POS Paper
    - l. Stapler and staples
- vi. Sanitization Stations
1. These stations are in addition to the POS stations. They are to be used in any area of the dining room that is not close to a hand sink. Set up these stations for quick access to:
    - a. C-Folds
    - b. Quat Sanitizer spray bottle
    - c. Disinfectant spray bottle
    - d. Gloves
    - e. Sanitizer wipes
    - f. Trash Can
- o BOH
- i. Kits with towels should be collected ahead of time by MOD and placed at each station prior to staff arrival.
  - ii. MOD and Kitchen Runner will place all prep lists, recipes and necessary mise at each station prior to employees entering their stations
  - iii. Any items that are needed should be made known to the MOD or Kitchen Runner before service starts.

**Supporting Materials (Logs, Signage, Training & Locations, etc)**



- [Handwashing Signage](#)
- Wearing Safety Equipment Signage
- [Employee Temperature Log](#)

**Accountability (how the SOP will be enforced/managed)**

- Enforced by the Manager on Duty and Safety Manager.
- Disciplinary action report to be filed if protocol is not followed.
- Employees must sign off to confirm that they have received the necessary safety training.

**Sources:**

- [OSHA.gov](#)
- [Prepare your Small Business and Employees for the Effects of COVID-19](#)
- [Retail Food Protection: Employee Health and Personal Hygiene Handbook](#)
- [CDC If You Are Sick](#)
- [CDC - Wearing PPE](#)
- [Safer LA: Toolkits for Businesses | COVID-19: Keeping Los Angeles Safe](#)
- [CDC - Cleaning Surfaces](#)