



COVID-19 SAFETY PLAN

Updated: September 15, 2020

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I. Timeline for Development of COVID-19 Safety Plan

Customer and staff safety have been at the forefront of our business operations since before the beginning of the COVID-19 pandemic. We have taken additional, specific measures to ensure ongoing safety since the beginning of the pandemic. Here is a description of the development and evolution of our COVID-19 Safety Plan.

1. Beginning of pandemic
 - a. Sabrosa Cafe & Gallery (hereafter, “the Restaurant”) closes dining room to customers and operates exclusively on a delivery and contactless curbside pickup essential business model.
 - b. The Restaurant abides faithfully to the *Guidance on Preparing Workplaces for COVID-19* guidelines for Restaurants, Food Service and Bars recommended by the Wisconsin Economic Development Corporation, communicating and posting specific directives for employees.
2. First version of *Sabrosa Cafe & Gallery COVID-19 Safety Plan*
 - a. The Restaurant releases first version of *COVID-19 Safety Plan* and distributes it to all employees on June 12, 2020 prior to reopening the dining room
3. City of Milwaukee announces reopening of bars and restaurant dining rooms at limited capacity
 - a. The Restaurant adopts a conservative reopening strategy and waits an additional several weeks before seating customers on premises
 - b. All seating is outdoors
4. *Sabrosa Cafe & Gallery COVID-19 Safety Plan* is revised on September 15, 2020, to ensure that all requirements from the City of Milwaukee Health Department are adequately and clearly addressed in compliance with the *Risk Assessment Tool for Expanding Capacity in Restaurants and Bars*.

II. Original COVID-19 Safety Plan

As a means of establishing our ongoing commitment to customer and staff safety, here is the text of the original *Sabrosa Cafe & Gallery COVID-19 Safety Plan*, sent to employees on June 12, 2020. It was compiled with information that we had at the time, including recommendations from the Centers for Disease Control, the Wisconsin Economic Development Corporation, and the City of Milwaukee Health Department. Most of the relevant guidelines in this plan are still followed to this day along with new information and recommended guidelines.

Dear Employee of Sabrosa Cafe & Gallery,

Please take the time to read this email *thoroughly* and *thoughtfully*. This email is letting you know about policies we are implementing to protect YOU and our guests at Sabrosa during these weird times. Before you report for your next shift, it is required that you reply to this email to Ruben stating that you have read it thoroughly.

MANDATORY DAILY TEMPERATURE & SYMPTOM CHECK

You are required to take to your temperature upon arriving for your shift (this includes both Frankie and Ruben). The forehead infrared thermometer will be posted near the kitchen exit. Normal body temperature is 98.6F; a fever is classified as 100.4F or higher. Here is a link to a private form in Google Docs where you must log your temperature at the beginning of each shift -- this is the very first thing you should do after punching in for the day. This form is viewable only to you and Ruben. If your temperature is 100.4 or higher, we ask that you leave the building immediately and contact Frankie for further instruction.

OTHER SAFETY MEASURES

- **MANDATORY MASKS AT ALL TIMES.** We will provide clean, sanitary cloth masks for you to wear; you may also wear your own clean masks if you wish. Once the mask is on, touch it only by the ear straps or tie straps if you must. The mask must cover your nose and mouth at all times. If you use Sabrosa's masks, please leave them in the Used Masks bag at the end of your shift so we may launder them. You must wear a mask at ALL times when on the Sabrosa property; any violation of the mask policy is subject to immediate termination.
- **FREQUENT HAND WASHING.** This is the most effective way to curb the spread of the coronavirus. Wash your hands for at least 20 seconds at a time, making sure to get every surface and under the nails. Wash your hands:
 - Before working with food
 - After sneezing or coughing
 - After using the restroom
 - After touching communal surfaces
 - Whenever you think of it!
- **FREQUENT DISINFECTING OF SHARED SURFACES.** *YOU* must make sure that communal surfaces are frequently disinfected -- this includes, but is not limited to, the phone, the POS terminals, door handles, coffee spouts, faucets, pens, car keys, refrigerator handles, drawer pulls, window locks, bar surfaces. You may wish to designate certain items for certain employees at the beginning of your shifts (e.g., only Abby touches the phone, only Brett uses the bar POS, etc).
- **THOROUGH DISINFECTING OF TABLES.** Prior to each guest seating, every surface of every chair and table must be thoroughly

disinfected.

