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Warren County Economic Recovery Plan – Food & Beverage Sector
For Discussion Purposes Only
May 10, 2020

DRAFT

INTRODUCTION

The following represents the efforts of a number of Food & Beverage operations in the Warren County Region who combined their efforts to develop a set of baseline practices in light of the health concerns that we all face. Their effort combines input from CDC, NYS, and the Hospitality sector premier brands including Marriott, Hilton, Wyndham, Choice, Radisson, Ocean Properties and IHG. Combined with the experience of the group the following is presented as a preliminary guide for Warren County and Lake George Food & Beverage properties to help your planning and readiness for the new operational challenges that must be addressed. Your feedback is welcome and can be sent to Laura Kohls (lakohls@aol.com or 518-321-8673).

Goal: To provide a framework of Best Practices that address the Standard areas outlined by State of NY as we move towards re-opening. Each business is responsible for modifying to best suit their individual business needs and all applicable laws , guidance etc that may be available from associated governmental agencies such as NYS Liquor Authority, NYS Department of Health, CDC etc. All businesses can expand upon and implement practices that exceed the Standard Practices required. These documents shall be considered “living documents” as they are updated over time as necessary given the fluid environment.

We would like to thank the following community and industry leaders for their efforts in creating this document as a way forward for each property and as a communication to the Governor and County officials regarding our collective readiness to provide a safe experience for our community, guests and staff.

PARTICIPANTS

<u>Participant</u>	<u>Property</u>	<u>Participant</u>	<u>Property</u>
Joseph Mondella	The Lagoon	John Carr	Adirondack Brew Pub
Nicole & Jason Travis	Riverside Provisions & 10 McGillis	Gina Mintzer	LG Regional Chamber and CVB
Kevin Chudyk	East Cove & Garrison	Tyler Herrick	Queensbury / Fairfield Inn
Jose Filomeno	Lake George Beach Club	Brian King	East Cove & Garrison
Mike Wild	Supervisor-at-Large Queensbury	Mark French	
Laura Kohls	Charlie's Bat & Kitchen at Courtyard by Marriott	Stephanie Kocher	163 Taproom

<u>Select Practices for Food & Beverage Concepts</u>	<u>Property and Employee Plans</u>	
<p><u>HAND WASHING PROVISIONS</u></p> <ul style="list-style-type: none"> Define property handwashing standards for employees and guest following CDC/DOH standards. Utilized improved signage and communication to reinforce the safety needs Augment when frequency of use and occupancy dictates. 	<p><u>PROPERTY STANDARD PRACTICES</u></p> <ul style="list-style-type: none"> Train all employees and post signage regarding importance of handwashing. Educate supervisors and managers and increase monitoring. Use of the greater of CDC/DOH or 60% alcohol sanitizer. Avoidance of touching face. Increase frequency based on CDC guidelines on commonly touched areas such as door handles, tables, cash registers, etc. Increase frequency for food service areas, increase frequency and need for other areas Augment time clock, break areas as needed with handwash or sanitizing products <p><u>PROPERTY OPTIONAL PRACTICES</u></p> <ul style="list-style-type: none"> 	<p><u>GUEST STANDARD PRACTICES</u></p> <ul style="list-style-type: none"> Increase communication of handwashing hygiene and sanitation <p><u>GUEST OPTIONAL PRACTICES</u></p> <ul style="list-style-type: none"> Provide sanitizer dispensers at each guest table Update website for banner information, dedicated Covid specific page
<p><u>SUPPLIES</u></p>	<ul style="list-style-type: none"> Alcohol hand dispensers placed inside each building entrance, at registers, entrances to dining areas, throughout BOH areas. 	
<p><u>MATERIALS</u></p>	<ul style="list-style-type: none"> Handwashing Guest and Employee Information Hygiene Best Practices CDC / DOH guidelines on handwashing and sanitizer 	

