

Chivo/Stock and Barrel Planned Operational COVID -19 Response

In light of the joint announcement for the re-phasing of businesses in Knox County and the City of Knoxville, we are going to be adopting the following policies and procedures for Phase 1 of re-opening. We have worked over the last couple of weeks in developing this plan using advice of medical professionals and the latest guidance. Our plan is a direct reflection of the Five Core Actions proposed, with several enhanced policies we have decided to incorporate. As new information comes to light, we will make informed, pertinent changes to this based on data. We will be doing everything possible to operate within the guidelines to protect the health, safety, and well-being of our staff and guests.

1. Physical Distancing – *(50% Capacity, 6 Feet Rule, 6 Person Party Maximum, No Bar Service, Limited Hours, Staggered Shifts, Curbside/To-Go Procedures, Expanded Patio)*

I. 50% Capacity

- a. Managers will assist hosts in monitoring front door and keep head count to ensure 50% capacity with consideration of staff size.
- b. Outside host will remain outside w/handheld terminal to ensure all to-go business/curbside traffic remains exterior to the building.
- c. Once at 50% capacity, Host/Manager will track waitlist of parties exterior to the building. Customers will not be allowed to see interior host during this peak volume.
- d. Bathrooms will only be available for guests that are dine-in with consideration of capacity rule.

II. 6 Feet Rule

- a. Tape will be used as visual guide to assist in customer/employee perspective.
- b. Tables will be clearly marked to ensure compliance with this rule and reflected on the table chart.
- c. Markers will be readily available to monitor compliance.

III. Party Maximum of 6 Feet

- a. Tables will be such that they are marked to ensure compliance.
- b. Customers will be notified of this rule and will make necessary adjustments.

- c. Managers are working with hosting staff during every shift to ensure compliance.

IV. No Bar Service

- a. The bar will not be open but drinks will be available for table guests.
- b. Management will monitor compliance and ensure there is no congregation or standing.

V. Limited Hours

- a. We will open 1 hour later/1 hour earlier every day to ensure extra cleaning/disinfecting policies are followed.
- b. We will stagger shifts to reduce the number of employees arriving or leaving at any given time.

VI. Curbside/To-Go Procedures

- a. Online ordering will be greatly emphasized. This helps us to reduce number of physical payments that will be transacted at the store level.
- b. Any call-in order will be taken by management/host. The customer will be advised that the order can be picked up outside where we will use hand-held terminals to transact. These customers will not be permitted to enter the building.
- c. There will be a designated area for curbside pick-up.
- d. We are using a high degree of segregation of duties with regards to payment processing and food handling.

VII. Expanded Patio

- a. We are temporarily increasing the area of our patio to allow for proper distancing between tables.

VIII. Employee Instruction

- a. There will be no congregation allowed in common areas. We are reducing staff numbers greatly to help mitigate this.
- b. Employees will be trained in helping to ensure guests are also avoiding congregation.

2. Cloth Face Coverings (*Ample Masks, Proper Training/Usage, Monitoring*)

I. Ample Masks

- a. We have been working over the last couple of weeks to procure an abundance of masks to ensure we do not run out.
- b. Masks will be provided for all employees.

II. Proper Training

- a. All staff will review CDC guidance on proper mask usage.
- b. Employees will be tested on various scenarios where they would need to change the mask to serve as effective PPE.

III. Monitoring

- a. Management will ensure that proper usage is being followed.
- b. Management will require masks be changed if necessary, i.e. it becomes wet.
- c. Management will ensure that employees wash masks after every shift with hot water and detergent.

3. Proper Handwashing (*Instruction to Staff, Enhanced Circumstances for Washing, Hand Sanitizer Availability, Enhanced Monitoring*)

I. Instruction to Staff

- a. Staff will review our current hand-washing procedures that are in compliance with FDA Food Code.
- b. Staff will be instructed on enhanced sanitation/hygiene procedures that we personally developed with medical professionals. See ***Sanitation/Hygiene Response for COVID-19*** memo linked on our website for details.
- c. Extensive conversations and re-enforcement of the importance of hand-washing/sanitizing will be done on a daily basis to increase awareness.

II. Enhanced Circumstances

- a. In addition to the normal hand-washing procedures, we have implemented a more rigorous standard which can be found in our updated *Sanitation/Hygiene Response for COVID - 19*.

III. Hand-Sanitizer Availability

- a. Approved Hand-Sanitizer stations will be available throughout restaurant for both patrons and staff.

IV. Enhanced Monitoring

- a. Management has been briefed on proper technique and when hand-washing should occur to help ensure total compliance.