- **DISPOSABLE CUTLERY & DRINKWARE.** Guests will be given disposable, wrapped cutlery (including fork, spoon, knife, napkin, salt, pepper), and drinks will be served in plastic cups with wrapped straws.
- **NO CASH.** All transactions will be conducted with credit/debit card or Google/Apple pay **ONLY**. No exceptions. We recommend that servers state this upfront to customers who wish to dine in.
- **OUTDOOR SEATING ONLY.** We will seat all guests **OUTSIDE** only. We will only seat inside in the case of inclement weather, and **only** on the authorization of Frankie. This means that you may have to turn some guests away or offer carry-out.
- **NO AIR CONDITIONING.** Please do not touch the thermostat. We are not operating our central air conditioning. Please wear comfortable clothing to work (reasonable shorts and t-shirts OK). *(later revoked)*
- **NO GUEST WAITING ON PREMISES.** Guests who wish to dine-in must wait **IN THEIR CARS** until their table is ready. Under no circumstances may they wait either in the restaurant or on the patios.

HOURLY RESTROOM CLEANING

Staff will be checking the restrooms once every two hours for the disinfecting routine. Please review the routine at the beginning of your next shift (posted on each restroom door). You will need to sign off once an hour that the checklist has been completed. You may wish to set an alarm on your phone or watch to make sure that this is done once an hour. Check in with Frankie to verify this assignment.

CURBSIDE PICKUP & DELIVERY

We anticipate that this will be the majority of our business for the immediate future, so plan to continue operating in this mode for awhile yet. Avoid direct hand-off of curbside pickup orders. Always call delivery customers when arriving to let them know you will leave the order at their door.

HYPER-VIGILANCE IN REGARD TO CLEANLINESS

Please be extra vigilant for cleanliness -- in addition to sanitizing, the dining room **MUST** be free of all extra clutter, the bar top **MUST** be free of all clutter, all common areas **MUST** be free of all extra clutter --- basically, there shouldn't be **ANY** clutter in **ANY** of the areas that a customer would see. Clutter equals dirty to a customer. If you see something that looks "cluttery," either call it to the attention of the owner (e.g. car keys or wallet left out) **OR** move it to the basement -- you are **ALL** called to keeping the place as clean as possible and also to look as clean as possible.

QUESTIONS

When you reply to this email, you may include questions -- or, you can contact Ruben or Frankie directly. **WE APPRECIATE YOU** more than we can say.

III. Current Sabrosa Cafe & Gallery COVID-19 Safety Plan

The *Sabrosa Cafe & Gallery COVID-19 Safety Plan* has been extensively revised in order to reflect the goals of the City of Milwaukee Health Department. In the following text, bold text and superscripted numbers refer to explicit bullet points in the Health Department's *Risk Assessment Tool for Expanding Capacity in Restaurants and Bars* in order to better cross-reference the City's requirements and the Restaurant's actions.

Employee COVID-19 Health Policy reviewed and signed by employee and available upon request. Employee health screening conducted at start of each shift.¹⁴

All employees have received a copy of the Restaurant's COVID-19 Safety Plan and are encouraged to review it frequently. Employee signatures confirming receipt of the Safety Plan are on file. At the beginning of each shift, prior to clocking in, employees are required to log a health check, including body temperature with an infrared thermometer and verifying absence of other common COVID-19 symptoms (cough, chills, muscle pain, sore throat, shortness of breath, loss of taste and/or smell).

