Back to Business
The health and safety of our Guests & Team members has always been paramount.

Our goal remains to provide the ultimate guest experience, while promoting your health and safety. As such, here are our new practices:

• Table configuration and seating in accordance with the 6 ft social distancing mandated guideline.
• Increased presence of approved sanitizer and disinfectants dispensing units.
• Use of single use and wrapped items: menus, condiments.
• Increased frequency, and enhanced methods, of cleaning and sanitation methods using COVID-19 approved chemicals and cleaning tactics.
• Servesafe COVID-19 training and educational classes for all employees
• Health verification by daily temperature check performed on each team member prior to entering the workplace.
Our Restaurants

Our commitment remains the same: to provide the ultimate guest experience. Additionally you will notice an enhanced safety measures.

We have implemented the following practices:
• Postings in accordance with State and local mandates clarifying expectations for all.
• Reduction in occupancy of guests and team members on shift.
• Revised Seating Plans in accordance with 6 ft social distancing mandates.
• Increased presence of self-serve sanitizer stations throughout the restaurant.
• Scheduled public and high contact areas will be disinfected utilizing approved disinfectant wipes:

  - FRONT/ENTRYWAY DOOR HANDLES
  - PATIO DOOR HANDLES
  - RESTROOMS HANDLES
  - DOOR GLASS
  - POS SCREENS
  - RESTROOM COUNTERTOPS
  - BOH ENTRY AND EXIT DOORS
  - TELEPHONES
OUR GUEST'S

• Expectation of ALL guests to be wearing facial covering when not seated at their table
• No more than 6 guest per table
• No Bar seating
• Management present at the host stand to minimize congregation and deflect any line formations.
• Safety compliance personnel observing and providing support and direction on shift.
• Single use menus.
• Cashless payment options.
OUR TEAM MEMBERS

• All returning team members will have been certified Servesafe in COVID-19 reopening and carry out handling procedures.
• Temperature checks or employee screening is required by manager prior to punching in.
• All team members in house are required to wear a facial covering.
• Hygiene/Uniform checks performed regularly in accordance with updated standards.
• Team members will be directed to observe social distancing requirements when possible.
• All employees required to wash hands upon arrival, and minimum every 30 minutes per posted guidelines.
• All employees must be vigilant to NOT touch face, eyes, nose and hair.
• On shift employee belongings are to be kept to a minimum and in designated areas ONLY.
• All employee belongings are to be removed from the building between shifts and taken home [shoes, hats, aprons, etc.].
OUR TEAM MEMBER HEALTH AND SAFETY GUIDELINES

Temperature checks or employee screening is required by manager prior to punching in.

As employees of Chateau, it is your responsibility to STAY HOME if you are experiencing any of the following signs or symptoms and notify location GM/Chef immediately:

- Fever 100.3+
- Cough
- Shortness of breath

If you begin to feel sick at work:

- Alert your supervisor immediately
- Remove and dispose of PPE items
- Wash your hands
- GO HOME
- Remain in contact with your superior regarding status of health/medical condition/wellness as we will determine next steps and communications
**OUR FACIAL COVERING BEST PRACTICES**

You will be required to wear a facial covering of your choice at all times while in the restaurant
- If your facial covering is forgotten or is not deemed sanitary, one will be provided.

### Do’s and Don’ts of wearing a facial covering

<table>
<thead>
<tr>
<th><strong>DO</strong></th>
<th><strong>DON’T</strong></th>
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<tbody>
<tr>
<td>Wash your hands before putting it on, and after touching it or removing it.</td>
<td>Wear it below your nose or chin</td>
</tr>
<tr>
<td>Wear a facial covering that fits snugly and cover your nose, mouth and chin.</td>
<td>Wear it around your neck.</td>
</tr>
<tr>
<td>Avoid touching it while wearing it</td>
<td>Wear it if its dirty or damaged</td>
</tr>
<tr>
<td>Wash it daily</td>
<td>Put it down or leave it anywhere</td>
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<tr>
<td></td>
<td>Remove it to speak to anyone within 6 ft.</td>
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</table>
OUR TEAM MEMBER UNIFORM REQUIREMENTS

• **Facial Covering** – A clean Facial covering of your choice MUST be worn at all times.
  • If your facial covering is forgotten or is not deemed sanitary, one will be provided by BHG.