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<u>DISINFECT FREQUENTLY USED ITEMS AND SURFACES</u> <ul style="list-style-type: none"> Following CDC/DOH standards, guest visible and frequent disinfecting procedures are applied to frequently used items and surfaces such as keyboards, credit card machines, door handles and cash registers 	<u>PROPERTY STANDARD PRACTICES</u> <ul style="list-style-type: none"> Train all employees and post signage regarding importance of proper disinfectant procedures necessary in bars/restaurants. Disinfect public areas and frequently used items/surfaces with industry approved products, multiple times per shift every 2-4 hours, engage/assign all staff to increase disinfection as much as humanly possible on all hard surfaces, etc. Disinfect all tables, chairs, pens, checkbooks, menus, credit card readers etc between each guest <u>PROPERTY OPTIONAL PRACTICES</u> <ul style="list-style-type: none"> Utilize hospital grade disinfectants For example: Electro-static sprayer technology, UV Light technologies etc as available and appropriate 	<u>GUEST STANDARD PRACTICES</u> <ul style="list-style-type: none"> Increase communication of disinfecting frequently used surfaces Utilize property provided disinfectant items on surface such as chairs, tables, menus etc <u>GUEST OPTIONAL PRACTICES</u> <ul style="list-style-type: none"> Update website for banner information, dedicated Covid specific page etc.
<u>SUPPLIES</u>	<ul style="list-style-type: none"> Approved CDC / DOH products 	
<u>MATERIALS</u>	<ul style="list-style-type: none"> Ecolab material on chemicals 	

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<p><u>STRONGLY CONSIDER USING FACE COVERINGS AND PPE WHILE IN PUBLIC</u></p> <ul style="list-style-type: none"> • Face coverings are defined differently than face masks that are reserved for front line resources such as medical, fire, police. • The use of face coverings improves the safety for all and are required as defined by CDC/DOH specifications. • Use of gloves in Kitchen and by Servers, Bartenders etc 	<p><u>PROPERTY STANDARD PRACTICES</u></p> <ul style="list-style-type: none"> • Train all employees and post signage regarding importance of face coverings. • Follow CDC/DOH guidelines • Companies must be able to provide face covering for employees. • While indoors all employees are required to wear face covering regardless of distance. (Exec Order 202.17) • In outdoor settings, face covering is required where 6' Standard distance is not ensured. • All Kitchen Staff will wear disposable gloves as specified by DOH standards • Gloves will be worn while preparing all individual silverware wraps <p><u>PROPERTY OPTIONAL PRACTICES</u></p> <ul style="list-style-type: none"> • Companies may require employees to wear company-provided face coverings (vs employee provided) • Develop a response plan to address guest questions regarding face coverings. • Mandated regular handwashing. 	<p><u>GUEST STANDARD PRACTICES</u></p> <ul style="list-style-type: none"> • Increase communication regarding face coverings i.e. posted signage • Face coverings are to be supplied by the guest. Properties should be prepared to support guests with face covering on an emergency basis. • Signage and other provided following CDC/DOH guidelines • Required in indoor public areas. <p><u>GUEST OPTIONAL PRACTICES</u></p> <ul style="list-style-type: none"> • Update website for banner information, dedicated Covid specific page etc. • Provide bag or alternate location to place mask while not eating.
<u>SUPPLIES</u>	<ul style="list-style-type: none"> • Single use or washable face coverings 	
<u>MATERIALS</u>	<ul style="list-style-type: none"> • CDC / DOH guidelines on face coverings 	

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<u>PEOPLE WHO FEEL SICK SHOULD STAY HOME, TEMPERATURE CHECKS, WORK FORCE MONITORING, CONTRACT TRACING</u> <ul style="list-style-type: none"> Implement daily monitoring at start of shift for all employees. Advise guests of CDC recommendations for “at-risk” individuals. Follow documentation requirements as defined. 	<u>PROPERTY STANDARD PRACTICES</u> <ul style="list-style-type: none"> Train all employees and post signage regarding self-disclosure of potential illness. Employee self-screening at home prior to arriving at work is required. Upon arrival, verbal screening is conducted by a property supervisor or manager. If sick during a shift, employee to leave property or immediately enter a quarantined space. Implement return to work procedures as defined by CDC/DOH. Complete documentation as required to be submitted to “Control Room” as defined by DOH/County. <u>PROPERTY OPTIONAL PRACTICES</u> <ul style="list-style-type: none"> Update employee handbooks regarding policy in disclosing potential illness. Utilize infrared thermometers for pre-shift temperature checks. As defined by HIPPA, create a private staff health check log following all health record safety and retention requirements. 	<u>GUEST STANDARD PRACTICES</u> <ul style="list-style-type: none"> Increase communication regarding illness and at-risk conditions considering posted signage In the event of a guest health occurrence, documentation is submitted to “Control Room” as defined by DOH/County. <u>GUEST OPTIONAL PRACTICES</u> <ul style="list-style-type: none"> At arrival, inquire as to the guest’s current health status based on criteria defined by CDC/DOH (temperature, breathing difficulties etc.). Touch-less guest temperature check at check-in. Record guest emergency contact telephone information.
<u>SUPPLIES</u>	<ul style="list-style-type: none"> Non-contact infrared thermometer 	
<u>MATERIALS</u>	<ul style="list-style-type: none"> CDC / DOH information NYSHTA and AHLA information HIPPA Guidelines on health records and retention 	