Workers are provided information on employer or government-sponsored leave benefits that the employee may be entitled to receive, which would make it financially easier to stay at home, including employee's sick leave rights under the Families First Coronavirus Response Act.¹⁵

A paper copy of the FFCRA summary has been posted in the kitchen of the Restaurant (<https://www.dol.gov/agencies/whd/pandemic/ffcra-employee-paid-leave>)

The employer's plan should consider a protocol for all quarantined employees to receive access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures (within 6 feet apart for 15 or more minutes), which may require additional COVID-19 control measures.¹⁶

Any employee who exhibits symptoms of COVID-19 are instructed not to report to work and also to have a COVID-19 test. Once a negative test result is confirmed, the employee may return to work.

In the event that the owner, manager, or operator knows of two (2) or more cases of COVID-19 within the workplace within a span of 14 days, the employer must report the outbreak to the City of Milwaukee Health Department at 414-286-3674. Address in your plan.¹⁷

If there are more than two cases of COVID-19 within the workplace, the owners will contact the City of Milwaukee Health Department immediately.

All employees must wear mask during their shift(s). If an employee does not have a face mask, a clean face covering shall be provided to employee daily at no cost to the employee.¹⁸

All employees have been provided with clean, cloth face masks by the management. Additionally, disposable masks are on hand for use as well. All employees have been instructed in proper mask wearing in email communications, direct communications, and posted signs from the CDC.

Establishment is responsible for ensuring customers wear face coverings with the exception of while eating or drinking in accordance with the City of Milwaukee's guidance on mask policy. This applies to all adults and to children over the age of 3. Exemptions are only made for medical conditions or religious reasons. Policy in place for how to handle noncompliance.¹⁹

Customers must wear masks at any point they are not seated at their table, eating and drinking. Non-compliant customers are either asked to wear their mask or are offered a disposable mask. They are also given the option to use instead our curbside pickup or delivery service. In cases of persistent, belligerent noncompliance the customer is asked to leave and is no longer welcome at the Restaurant.

Employees are directed to ensure hand hygiene practices including washing hands frequency, use of sanitizer and proper glove use are adhered to.²⁰

Employees have received multiple instructions for proper hand washing, including email reminders, direct communication, and posted signs from the CDC illustrating proper hand washing technique. Gloves are required for kitchen employees. Multiple bottles of hand sanitizer are also available throughout employee areas of the Restaurant and are kept full.

Vendors and delivery personnel have been provided instructions regarding maintaining physical distancing and the use of face coverings when around others.²¹

Vendors and delivery personnel have been instructed to leave all deliveries at the back door of the Restaurant on our open-air porch. They are expected to wear masks and maintain physical distancing.

Breaks are staggered, in compliance with wage and hour regulations, to ensure that six (6) feet distance between employees can be maintained any area where breaks are taken. Employees are prohibited from eating or drinking anywhere inside the food facility other than designated break areas.²²

Given the very limited number of employees we have, breaks are always staggered to one at a time. Eating and drinking is restricted to the employee lounge in the lower level on a separate floor from all customer interaction.

If possible, an employee is assigned to monitor that physical distancing procedures are adhered to.²³

The Manager on Duty monitors physical distancing between employees and customers.

Measures to ensure physical distancing are adhered to where customers or employees are in a queue or line. This includes restrooms, bars, host stands, valet drop off and pick up, waiting areas, and any other areas where customers congregate.

- **Placing tape or other markings at 6-foot intervals in any area where members of the public form a line or stand.**
- **Establish directional hallways and passageways for foot traffic, if possible, to eliminate employees and customers from passing by one another.**²⁴

Customers and employees are never in a position to queue at the Restaurant. All transactions take place at the customer's table. Due to the small size of the Restaurant, there are no waiting areas or places for customers to congregate; customers are required to wait in their cars when the Restaurant does not have immediate seating or if they are early for their reservation.

Prioritize outdoor seating and curbside pickup, as allowed by local zoning and planning codes.²⁵

Throughout the summer we have provided only outdoor seating and have continued our curbside pickup and delivery options. We have only recently re-opened our indoor dining room now that the weather has become colder, operating at a maximum of 50% of our normal capacity (the Restaurant's normal capacity is 49 persons) with the usual mask requirement and distanced tables, and no seating at the bar.