• **Single Use Gloves** - If working in a critical service area such as food running, or as a service bartender,
  disposable gloves will be worn and replaced pre/post guest/table interaction.
  • **Mandatory for prepping rollups.**

• **Waist Aprons** - are required to be cleaned between shifts. Aprons will be available for purchase from management.
• All employees are required to show up to work in a clean uniform every shift.

**Kitchen Attire**
• **Facial Covering** – A clean Facial covering of your choice MUST be worn at all times.
  • If your facial covering is forgotten or is not deemed sanitary, one will be provided by BHG.
• **Single Use Gloves** - Will be used when handling all food products.
• Streamlined dine-in menu.
• Enhanced to-go menu and packaging to provide the best quality product.
• Single use menus are formatted as dual-purpose place mats.
• Single serve condiments on plate, in ramekin, or OTS when requested.
• Salt & pepper, cheese jars, and all condiments must be sanitized before and after each guest's use.
• Use of single use and wrapped items where applicable.
• Discontinue buffets until further notice.
OUR TABLE SERVICE

• Host will greet and seat customers at a table with single use menus preset for two.
• Server greets table, initiates order and offers place settings as needed.
• App plates with roll ups should be held from the bottom and dropped at the table.
• Server takes the order while keeping as much distance as possible from the guest. Checking back after food is delivered and asking guests to leave dirty plates at the end of the table when finished.
• To go boxes and bags will be placed at the end of the table for any left overs.

Table Side:
• Wrapped straws only for all services and applications.
• Kids menus remain. Single use crayons will be available.
• Sanitized check presenters will dropped off with an after dinner mint for each guest.
OUR CERTIFIED TABLE DISINFECTING

CLEARING THE TABLE

• Clear all dishes, silverware and debris.
• Wipe table to remove soils, spills and crumbs.
• Remove the dishes and carry them directly to the kitchen’s dish washing area.
• No dirty plates will be left on tray stands.

CERTIFIED DISINFECTING EACH TABLE TURN.

• With sanitizer spray wipe, clean the complete table including the sides, followed by the booths/chair backs THEN booth/chair seating surfaces last.
• All condiments, pens, check presenters, will be returned to the sanitizing station to be cleaned.
PAYMENT METHODS

Credit Cards & Gift Cards
If a guest chooses to pay by credit card or gift card, the following steps apply:

• Swipe the guest’s credit card and return in a payment book left open on the table with a sanitized pen.
• Inform the guest that the pen, and book have been sanitized.
• After retrieving the signed credit card slip, sanitize the returned pen and payment book and wash your hands.

Pens will be kept in two vessels at designated areas, one labeled “Sanitized” the other labeled “Used”. It is all team members responsibility to sanitize pens.

Cash
Cash is the least preferred method of payment, but when unavoidable you MUST:
Wash and sanitize your hands after both receiving and giving cash to guests.
HANDWASHING BASICS

- WET YOUR HANDS AND ARMS WITH RUNNING WARM WATER

- APPLY ENOUGH SOAP TO BUILD UP A GOOD LATHER.

- VIGOROUSLY SCRUB HANDS & ARMS FOR AT LEAST 20 SECONDS. CLEAN THE FINGERTIPS, UNDER FINGERNAILS, AND BETWEEN FINGERS.

- RINSE HANDS & ARMS THOROUGHLY UNDER RUNNING WARM WATER.

- DRY HANDS & ARMS WITH A SINGLE-USE PAPER TOWEL OR HAND DRYER. USE A PAPER TOWEL TO TURN OFF THE FAUCET. IF LEAVING THE RESTROOM.