<u>Select Practices for Food & Beverage Concepts</u>	<u>Property and Employee Plans</u>	<u>Guest Plans</u>
<p><u>SOCIAL DISTANCING AND PROTECTIVE EQUIPMENT, MANAGE COMMON AREAS</u></p> <ul style="list-style-type: none"> • Manage common areas where personnel are likely to congregate and interact or enforce strict social distancing protocols • For interior spaces delineated 6' spacing. For tabled seating, tables will be placed a min. of 10 feet apart to enable the 6' distance while seated. • Signage is provided to inform employees and guests of social distancing requirements. 	<p><u>PROPERTY STANDARD PRACTICES</u></p> <ul style="list-style-type: none"> • Train all employees and post signage regarding social distancing requirements. • Limit employee clustering in meetings, break or common areas. • Reorganize break areas to maximize social distancing; when not possible, facemasks. • Remove, re-arrange, close seating to comply with Standard 6' spacing distances • Enforce maximum party size as per guidelines (i.e. 6 per party) • Maximize Utilization of outdoor spaces (ahead of Indoor) – Potentially during Phase 2 as part of To Go" service. If allowed, Property to maintain and ensure cleanliness and sanitization between guest use. <p><u>PROPERTY OPTIONAL PRACTICES</u></p> <ul style="list-style-type: none"> ▪ Protective barriers (i.e. plexiglass) suspended between guests and staff at registers, To Go pick-up locations etc. • Stagger Company / Employee start times to limit congregation • Update property documentation update and training on social distancing • Reduce "touch points" with guests such single use menus • Based on occupancy, maximize distance between guest tables 	<p><u>GUEST STANDARD PRACTICES</u></p> <ul style="list-style-type: none"> • Increase communication regarding best practices for social distancing considering reservations and call ahead ordering. • Properties will provide the spacing. Guests are required to maintain their own personal distance as recommended by current guidelines. <p><u>GUEST OPTIONAL PRACTICES</u></p>
<u>SUPPLIES</u>	<ul style="list-style-type: none"> • Floor signage / marking 	
<u>MATERIALS</u>	<ul style="list-style-type: none"> • NYSHTA and AHLA Best Practices 	

<u>Select Practices for Food & Beverage Concepts</u>	<u>Property and Employee Plans</u>	<u>Guest Plans</u>
<u>SANITATION AND USE AND DISINFECTION OF COMMON AND HIGH-USE ITEMS – STANDARD PRACTICES</u> <ul style="list-style-type: none"> • There will be an increased frequency in sanitizing key touch points. • CDC/DOH and industry approved products will be used wherever possible. • Procedure / checklist updates and training is required. 	<u>PROPERTY STANDARD PRACTICES</u> <ul style="list-style-type: none"> • Train all employees and post signage regarding sanitation procedures and responsibility. • As defined by CDC/DOH, increased frequency and products for all areas. • Employees responsible for own work areas with supplied cleaning products. • Remove all non-necessary touch point items such as condiments and other table pre-set items <u>PROPERTY OPTIONAL PRACTICES</u> <ul style="list-style-type: none"> • Use of single use plates, cups, pre-wrapped disposables • Utilize new technologies (UV lights, electro-static sprayers, etc.) • ServSafe certification for all staff 	<u>GUEST STANDARD PRACTICES</u> <ul style="list-style-type: none"> • Increase communication regarding best practices for sanitation <ul style="list-style-type: none"> ○ Advised of (new) cleaning and sanitization practices (website, signage) <u>GUEST OPTIONAL PRACTICES</u> <ul style="list-style-type: none"> • Sanitizing wipes provided by hostess when seating • Replace menus with VR coded option for guests to view on phones
<u>SUPPLIES</u>	<ul style="list-style-type: none"> • Approved CDC / DOH products 	
<u>MATERIALS</u>	<ul style="list-style-type: none"> • DOH, OSHA, other industry references including NYSHTA and AHLA • ServSafe training (currently offered free of charge online through May): http://www.servsafe.com/Home 	