Technology solutions where possible have been implemented to reduce person-to-person interaction; mobile ordering and menu tablets, text on arrival for seating, contactless payment options. Cashless transactions are encouraged. If reasonable for the food facility, customers are enabled to swipe their own credit/debit cards, and card readers are fully sanitized between each guest use.²⁶

Guests may use our contactless payment option for dining in. We also have an online ordering system for curbside pickup and deliveries. We offer only single-use paper menus that the customer may take home or discard after using. We only accept credit transactions at the moment -- no cash payments are accepted. All card readers, pens, and anything else the customer may touch in the course of their transaction are sanitized immediately after use.

Ensure there is adequate distancing and/or physical distancing between tables that minimizes contact between customers at different tables.

- **Six (6) feet physical distancing requirement between groups of customers**
- **Bar areas that serve food may open to customers to serve food and alcohol if they can adhere to the 6 feet physical distancing requirements, including maintaining six feet of distance from employee work or food or drink preparation areas.**
- **Discontinue seating of customers in areas where customers cannot maintain six feet of distance from employee work or food or drink preparation.**
- **Adjacent booths or tables may be used only if physical barriers, such as Plexiglas or partitions, are at least 6 feet tall.²⁷**

We maintain a minimum six-foot distance between all tables, both indoors and outdoors. There is no customer seating within six feet of employee work areas. All seating areas are completely moveable to ensure that the minimum distancing can be achieved (i.e., there are no booths or other immobile seating areas).

Design interaction between customers, delivery drivers and employees to allow for physical distancing. Interactions between servers or other employee's interactions and customers are limited to a maximum of five minutes per occurrence where possible.²⁸

In the case of curbside pickup there is a designated bench in the front of the Restaurant where customers can retrieve their food with no employee interaction. In the case of deliveries, our delivery driver calls the customer upon arrival and leaves the bag at the door should the customer wish to have no interaction. We use only our own in-house delivery drivers (i.e. we do not employ any third party delivery services such as GrubHub or DoorDash). In person interactions between customers and employees are limited to a maximum of five minutes per occurrence where possible.

Limit the number of guests at a single table to 6. People in the same party seated at the same table do not need to be six feet apart. An exception can be made if a larger group resides at the same household.²⁹

The maximum number of guests per table is 6. No exceptions.

Limit contact between wait staff and customers. Install physical barriers such as partitions or Plexiglas at registers, host stands, ordering counters etc. where maintaining physical distance of six feet is difficult.³⁰

There are no places other than the customer's table where customers interact with our employees. The host stand is for immediate seating only, and customers will only be interacted with if they are wearing a mask.

Physical distancing protocols should be used in any office areas, kitchens, pantries, walk-in freezers or other high density high-traffic employee areas.

- **Incidental contact is to be expected, however, the goal is to limit this contact to less than 15 minutes, and the employees must always wear their face coverings**
- **Kitchen and other back of house area's floors are marked to reinforce physical distancing requirements**
- **Establishment has developed and implemented strategies for front and back of house to support physical distancing (i.e. using an expo to limit servers in the kitchen, dedicated kitchen staff per station)**³¹

Back of the house employees are required to properly wear their face masks at all times, just like our other employees. In an effort to support physical distancing, each back of the house employee is responsible for their dedicated area (i.e. line cooks, expo/delivery monitor, dishwasher) and has limited contact among each other.

Spaces such as dining rooms, host stands, and kitchens have been equipped with proper sanitation products, including hand sanitizer and sanitizing wipes for all employees directly assisting customers.

- **Ensure sanitary facilities stay operational and stocked at all times and provide additional soap, towels, and hand sanitizer when needed.**
- **Recommend installing touchless dispensers for hand sanitizer, soap dispensers, paper towel and trash dispenser.**³²

Hand sanitizer, hand soap, paper towels, sanitizing wipes/spray, and red sanitizing buckets are in abundance throughout employee work areas and are used frequently and kept well stocked.