Employees Must Wash Hands

**HOW**

1. Wet warm water
2. Wash 20 seconds
3. Rinse
4. Dry
5. Use single-service paper towels

**WHEN**

- Wash after you:
  - use the toilet
  - touch uncooked meat, poultry, fish or eggs or other potentially hazardous foods
  - interrupt working with food (such as answering the phone, opening a door or drawer)
  - eat, smoke or chew gum
  - touch soiled plates, utensils or equipment
  - take out trash
  - touch your nose, mouth, or any part of your body
  - sneeze or cough

- Do not touch ready-to-eat foods with your bare hands.
  - Use gloves, tongs, deli tissue or other serving utensils.
  - Remove all jewelry, nail polish or false nails unless you wear gloves.

- Wear gloves
  - when you have a cut or sore on your hand
  - when you can’t remove your jewelry

- If you wear gloves:
  - wash your hands before you put on new gloves
  - change them:
    - as often as you wash your hands
    - when they are torn or soiled

Developed by UMass Extension Nutrition Education Program with support from U.S. Food & Drug Administration in cooperation with the MA Partnership for Food Safety Education. United States Department of Agriculture Cooperating. UMass Extension provides equal opportunity in programs and employment.
SANITIZING VS. CLEANING

- SCRAPE OR REMOVE FOOD FROM SURFACE.
- WASH THE SURFACE.
- RINSE THE SURFACE
- SANITIZE THE SURFACE
- ALLOW THE SURFACE TO AIR DRY
US FDA BEST PRACTICES FOR RESTAURANTS

Summary of Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic

BE HEALTHY, BE CLEAN

- Employees: Stay home or leave work if sick; consult doctor if sick, and contact supervisor.
- Employees: Instruct sick employees to stay home and send home immediately if sick.
- Employees: Pre-screen employees subjected to COVID-19 for temperature and other symptoms.
- Wash your hands often with soap and water for at least 20 seconds.
- If soap and water are not available, use a 60% alcohol-based hand sanitizer per CDC.
- Avoid touching your eyes, nose, and mouth with unsanitized hands.
- Wear masks/face coverings per CDC, FDA.
- Never touch Ready-to-Eat foods with bare hands.
- Use single-service gloves, deli tissue, or suitable utensils.
- Wrap food containers to prevent cross contamination.
- Follow 4 steps to food safety: Clean, Separate, Cook, and Chill.

CLEAN & DISINFECT

- Train employees on cleaning and disinfecting procedures, per CDC and FDA.
- Have and use cleaning products and supplies.
- Follow protective measures.
- Distinct high-touch surfaces frequently.
- Use EPA-registered disinfector.
- Ensure food containers and utensils are cleaned and sanitized.
- Preparing and use sanitizers according to label instructions.
- Other sanitizers and wipes to customers to clean grocery cart, basket handles, or utilize store personnel to conduct cleaning/sanitizing.

SOCIAL DISTANCE

- Help educate employees and customers on importance of social distancing:
  - Signs: Audio messages
  - Consider using every other checkout lane to aid in distancing.
- Avoid displays that may result in customer gatherings.
  - Discontinue self-serve buffets and salad bars; discourage employee gatherings.
- Post floor markings and signs to encourage social distancing.
  - Shared customer time is done by encouraging them to:
    - Use shopping lists
    - Order ahead of time (if offered)
    - Set up designated pick-up areas inside or outside retail establishments.

PICK-UP & DELIVERY

- If offering delivery options:
  - Emphasize containers and transport are cleaned and sanitized.
  - Maintain time and temperature controls.
  - Avoid cross contamination:
    - For example, wrap food during transport.
  - Encourage customers to use “no-touch” deliveries.
  - Notify customers as the delivery is arriving by text message or phone call.
  - Establish designated pick-up zones for customers.
  - Offer curbside pick-up.
  - Practice social distancing by offering to place orders in vehicle trunks.

