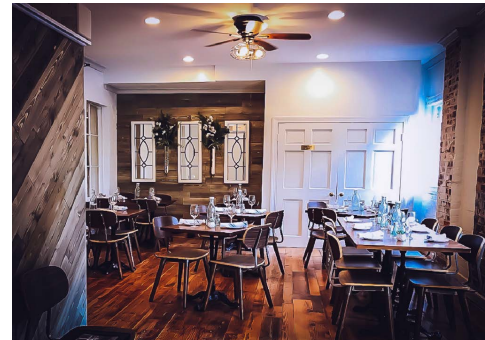




# COVID-19 SAFETY PROTOCOL



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## OUR RESPONSIBILITY TO PROTECT EACH OTHER

The safety of our staff has always been a priority of Parterre. Now, more than ever, we recognize the importance of maintaining our high standards and applied safe practices in our daily operations. We have developed these guidelines, outlining our operational procedures and safety protocols that are rooted in safeguarding the health and safety of our staff, customers, guests, and their families. These guidelines support federal, state, and local directives. Due to today's rapidly changing environment, these policies and procedures are subject to change based on new information, updates or orders.

## A DAY IN THE RESTAURANT

*Day-to-day restaurant operations have been modified to account for safety guidelines. The following sections describe the modified procedures for employee arrival screening, receiving deliveries, and cleaning, sanitizing, and disinfecting.*

### ARRIVAL SCREENING

Upon arriving to work, all employees have their temperature measured with a laser infrared thermometer. All kitchen staff are required to remove any outerwear and place in an area designated for personal effects before entering the kitchen. Employees are required to wash hands upon arriving to and leaving work.

All team members are not to report to work if experiencing any symptoms associated with COVID-19 or have experienced symptoms within 72 hours prior to the start of their shift. All team members are required to complete a daily wellness check through Zedic before the start of their shift. They must show their cleared to work results to their supervisor before they may begin working. If an employee becomes sick during their work shift, they are sent home immediately. Based on CDC guidelines, all work areas are thoroughly cleaned and disinfected.

### RECEIVING DELIVERIES

Individuals responsible for placing orders should reduce the frequency of orders delivered each week in order to minimize interactions between external vendors and employees. Upon vendor arrival, the receiver should greet them and ensure they are wearing the appropriate safety equipment while consistently maintaining a safe distance. The delivery person will unload products into the designated receiving area.

### CLEANING, SANITIZING, AND DISINFECTING

- Kitchen- all surfaces and equipment are cleaned and sanitized frequently throughout the workday using food-safe sanitizer.
- Frequently touched surfaces throughout our facility are routinely cleaned and disinfected. All disinfectants used meet the EPA's criteria for use against COVID-19.
- Removed shared condiments from tables to reduce touch points.
- Hygiene- All team members are expected to maintain proper hygiene and represent Parterre in a professional manner. Employees are required to wash their hands frequently, with soap and water, for at least 20 seconds.



## DINE IN & TABLESIDE SERVICE

*Parterre will only activate dine in and table-side service upon clearance and guidance from the local or state government. Employees and guests should continue to practice social distancing and wear safety equipment when appropriate.*



## DINING ROOM FLOW & PHYSICAL SPACE

Parterre has modified the floor plans to allow for safe social distancing and created a traffic flow to dictate safe travel within the restaurant. We have set up a guest-facing disinfecting station at guest entrances and restroom exteriors and provided clear signage on proper sanitizing procedures.

## SERVICE STANDARDS

Single-use menus will be available for guests to use.

Dining tables and counters will be fully cleaned and disinfected after each guest leaves and before another party is sat. Hosts will be notified when a table and its surrounding areas are cleaned and disinfected before seating a party.

Dining tables and counters will not be preset with place settings prior to guest arrival. Guests will be given disinfected and cleaned glassware, plates, and pre-wrapped or contained flatware upon seating.

## TAKE OUT & DELIVERY

*This section outlines the necessary operating procedures for takeout and food delivery to ensure that precautions are being taken to eliminate any chance of contamination between vendors, guests, and staff.*

## LINE MANAGEMENT

The process of picking up orders for takeout or to be delivered will be executed with minimal contact and comply with social distancing guidelines. Orders are encouraged to be placed with advance notice and pickup times will be designated to avoid crowding.

When guests or couriers arrive to pick up their order, there is a clearly marked space for guests to wait for their order. To avoid congestion, we will call, text, or email the guest to notify them that their order is ready and provide specific instructions on where to pick up their order.

## PERSONAL SAFETY EQUIPMENT

Parterre will provide all safety equipment for employees to wear during their shifts. External vendors will also be offered safety equipment when entering the restaurant to ensure safe contact with all employees.