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<p><u>SOCIAL GATHERINGS</u></p> <p><u>WHEN IN PUBLIC MAXIMIZE PHYSICAL DISTANCING FROM OTHERS</u></p> <p><u>MANAGE TO PREVAILING LIMITS IN SOCIAL GATHERING SIZE WHERE PHYSICAL DISTANCING MAY NOT BE PRACTICAL. SHOULD BE AVOIDED UNLESS PRECAUTIONARY MEASURES ARE OBSERVED.</u></p> <p><u>SOCIAL SETTINGS OF WHERE APPROPRIATE DISTANCING MAY NOT BE PRACTICAL, SHOULD BE AVOIDED UNLESS PRECAUTIONARY MEASURES ARE OBSERVED</u></p> <p><u>LARGE VENUES (E.G. SIT-DOWN DINING, MOVIE THEATERS, SPORTING VENUES, PLACES OF WORSHIP) OPERATE UNDER STRICT PHYSICAL DISTANCING PROTOCOLS</u></p>	<p><u>PROPERTY STANDARD PRACTICES</u></p> <ul style="list-style-type: none"> • Train all employees and post signage regarding sanitation procedures and responsibility. • Limited attendance/utilization processes are implemented following State/County guidelines • Remove tables in bars, dining areas, patios, to support a Standard of 6 feet apart for chairs and 10 feet for tables. • Initially, remove all bar stools and have signage to discourage patrons from standing at the bar area • Utilize table tents or other signage for tables or seating to indicate not available per social distancing guidelines <p><u>PROPERTY OPTIONAL PRACTICES</u></p> <ul style="list-style-type: none"> • Develop a response plan to address guest concerns regarding social distancing requirements. • Increase staffing to enable all areas to have floor/area monitoring to ensure distancing, etc. • Utilize a Hostess at all times to escort guests to seating areas (when dining room is open) 	<p><u>GUEST STANDARD PRACTICES</u></p> <ul style="list-style-type: none"> • Increase communication regarding physical distancing and social gatherings • Communication documents regarding current requirements / limitations <p><u>GUEST OPTIONAL PRACTICES</u></p> <ul style="list-style-type: none"> •
<u>SUPPLIES</u>		
<u>MATERIALS</u>	https://coronavirus.health.ny.gov/home https://esd.ny.gov/	

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<u>BARS</u> <ul style="list-style-type: none"> Phase 1 - Bars are to remain closed but are able to offer take out service Later - Bars may operate with diminished standing-room capacity, where applicable and appropriate 	<u>PROPERTY STANDARD PRACTICES</u> <ul style="list-style-type: none"> Work surface / bar is cleaned after each use (order) Locked whenever possible Barstools & chairs removed As capacity limits are relaxed, add furniture as allowed. Cleaning discipline is maintained. <u>PROPERTY OPTIONAL PRACTICES</u> <ul style="list-style-type: none"> Consider use of plexiglass barrier to provide separation between bartender & preparation area and customer. Maintain social distance separation between guests. Utilization of expanded outdoor seating as space permits in conjunction with SLA approval 	<u>GUEST STANDARD PRACTICES</u> <ul style="list-style-type: none"> Increase communication regarding physical distancing and social gatherings <u>GUEST OPTIONAL PRACTICES</u> <ul style="list-style-type: none">
<u>SUPPLIES</u>	<ul style="list-style-type: none"> Floor signage / marking 	
<u>MATERIALS</u>	<ul style="list-style-type: none"> National Restaurant Association 	