HYGIENE BASICS BEFORE YOU COME TO WORK

Before You Come to Work...

Proper hygiene starts at home when you get ready for work each day.

THIS INCLUDES:

- Showering or bathing before work.
- Trimming and filing your fingernails. Don’t wear nail polish or false nails.
- Leaving jewelry, including watches, at home except for a plain band ring.
- Wearing clean clothing.

For more information and resources on food safety, visit: foodsafetyfocus.com

April 2020
• Gloves MUST be worn at service bar
• Use of tongs for all fruit garnishes
• Service bartender to garnish all drinks to minimize exposure, and reduce fruit on service bar
• Strick adherence to the 50/50 rule (grab bottom 50% of the glass) when pouring and delivering all beverages
• Gloves MUST be worn when prepping all fruit garnishes
• All fruit properly washed prior to cutting (quick rinse with hot water)
• Service bar ice wells must be emptied and cleaned daily.
• Ice scoops must be used 100% of the time at all wells.
All businesses in the state of MA must develop a written control plan outlining how its workplace will comply with the mandatory safety standards for operation in the COVID-19 reopening period. This template may be filled out to meet that requirement. Control plans do not need to be submitted for approval but must be kept on premise and made available in the case of an inspection or outbreak.

All individually listed businesses must complete a control plan, even if the business is part of a larger corporation or entity.

**Mandatory Control Plan**

(MUST BE FILLED OUT AND KEPT ON FILE)

### Business Information

<table>
<thead>
<tr>
<th>Information</th>
<th>Description</th>
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<tbody>
<tr>
<td>Business Name</td>
<td>Provide the following information</td>
</tr>
<tr>
<td>Address</td>
<td>Check if part of a larger corporation</td>
</tr>
<tr>
<td>Contact Information (Owner/Manager)</td>
<td></td>
</tr>
<tr>
<td>Contact Information (HR representative), if applicable</td>
<td></td>
</tr>
<tr>
<td>Number of workers on-site</td>
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</tbody>
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### Social Distancing

- Ensure that all persons, including employees, customers, and vendors remain at least six feet apart to the greatest extent possible, both inside and outside workplaces.
- Established protocols to ensure that employees can practice adequate social distancing.
- Posted signage for safe social distancing.
- Required face coverings or masks for all employees.
- Implemented additional procedures. Please describe them here:

### Hygiene Protocols

- Provided hand washing capabilities throughout the workplace.
- Ensured frequent hand washing by employees and provided adequate supplies to do so.
- Provided regular sanitization of high touch areas, such as workstations, equipment, screens, door handles, restrooms throughout work site.
- Implemented additional procedures. Please describe them here:

### Staffing & Operations

- Provided training for employees regarding the social distancing and hygiene protocols.
- Ensured employees who are displaying COVID-19-like symptoms do not report to work.
- Established a plan for employees getting ill from COVID-19 at work, and a return-to-work plan.
- Implemented additional procedures. Please describe them here:

### Cleaning & Disinfecting

- Established and maintained cleaning protocols specific to the business.
- Ensured that when an active employee is diagnosed with COVID-19, cleaning and disinfecting is performed.
- Prepared to disinfect all common surfaces at intervals appropriate to said workplace.
- Implemented additional procedures. Please describe them here:
MANDATORY EMPLOYER SAFETY STANDARDS FOR WORKPLACES & COMPLIANCE MUST BE POSTED AND VISIBLE TO GUESTS
MANDATORY EMPLOYEE RIGHTS  FFCRA
POSTING ENGLISH & SPANISH
WE, THE OWNERS AND MANAGEMENT OF THE CHATEAU ITALIAN KITCHEN & BAR, THANK YOU FOR RETURNING TO WORK. YOUR BELIEF IN THE COMPANY AND TRUST IN US IS GREATLY APPRECIATED, AND WE THANK YOU FROM THE BOTTOM OF OUR HEARTS.

WE GOT THIS