Drop-off locations are designated to receive deliveries away from high traffic areas. Person-to-person contact for delivery of goods has been eliminated wherever possible.³³

All deliveries to the Restaurant are made at the open-air porch at the back door. No interaction with the delivery person is generally necessary, but any interaction will be between masked employees and delivery people (e.g. in the case of signing for a delivery).

All employee's personal items are stored separately and brought home after each shift.³⁴

Employees are encouraged to leave personal items at home, but any items that are brought must be kept in designated basement storage areas only.

Establishment has decreased or eliminated the use of shared objects (such as salt and pepper shakers and other condiments) wherever possible. Non-disposable shared equipment such as reusable menus are cleaned and disinfected between users. Alternatives such as stationary menu boards, electronic menus, or mobile device menus should be considered.³⁵

All condiments are single-use. Non-disposable shared equipment such as check presenters and silverware are sanitized according to health department guidelines. Menus are single-use only.

EPA-registered, hospital-grade disinfectants with an emerging viral pathogens claim* against SARS-CoV-2 are available to allow for frequent cleaning of high-touch surfaces and shared equipment.

- **Name of EPA-registered disinfectant(s) used:**
- **Disinfectant Contact Time:**
- **EPA-registered disinfectants are prepared and used in accordance with label instructions.**³⁶

We use sanitizing products provided by our professional sanitizing company Auto-Chlor. When possible, the sanitizer is allowed to sit for 5-10 minutes before wiping.

Employees handling items used by customers (dirty cups, plates, napkins, etc.) or handling trash bags use disposable gloves (wash hands before putting gloves on and after removing them) and are provided aprons which they must change frequently.³⁷

Employees handling dirty items and trash wear gloves and wash hands before and after. Front of house employees are responsible for cleaning their aprons. Back of house employees have a stock of clean aprons to change frequently.

Customers arriving at the site with children must ensure that their children stay next to the parent, avoid touching any other person or any item that does not belong to them, and are wearing face coverings if age permits.³⁸

Customers are required to maintain control of their child or will be addressed by management.

Reusable entertainment such as slot machines, video games, jukeboxes, etc. should be sanitized after each use. Darts and pool sticks/balls are available by check-out only. Procedures in place to sanitize after each use.³⁹

Not applicable to our Restaurant.

Customer seating areas are cleaned and sanitized after each use. Seating, tables and other items on table must be single use or cleaned/sanitized between customers. Table tops are sanitized between use and table cloth, if used are replaced.⁴⁰

Table tops and seating are sanitized between customer use. No items are left on the table between customers.

No flatware, glassware, dishware, menus, condiments or any other tabletop item is present on tables prior to the seating of customers. All such items are fully sanitized between seat changes and stored during non-use in a location that prohibits potential contamination.⁴¹

Flatware, glassware, dishware, menus, and any condiments are only brought to the table once the customer has been seated. All such items are fully sanitized between customer use and stored in a safe location.

Takeout containers are filled by customers and available only upon request.⁴²

Takeout containers are filled only by customers and available only upon request.

All food safety practices outlined in the Wisconsin Food Code are being followed and maintained.⁴³

All employees are well-versed in food safety practices in the Wisconsin Food Code and follow them to the letter. Managers on duty specifically monitor and encourage compliance with all food safety practices.

Self-service machines and buffets are not allowed unless an employee is dispensing.⁴⁴

Not applicable to our Restaurant.

Pitchers, carafes, decanters and bottles cannot be shared by multiple tables. Clean glassware is provided for all customer refills.⁴⁵

All pitchers, decanters, bottles, and glassware are for use by single table only and are sanitized between guest use. Clean glassware is provided for any refills.

A designated employee wearing gloves is assigned the task of wrapping silverware prior to providing to the customer, rather than multiple employees handling uncovered silverware prior to customer use.⁴⁶

One gloved, masked employee is given the task of polishing and rolling silverware in the employee lounge, a dedicated area away from customer interaction and interaction with other employees.

An employee is designated to oversee and enforce additional sanitization and disinfection procedures at all times, as needed.⁴⁷

The Manager on Duty and/or Kitchen Manager oversees and enforces all sanitization and disinfection procedures.