4. Cleaning Surfaces (*Approved Food Safe Sanitizer, Enhanced Procedures*)

I. Approved Food-Safe Sanitizer

- a. We will still be using standard FDA code sanitizer for the regular wiping down of food contact surfaces (i.e. table tops).
- b. We will also bolster our normal sanitation procedures with isopropyl alcohol; which the FDA allows to contact food surfaces as a sanitizer.
- c. The EPA and CDC have listed isopropyl alcohol > 60% as effective in killing COVID-19.
- d. Alcohol will be used to sanitize any potential food contact surface and other items that bleach isn't feasible to use, i.e., server pens, books, payment terminals, phones, etc.
- e. This is fully outlined in our *Sanitation/Hygiene Response for COVID-19* memo and can be found on our website.

II. Enhanced Procedures

- a. Bathrooms will be cleaned with bleach or bleach based products on an hourly basis. A log will be used to ensure compliance.

- b. High-Touch areas will be disinfected on an hourly basis, i.e., door knobs, table tops, terminals, the expo area, kitchen utensils, etc. in addition to regular restaurant sanitation as needed.
- c. Our enhanced cleaning procedures can be found in the ***Sanitation/Hygiene Response for COVID – 19*** memo.

5. Stay Home if Sick (*Employee Health Policy, Daily Certification Log, Thermometer Availability, Recommending Testing*)

I. Employee Health Policy

- a. Employee Health Policy has been updated to not only include traditional FDA required symptoms for working in food service, but also COVID-19 symptoms
- b. All Employees must sign that they will not return to work in light of quarantine guidance. It should be noted that the traditional 24 hour asymptomatic guidance for other symptoms will also be supplanted by new rules.

II. Daily Certification Log

- a. All employees working will sign a daily attestation stating:
 - i. They have not had any symptoms associated with COVID-19.
 - ii. They have not been in contact with anyone known to be diagnosed with COVID-19.
 - iii. They have not been diagnosed with an approved test for COVID-19.
 - iv. They have not travelled to a COVID-19 “hot spot” in the last two weeks. This is defined as any area with more than 100 active cases.

III. Thermometer Availability

- a. We will have no-touch thermometers on site for any employee who does not have access to one at home.
- b. Employees are encouraged to constantly monitor their temperatures

IV. Recommending Testing

- a. All owners and managers have been tested.
- b. Staff is highly encouraged to seek out testing.
- c. Any positive diagnosis will result in the employee not being allowed to return to work until the appropriate recommended quarantine by the Health Department has been completed.

6. Additional Policies for Chivo and Stock and Barrel (*Increased Glove Usage, Open Door Policy, Disposable/Limited Menus, Disposable Plate Liners, Silverware, 100% plastic cup usage, Banned Cell-Phone Usage, No Shared Condiments, Increased Signage, Encouragement of Responsible Patron Behavior*)

I. Increased Glove Usage

- a. With our increased hand-sanitation and washing policies, we have opted to not require constant glove usage by all staff. Gloves lead to a false sense of security, which leads to lack of changing them and a waste of valuable PPE.
- b. We will increase our glove usage in certain areas (payment processing, table bussing, etc.) and scrutinize our regular food-safe practices.

II. Open Door Policy

- a. To limit doorknob contamination risk and to help recirculation of contaminated air risk; we will be propping our front doors open when weather permits.
- b. We have health department approved air curtains mounted above each door to prevent insects and extreme temperature fluctuations.

III. Disposable/Limited Menus

- a. We will be transitioning to a one-time usage format for both food and beverage menus. They will be disposed after each use.
- b. We will be adjusting our menu to a more limited format to help alleviate prep requirements that would require more people in the kitchen.

IV. Disposable Plate/Liners, Silverware, Plasticware, Etc.

- a. All plate liners will be on trays and disposed after every use.
- b. We will not be using any unnecessary plates (app or desert plates) and sharing of dishes is not recommended.
- c. All silverware will be pre-packaged and disposable.
- d. All beverages will be served in plastic, including alcoholic beverages.

V. Employees will not be allowed to use cell-phones while at work.

- a. If an employee needs to make an emergency call, they will be instructed to do so in a designated area. Management will ensure proper sanitation after the usage.
- b. Cell-phones will be deposited in designated receptacle at beginning and end of each shift.

VI. No Shared Condiments

- a. There will be no shared condiments, beverage napkins, candles straws, etc. available at the table.
- b. Individual condiments pre-portioned by staff will be available upon request.

VII. Increased Signage

- a. We will have signs posted throughout that elucidate our policies and procedures.
- b. These will be used to remind staff and educate our customers to ensure responsible behavior.

VIII. Encouragement of Responsible Customer Behavior

- a. Customers will be encouraged to adhere to the following:

- i. Cash usage is discouraged if possible.
- ii. Practice appropriate social distancing and exposure to strangers.
- iii. Discourage cell-phone usage
- iv. Use all avenues provided (curbside, to-go, delivery) if a member of a vulnerable class or caretaker for vulnerable person as defined by CDC.
- v. Be patient as we are all trying to figure out the “new normal”.