

Betty's COVID-19 Reopening Safety Plan

In reopening Betty's following New York State's Coronavirus PAUSE period, Betty's management intends to do everything that is legally, ethically and financially possible to protect our employees, our customers, our vendors and our delivery people from exposure to COVID-19 and other viruses. This document draws upon the recommendations of the National Restaurant Association, the New York State Restaurant Association, the Food and Drug Administration, the Center for Disease Control, OSHA, New York State and our collective common sense and puts into place operational practices, policies and procedures, together with adequate training, that will dramatically minimize the chances that this virus will be transmitted. We pledge to observe the effectiveness of this policy along the way and to revise as necessary to change, add, tighten or loosen practices as the situation evolves.

Site Safety Monitoring

- Managers on Duty (Shift Captains and Kitchen Managers) have responsibility in the moment in the event Betty's Owner/Manager is not on premises or cannot be reach by phone or text.
- Betty's Owner/Manager has priority responsibility for continuous compliance with all aspects of the site safety plan, including reporting confirmed COVID-19 cases to Erie County Health Department and assisting with tracing efforts.

Cleaning, Sanitizing and Disinfecting

- All areas of the restaurant will be thoroughly cleaned prior to reopening. This will include all contact surfaces such as doors, door hardware, lavatory fixtures, Micros components, telephones, light switches, chairs, tables, work surfaces, sinks, cooling units, cooking units, etc.
- For the purposes of routine daily cleaning, sanitizing and disinfecting, the restaurant has been divided into discrete operational spaces, each with it's own checklist as follows:
 - Kitchen – Appendix A
 - Entrance Area, Dining Rooms and Patio – Appendix B
 - Host Station, Bar and Back Bar – Appendix C
 - Service Area – Appendix D
 - Rest Rooms – Appendix E
- The Kitchen Manager on Duty will monitor and ensure that the cleaning checklist for the Kitchen are adhered to. The Shift Captain on Duty will monitor and ensure that the cleaning checklist for all other areas are adhered to.
- Digital photos of each cleaning checklist will be filed on the owner/manager's computer. This will be our way of keeping a log of the cleaning, sanitizing and disinfecting.
- Employees are required to clean and disinfect shared surfaces for use before and after use of these surfaces, followed by proper hand hygiene.
- If someone is suspected or confirmed to have COVID-19:
 - the area(s) used by that person will be closed off, cleaned and disinfected after waiting as long as is feasible following that person's exit from the restaurant
 - all the shared equipment and tools used by that person will be cleaned and disinfected
 - those areas will be reopened after cleaning and disinfected

Employee Personal Protective Equipment and Hand Hygiene

NOTE: A list of all PPE and cleaning products can be found as Appendix Q.

- **Face Coverings/Masks**
 - Each employee will be furnished with two washable cloth face masks. Betty's received a starting inventory of 80 such face masks from the New York State Restaurant Association. These masks are the personal property of the employees, and as such, they are responsible for cleaning them and ensuring they bring them to work with them.
 - Employees are free to use their own acceptable face coverings, but must ensure they are cleaned regularly.
 - In addition to the washable face masks, Betty's will maintain an inventory of disposable masks. These will be given to employees who neglect to bring their mask to work with them, and for vendors and visitors who are in need of a mask.
 - It is highly likely that kitchen staff will require several mask changes per shift due to the heat and grease inherent in a commercial kitchen environment. The disposable masks may be used for this purpose.
 - Employees must wear face coverings at all times.
- **Hand Hygiene**
 - Each employee is required to wash his/her hands before starting work, between each glove change, after using the rest room, after smoking, after handling raw meat, after handling garbage, after touching their face or head, after sneezing or coughing, after eating, whenever they are soiled and minimally once every thirty minutes. They are to use the proper hand washing method as defined by the CDC. (See Appendix F for Betty's Staff Hand Washing Policy).
 - Kitchen Staff will use disposable gloves whenever they are engaged in food preparation as per Erie County Health Department rules prior to COVID-19. When doing tasks that don't require wearing gloves, they must adhere to Betty's Hand Washing Policy.
 - All Front of House personnel (servers, bussers, bartenders, hosts) are encouraged to not wear gloves, except when rolling silverware. Rather they must wash their hands frequently and as per Betty's Hand Washing Policy.
 - Our decision for Front of House personnel to not wear gloves is based on a CDC study that concluded that food service workers were more likely to wash their hands at the appropriate times when they were not wearing gloves and that wearing gloves gave the worker a sense of false security about the cleanliness of their hands. (See Appendix S). It is mandated by the Erie County Health Department that employees involved in food preparation wear gloves, and we are adhering to that policy for those employees.
 - Any person bussing tables must wash their hands before and after disinfecting tables.
 - Employee will not share tools and implements, such as cooking utensils, pens, pads, etc. as much as it possible.
- **Signs**
 - Signs made available by the CDC illustrating how to put on and take of face masks and gloves will be posted in the kitchen and the service area. (See Appendices G and H).