The following pieces of safety equipment will be provided and available to employees:

- Face Masks or Coverings
- Disposable Gloves
- Hair and Beard Nets



## WEARING GLOVES

Disposable gloves should be worn while performing various tasks throughout the workday. We ensure that each station will be stocked with a variety of glove sizes to minimize sharing and traveling throughout the restaurant to acquire supplies.

### WHEN TO WEAR GLOVES

- Working with ready-to-eat (RTE) foods
- Receiving deliveries
- Working with raw animal products
- Handling food contact surfaces, tools, and small wares (utensils, containers, serving ware, glassware, etc.)
- Facilitating guest payment options (cash, credit cards, etc.)

### WHEN TO CHANGE GLOVES

- In between kitchen tasks
- After clearing dining tables and touching guest tabletop items
- After handling payment options
- If the integrity of the glove is compromised (torn, punctured, etc.)

### HOW TO REMOVE GLOVES

1. Grab the outside lip of the glove near the wrist area.
2. Holding your arms pointed downwards, peel the glove away from the wrist to turn it inside-out.
3. Pull the glove away until it is removed from the hand and hold the inverted glove with your gloved hand.
4. With your ungloved hand, slide your finger(s) under the wrist of the remaining glove and pull the glove down to remove it from your hand. Be careful not to touch the outer surface of the glove.
5. Dispose of the used gloves in a garbage bin and wash your hands.

## PROPER HANDWASHING TECHNIQUE

*Washing your hands is a critical practice to protect yourself and others from COVID-19 and other food borne illnesses. All employees must wash their hands as often as possible using soap and hot water for at least 20 seconds in designated hand washingsinks.*

- Use a paper towel to turn on the water faucet to run hot water.
- Wet hands and forearms with clean running water and apply a generous amount of soap.
- Scrub lathered hands, forearms, underneath fingernails, and between fingers for at least 10–15 seconds. Rinse thoroughly under hot running water for 5–10 seconds.
- Dry hands and forearms thoroughly with single-use paper towels.
- Refill the paper towel or soap dispensers if they are empty and wash your hands again.
- Use a paper towel to turn off the water faucet and to open the door when exiting the restroom. Discard the paper towel in the appropriate trash receptacle.

## WHEN TO WASH YOUR HANDS

Employees must wash your hands:

- Upon arriving to work
- Before departing from work
- Before putting on or in between changing gloves
- Between each kitchen task or every 30 minutes, whichever is more frequent
- After handling raw animal products
- When moving between food preparation areas
- After all cleaning tasks, such as sweeping, mopping, or disinfecting surfaces
- After handling:
  - Dirty dishes, equipment, or utensils
  - Trash
  - Cash and credit cards
  - Pens, menus, and other contaminated materials
  - Electronics such as cell phones and other personal or shared device
- After using the restroom
- After sneezing, coughing, or using a tissue
- After touching your hair, face, or body, including safety equipment
- After eating, drinking, smoking, or chewing gum
- After interacting with external vendors or guests
- Any time you may have come in to contact with a contaminated object

## A NOTE ON HANDSANITIZERS

Hand sanitizers reinforce hand hygiene but should not replace washing your hands. In the event that handwashing sinks with hot water and soap are unavailable (such as while delivering food), use a hand sanitizer with between 60–90% alcohol content and rub your hands together until they are completely dry.



## SOCIAL DISTANCING

*Whenever possible, employees are expected to maintain a safe social distance of 6 feet from other employees, vendors, and guests at all times while working and moving throughout the restaurant. Maintaining physical distancing can help prevent spreading of illnesses through respiratory droplets in the air.*

### BEST PRACTICES

#### EMPLOYEES

- No physical contact (hugs, high fives, handshakes, etc.) will be permitted.
- Any incident of accidental physical contact must be followed by thorough handwashing of all contacted individuals.
- In limited spaces where social distancing measures cannot be followed, only one employee is permitted into the space at any time.

Examples of these include:

- Dry storage areas
- Walk-in refrigerators and freezers
- Office

### BEST PRACTICES

#### GUESTS

- Parterre has established a guest capacity limit based on governmental social distancing guidelines.
- Encourage outdoor dining in order to increase air flow and dining space.
- Dining tables are at least six feet apart. Guests sitting at a dining table must be six feet away from guests at a neighboring table.
- Guests will be encouraged to use a contactless payment system.

### ADDITIONAL RESOURCES

Find additional information on CDC recommendations for restaurants and bars at [CDC.gov](https://www.cdc.gov).