

TAKE ME OUT TO THE...

DUCK POND

DRIVE-IN!

EMPLOYEE PROTOCOLS

IN ORDER TO ENSURE FAN AND STAFF SAFETY THE FOLLOWING PROTOCOLS, TRAINING, AND EXPECTATIONS WILL BE REQUIRED OF ALL STAFF WORKING EVENTS.

PRIOR TO FIRST SHIFT

- Employees must complete Public Health Employee Reporting Agreement form
- Employees must answer Employee Health Declaration regarding Coronavirus contact potential
- All employees should notify their supervisor and stay home if they are sick
- Confirm receipt and understanding of Public Health Guidance for Non-Healthcare Workers
- Confirm receipt and understanding of CDC What to do if you are sick Guidelines
- Employees that have been exposed and are self-quarantining for 14 days must complete the full 14-day quarantine from the date of last exposure, and be symptom-free before returning to work
- If an employee has been diagnosed with COVID-19 and will not have a test to see if they are still contagious, all of the following criteria must be met before they can leave their home and return to work:
 - No fever for at least 72 hours (3 days) without the use of fever-reducing medication
 - Other symptoms have improved It has been at least 7 days since they started to feel sick

CLOCK IN/CLOCK OUT

- Maintain social distancing standards
- Employees must Clock-In & Out with F&B Manager (no time clock)
- Employees must answer a COVID-related questionnaire prior to beginning each shift

- Employees must have temperature taken with a contactless thermometer and logged prior to beginning each shift

- Anyone with a temperature of 99.6° degrees or higher will be sent home immediately

- Shift Managers must maintain a log of employee questionnaires and temperatures for no less than 30 days

EMPLOYEE SHIFT REQUIREMENTS

- All employees must wear masks at all times and mask will be provided

- All employees must remain (at least) 6 feet away from co-workers and patrons alike

- All physical contact between coworkers and customers is forbidden (including handshakes, high fives, fist bumps, etc.)

- Hand washing is mandatory prior to and throughout each shift and must take place no less than every 30 minutes

- Wash hands and/or sanitize both immediately prior to delivery service and after any interaction with others

- If servicing multiple clients, make sure to wash your hands in between clients

- All shared surfaces must be washed, rinsed, and sanitized no less than every 30 minutes

- Gloves must be worn at all times and hands must be washed thoroughly between glove uses

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EMPLOYEE SHIFT REQUIREMENTS CONTINUED

- All employee uniforms must be clean and spotless upon arrival for shift
- All employees must cover coughs and sneezes with a tissue. If a tissue is not available, workers can sneeze into their shirtsleeve, but not into their hands. Discard tissues into a lined garbage bin and wash hands immediately with soap and water after each cough or sneeze
- Avoid touching eyes, nose, and mouth to help slow the spread of germs
- When not performing services, practice social distancing and maintain 6 feet or greater from clients and other employees, as much as feasibly possible
- * Bathroom attendants must sanitize porta-potties every 30 minutes at minimum

FOOD AND BEVERAGE EMPLOYEE PROCEDURES

- We will not be accepting cash for payments until further notice
P.O.S. card readers must be wiped down with alcohol wipes between each transaction
- If manual card processing is required, employees must use designated tray to receive and return cards
- We will not be requiring signatures for purchases until further notice
- We will install plexiglass or create natural barriers to separate staff from patrons. These barriers must be sanitized no less than every 10 minutes

FOR MANAGERS

- Keep morale high, whenever possible. (Potentially provide immune boosting beverages)
- Do whatever it takes to make sure our team understands that there is no shame around COVID-19 and that they will never be penalized for communicating with us
- “Right now we cannot stress enough how important it is to keep us updated around anything to do with the virus that is happening in your personal life. We will never be upset if you communicate with us. There is NO stigma around having this virus, we will not make your identity known to the wider team but we do need to be able to get you and your immediate colleagues the tests and the help that you need.”

LIFE HACKS APPENDIX

- Rest and Recover: get plenty of rest, aim for at least eight hours of sleep every night
- Add vitamins C & D to your diet. Supplements can be found at local pharmacies and grocery stores, as well as fruits and vegetables
- Eat healthy foods that nourish your body, anything hush in antioxidants, immunity-boosters and anti-inflammatories is helpful
- Drink lots of water as hydration is key. Avoid sugary drinks