Customer Personal Protective Equipment and Hand Hygiene

- **Face Coverings/Masks**
 - Every customer must wear an acceptable face covering or mask to enter the building or outside eating area. Disposable masks will be made available to customers who are in need of a mask. Customers who refuse to wear a mask will not be permitted entry.
 - Customers are encouraged to wear their face coverings/masks at all times except when eating or drinking, but **MUST** wear them whenever they are not seating at their table, such as when exiting or using the rest room.
- **Hand Hygiene**
 - Customers will be encouraged to sanitize their hands upon entry and exit, using a hand sanitizing station placed near the main entry to the restaurant.

Physical Distancing for Employees, Vendors and Delivery Personnel

- Employees will comply with the 6' social distancing requirement as much as is possible.
- Only three employees at a time will be permitted in the Service Area.
- Only two employees at a time will be permitted in the area behind the bar and host station.
- Only one employee at a time is permitted in the walk in refrigerator.
- Only one vendor or delivery person will be permitted inside the restaurant at any one time.
- Only one delivery will be accepted at a time.
- In lieu of staff meetings and shift meetings, communication will take the form of emails, texts bulletin board postings, and when necessary Zoom or a similar teleconferencing technology will be employed.
- All employees must report to work at the kitchen door on the Cottage Street side of the building. They must also leave their shift through this door.

Physical Distancing and Communication for Customers

- Outdoor dining capacity will be limited to the number of tables and chairs that can be safely and appropriately arranged such that a minimum of six foot distance is maintained between parties. The six foot rule applies to the distance between chairs at tables of different parties.
- Indoor dining capacity is 50% of maximum occupancy exclusive of the number of employees on shift. There will be a minimum of six feet in all directions between seated customers.
- Bar stools will be placed six feet from one another.
- Bar staff will maintain a six foot distance from customers seated at the bar whenever possible.
- Individuals seated at a table together must be members of the same party but may be from different households.
- Tables will be arranged to accommodate two, three or four people. If there is a party larger than four, it will be split into two or more tables.
- Only one person at a time will be permitted in the rest room, unless the second person is a child or an adult requiring assistance.
- Only two people at a time will be permitted to stand in the hallway waiting to use a rest room.
- Customers will be encouraged to wait outside or in their cars for their take out orders and while waiting to be seated. Markers placed six feet apart will be used to ensure proper physical

distancing outside.

- Signage posted prominently in one or more locations will include the following:
 - Outside sign that defines rules and policies (See Appendix I)
 - Symptoms of Coronavirus(See Appendix J)
 - How to Wear and Take Off a Cloth Face Covering (See Appendix G).
 - How to Protect Yourself and Others (See Appendix K).
 - Stop the Spread of Germs (See Appendix L)
- Betty's Reopening Safety Policy will be available on our web site and available in hard copy on site for any customer who requests to see it.

Kitchen Operations

- There will be a Certified ServSafe Manager scheduled for all hours the restaurant is open.
- All employees who prep and cook food are ServSafe certified.
- Bleach buckets (a third of a cup of bleach to 1 gallon of water) will be placed in strategic areas in the kitchen and cleaned and replaced once every two hours. Bleach buckets shall be designated in two ways: one for cleaning surfaces and one for sanitizing cooking implements.
- All food safety requirements as dictated by New York State and Erie County relating to food temperature, refrigeration temperature, dating, wrapping, packing, storing, prepping and cooking food will be met or exceeded.
- All deliveries will be left outside the kitchen door whenever possible. Products that can be unpacked outside will be. All packing materials will be immediately put out to the garbage or recycling after unpacking.
- The kitchen will be cleaned, sanitized and disinfected as per the checklist in Appendix A.
- Each kitchen employee should stay at his/her designated work station as much as is possible.
- Kitchen staff will be assigned their own set of tongs and other tools/utensils and will not share with other employees. All used kitchen tools and utensils will go through the dishwasher once per hour.
- Food that is ready to be picked up by servers will be placed on the pick up counter and not passed hand to hand from line cooks.