A cleaning and disinfection plan for high-touch surfaces and access areas has been developed and is followed.

- **Common areas and frequently touched objects related to customer pickup and payment (e.g. tables, doorknobs or handles, credit card readers, etc.) are disinfected on an hourly basis during business hours using EPA approved disinfectants.**
- **All payment portals, pens, and styluses are disinfected after each use.**⁴⁸

High-touch surfaces and access areas are cleaned every hour (doorknobs, credit card readers, restrooms). Things a customer would touch in the course of a transaction are sanitized immediately after use.

Facility is thoroughly cleaned and sanitized/disinfected (using products approved for use against COVID-19) nightly. A log is kept to monitor completion wherever possible.⁴⁹

Closing duties involve thorough sanitizing using germicidal/virucidal cleaning agents. There is a log for hourly restroom sanitizing. The Manager on Duty inspects daily sanitizing. Once weekly, the Restaurant is deep-cleaned by an independent professional cleaning service, Clean & Check, LLC.

Audio headsets and other equipment are not shared between employees unless the equipment is properly disinfected after each use. Consult equipment manufacturers to determine appropriate disinfection steps.⁵⁰

Not applicable to our Restaurant.

Dishwasher personnel are provided with equipment to protect their eyes, nose and mouth from contamination due to splash using a combination of face coverings, protective glasses, and/or face shields. Dishwashers are provided permeable or not permeable aprons and required to change frequently. If aprons are not permeable, the operator will launder after each use. Reusable protective equipment such as face shields and glasses are to be properly disinfected between uses.⁵¹

Dishwashers wear face masks and protective eyewear. They are provided with non-permeable aprons with a stock available for frequent changing.

Restrooms are checked regularly and cleaned and disinfected on an hourly basis using approved EPA disinfectants.⁵²

There is a checklist on the door detailing hourly restroom sanitizing procedures that employees initial after completing. Only EPA approved disinfectants are used on all surfaces, including floors, walls, toilets, sinks, doors, etc.

Hand sanitizer and trash cans are available to the public at or near the entrance of the facility.⁵³

Bottles of hand sanitizer, trash cans, and facial tissue are kept at the entrance of the facility for customer use.

A sign notifying customers to use sanitizer and to wear a face covering when not eating or drinking is posted at all entrances.⁵⁴

Signs notifying customers to use hand sanitizer, to wash their hands, and to wear the face coverings are posted at the entrance and throughout the Restaurant.

Signage is posted that reminds the public to maintain physical distancing of six feet, wash hands or use sanitizer upon entry into an establishment, and to stay home if they are ill or have symptoms consistent with COVID-19.⁵⁵

There are signs posted for customers to maintain physical distancing, wash their hands, use sanitizer, wear their masks, and to stay home if they are feeling any symptoms consistent with COVID-19.

Signage is posted that notifies customers that while it may be common practice for diners to socialize after the meal, this practice will be discouraged during the pandemic.⁵⁶

Signage is posted to discourage customers from lingering beyond their meal. They are notified about a maximum 75 minute occupancy of a table.

Online outlets of the establishment (website, social media, etc.) provide clear information about facility hours, required use of face coverings, policies in regard to preordering, reservations, prepayment, pickup and/or delivery and other relevant issues.⁵⁷

Our Facebook, Instagram, Google, Yelp, and TripAdvisor pages as well as our website (www.sabrosa.cafe) are frequently updated with information about our hours and safety practices, including required use of face masks and all policies regarding safe interactions.

A copy of your COVID-19 Safety Plan is available upon request.⁵⁸

A paper copy of this Safety Plan is available for perusal in the Restaurant and a PDF of the document is available for public perusal on our website.

IV. Employee Acknowledgment

I, _____, an employee of Sabrosa Cafe & Gallery, acknowledge that I have received, read, & understood the *Sabrosa Cafe & Gallery COVID-19 Safety Plan*. I affirm that I will comply with the standards set forth in the *Safety Plan*.

SIGNATURE:

DATE: