



COVID-19
SAFE OPERATIONS PLAYBOOK

May 9, 2020



Purpose

Fultano's Pizza is eager to open our dining rooms and get back to what we do best, serve exceptional meals with exceptional service! We are equally eager to do all we can to help promote safe practices that reduce health risks for our staff and guests.

To that end, we have developed this playbook to communicate our policies to staff. Some of the sections are covered in the employee handbook and others are new policies.

Healthy Team

The most important thing we can do as a team is to avoid infecting the team or our guests if we are ill. Fultano's has always had a stay-home policy if you are sick and it is even more important that we follow that policy now.

If a team member is suffering from any the symptoms related to Covid 19, they need to stay home from work until the individual has been symptom-free for 48 hours..

The symptoms of Covid 19 are, fever, cough, shortness of breath, and breathing difficulties.



Handwashing

Proper handwashing is the most effective method of stopping Covid-19, and any other communicable disease.

This is a review, but a very important one: Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails. Scrub your hands for at least 20 seconds. (*CDC website.*)

The use of hand sanitizer is an option when handwashing is not possible. Fultano's will provide hand sanitizer for all of the delivery cars. However, proper handwashing is always a better option when possible..

You should wash hands when first arriving at work, between raw and cooked foods, when handling money or items others have handled, if you have touched your face or hair, after sneezing or coughing, after smoking or eating, and after using the restroom. After using the restroom you are to wash twice; once in the restroom, and once when back in the kitchen.

PPE

Face masks and gloves are required personal protection equipment. Until the PPE requirements are lifted we will all continue to wear facemasks and gloves.

When wearing gloves it is easy to assume that our hands are clean and we do not need to follow the same precautions as when we are not wearing gloves. The maximum number of hours the CDC recommends for a single pair of gloves is 4 hours. However, when wearing gloves you would follow the same guidelines as handwashing and change out your gloves, washing hands in between, when any of the handwashing flags occur. Also put on a fresh pair of gloves when making food for a person with allergy concerns.

Personal Care

Please review the Employee Handbook for more guidance on personal care. It is important that you come to work each day with laundered clothes and good hygiene. This is important not only for health reasons, but so that we present ourselves in a way that instills confidence in who we are as a company- and who we are is a team of professionals who are proud of what do.



Modes of Service

Fultano's will again be open to dining room guests. We will maintain our delivery service, counter service, and we will continue to suggest to our guests that they take advantage of curbside pickup.

Modes of Payment.

We will accept cash and credit card; but our shortened phone message will continue to encourage ordering and paying online. We will not require signatures on credit or debit card transactions.

Positioning and Direction to Guests

There will be spacing marked to meet a minimum of six feet between people at the waiting areas of the restaurant. At the Clatskanie location, the waiting line will start at the counter and go toward the restrooms. Ingress and egress will be by the same door. In Scappoose the waiting line will start at the front counter and continue out the door. Ingress will be through the front door, we will ask guests to go around and leave by the Fireside Room Door. Signage will be provided to give instruction.

Tables will be arranged so that there is a distance of six feet between them. Every other booth will be marked closed and there is to be no seating at the bar in Scappoose..

The restrooms will be single person use. Signage will be provided at each door letting guests know that if someone is in the restroom, please exit until it is empty. We are not asking staff to monitor the restrooms, we will ask guests to kindly police themselves.

Salad Bar

Until we are fully open without the current limitations, we will not be offering the salad bar or the pizza buffet. We are using this time to rebuild our salad bars with refrigerated units that will allow us methods of food presentation that will require much less direct handling. Also it will be much easier to keep clean, and will use less ice which means less energy and water. When we do open the salad bar, we will institute a policy of changing out the serving utensils every hour.



Sanitation

Sanitizer can not be applied and immediately wiped off, it needs to be in contact with the surface until dry or as long as the instructions dictate. Quat ammonia must be on contact for ten minutes. Our new sanitizer, Xpress, must be in contact two minutes..

As we think about sanitation, we need to think about any and all contact points staff or guests may have touched.

Table Sanitation

After clearing the table, squeeze as much water as possible out of the bar towel that is soaking in the quat ammonia. Wipe the table thoroughly. If needed, rinse the towel and wipe again. With the Express nozzle turned to a fine spray or mist, spray the table and the backs of the chairs.

Bathroom Sanitation

Once an hour, give all contact surfaces including door handles a mist/spray with Express. Do not wipe dry. Do a deeper clean if needed. At the end of the night do the usual deep cleaning.

Contact Surface Sanitation

Door handles, order-counter, credit card readers. (Clean only with alcohol wipes.) Any surfaces that are frequently touched.

Delivery Cars

Fultano's uses only company owned delivery cars to ensure our food is transported without possible compromise coming from vehicles used for personal use. Delivery car steering wheels and door handles need to be sanitized once daily. Drivers will do this at the end of their shifts when they pick up any items left in their cars.



Tidy Work Areas and Customer Areas

Our guests are going to be seeking assurances that the places they choose to eat are doing all they can to keep them safe. Clutter on the counters, un-swept floors, and messy dumpster areas do not give them that assurance. Make a good impression.

Beverage Service

We cannot offer self-serve fountain currently. The Clatskanie location will either sell cans of soda only or will have a designated person to fill beverages for customers. Refills will not be filled in the same glass, a new glass must be used.

Scappoose is not self-serve but we must use a new glass for each refill. For ice tea, ask what kind of sweetener and put packets on a plate with the lemon. Don't give more than will be used, they can not be reused they must be disposed of.

Table Setup

Tables will remain clear. Napkins, and single use disposable condiments will be handed out by staff. Nothing that is handed out is to come back to the supply area.

Silverware also needs to be wrapped and handed out from the counter or brought out from the server station.

Menus will be moved from the clean bin to a used bin to be sanitized before given out to another guest.