Dining Room and Bar Operations

- See Appendix M for a list of cleaning procedures to be performed between each seating at a table.
- Flatware will continue to be rolled in fabric napkins. Employees who roll flatware will be required to wear gloves and masks at all times. If they have to stop and then restart this task, they are required to put on a fresh pair of gloves each time.
- Dining Rooms and Bar will be cleaned, sanitized and disinfected as per the checklists in Appendix B and Appendix C.
- Servers should stay in their assigned sections as much as possible and not wander throughout the dining rooms.

Host Station Operations and Crowd Control

- A maximum of three customers at a time will be in the area between the host station and the front door to put their name on the waiting list.
- Reservations for dinner will be encouraged.
- Customers will wait outside the restaurant until their tables are ready. They may wait in their cars or on the grounds with each table party six feet away from other table parties. The sidewalk will be marked at six foot intervals. Customers will be notified via text when their table is ready.
- Check presenters will not be used.
- Curbside pick up orders will be delivered on the Cottage Street side of the building near the old bus stop.
- We hope to have an online ordering and payment system for take out up and running very soon.

Screening and Testing

- Every employee, vendor and other visitors (not customers) is required to answer a health screening questionnaire before entering the building. If it is not possible to complete the questionnaire prior to entering the building, it will be completed immediately upon entering and before moving about the building. (See Appendix N for COVID-19 Self Assessment).
- Managers on Duty (Kitchen Manager and Shift Captain) will review the questionnaires on a daily basis.
- Betty's Owner/Manager will file the questionnaires in a locked file.
- If an employee, vendor or other visitor must immediately disclose if and when their responses to the COVID-19 Self Assessment changes, such as if they begin to experience symptoms, including during or outside of work hours.
- Any employee, vendor or other visitor who screens positive for COVID-19 symptoms will not be allowed to enter the premises and will be sent home with instructions to contact their healthcare provider for assessment and testing. They will be provided with information on testing resources.
- Betty's Owner/Manager will immediately report confirmed COVID-19 cases to Erie County Health Department and will fully cooperate with their tracing efforts by providing customer sign in sheets, employee time sheets and vendor/visitor sign in sheets. (See Appendices O and P)

Communication

- Signage available to print from the CDC website regarding social distancing, hand washing, recognizing the signs of COVID-10, appropriate use of PPE and others will be posted in multiple places throughout the public and non-public areas of the restaurant.
- Betty's Safety Plan will be available for customers and inspectors to view on site upon request.
- Betty's Safety Plan will be available on Betty's website.
- Betty's Safety Plan will be distributed by email to all employees. They are required to sign off that they have read the policy, understand it and agree to comply with all aspects of it. (See Appendix R).
- Employees will be kept up to date on updated policies on a regular basis through emails, texts, internal signage, physically distanced meetings or cloud based teleconferencing (such as Zoom).

Directory of Appendices

- A Kitchen Cleaning Checklist
- B Entrance Area, Dining rooms and Patio Cleaning Checklist
- C Host Station, Bar and Back Bar Cleaning Checklist
- D Service Area Cleaning Checklist
- E Rest Rooms Cleaning Checklist
- F Betty's Hand Washing Policy
- G Poster: How to Wear and Take Off a Cloth Face Covering
- H Poster: How to Remove Gloves
- I Poster: Outside Sign
- J Poster: Symptoms of Coronavirus
- K Poster: How to Protect Yourself and Others
- L Poster: Stop the Spread of Germs
- M Cleaning Between Tables
- N COVID-19 Self Assessment Questionnaire
- O Customer Sign-In Sheet
- P Vendor/Delivery Personnel/Visitor Sign-In Sheet
- Q Product List, Suppliers and Ordering Protocol
- R Employee Sign Off Sheet
- S CDC Wash Washing Study