

COVID19 Impact Mitigation Guide

PREPARED FOR



PREPARED BY



Document Purpose and Format

This COVID19 impact mitigation guide is designed to provide guidance to Savoury Chef and its clients as it relates to the following:

- The resumption of catering operations in a staged, and responsible manner that aligns with expectations from public health.
- The provision of the best possible dining experience in light of necessary COVID19 precautions
- Provide for a safe environment for employees and guests alike
- Enable Savoury Chef to be an industry leader by exceeding current regulations and safety measures to provide clients peace of mind that their guest's health is a top priority

The document is broken down into functional sections as follows:

- An outline of the basic COVID19 Impact Mitigation Strategy and its five component pillars
- An overview of general recommendations for catering operations in keeping with this basic strategy
- Specific catering-related recommendations for infusion into your planning and preparation efforts.

Disclaimer

While much effort has already been put into COVID19 planning, and more will come in the weeks and months ahead, it is important to note that it is not possible to create a zero-risk environment, for staff nor for guests. Put simply, the risk of COVID19 infection appearing at any catering venue cannot be 100% eliminated. Additionally, as more and more of the traditionally normal business operations are resumed, the risk can increase incrementally.

This notwithstanding, with appropriate measures in place, the risk of COVID19 impacts can be very much reduced, and the potential of its spreading, minimized.

Note: The General Recommendations and Site-Specific feedback provided herein are meant to provide guidance to the company, however, decisions related to implementation and enforcement of such measures will be the responsibility of Savoury Chef and its partners.

COVID19 Impact Mitigation Strategy – The Five Pillars

The fundamental approach to mitigating the spread of COVID19 is conceptually simple and consists of the following pillars.

1. Self-Assessing for Symptoms and Returning to Work When Healthy

The first pillar of the mitigation strategy will be to make efforts to prevent illness from arriving at Savoury Chef headquarters or an event venue in the first place. The best approach to this end will be to screen incoming staff and guests based on symptom presentation. This will not eliminate asymptomatic people from arriving, but it goes a long way toward reducing potential arrival of illness at Savoury Chef headquarters and events

For guests and staff that have had COVID19-like symptoms, it will be important to determine when they are safe to return to work and/or appear in public.

2. Physical (Social) Distancing

Make best efforts to maintain a physical distance of at least 2 metres (6 feet) between people at all times. In doing so, it becomes difficult for anyone to become infected by someone else, whether they are symptomatic or asymptomatic.

3. Hand Hygiene

By focussing on keeping hands clean, you reduce the possibility of people infecting themselves via their hands coming into contact with virus droplets on surfaces, and you also reduce the potential to spread the virus via common use objects (railings, door handles etc.).

Proper hand washing should occur regularly and should entail using soap and washing with warm water for at least 20 seconds.

4. Face Touching Avoidance (e.g. of touching eyes, mouth, nose, etc.)

Another way to avoid getting infected is to encourage the avoidance of touching your eyes, nose, or mouth with hands. In lieu, suggest the use of one's shoulder, forearm, or a tissue if an itch must be addressed.

5. Enhanced Cleaning

Regularly cleaning all high-touch surfaces and common use objects is another important way to curtail the spread.

Savoury Chef as Part of a Broader Ecosystem

The mitigation strategy outlined above is simple by design, but it can be tricky applying it. One of the key challenges is that the workplace is part of the community; a community in which employees move about, perhaps a little less so in recent days.

This being the case, a robust workplace COVID19 plan will necessarily include support, education, and tools for employees to use when they are not in the workplace.

By embedding these directly into the Savoury Chef workplace plan, it introduces consistency in all areas of employees' lives. This is important as COVID19 does not distinguish between spreading at home, at work, or in the community, and neither should the approach to minimizing its spread.

The art of applying the strategy comes in finding effective ways to apply it in a way that appreciates the differences between the home, the community, and the workplace. With the focus of this guide being the workplace, guidance for employees while at home, and in the community, has been included in Appendix A + B.

Recommendations for Catering & Events

It is anticipated that Savoury Chef will resume operations in a phased-like approach, and the recommendations that follow may best be introduced in steps, wherein an opportunity to see how clients/guests respond to the measures introduced, and how it can be achieved. If compliance is at a high level during initial stages of opening, larger and more diverse events can be restarted.

What follows below is a set of recommendations derived directly from the five pillars of the mitigation strategy outline above.

There is a range of COVID 19 mitigation strategies that can be implemented, and each individual client may have their own level of concern regarding the risk of COVID 19. To help enable peace of mind with clients it is recommended that the Savory Chef discuss the various strategies available.

For smaller personal gathering with trusted groups of friends the client may prefer to not have the full gamut of mitigation strategies in place. For larger events with public attendees some clients may wish to implement stricter controls. Two areas for discussion include masks and temperature checks for guests.

Surgical/Cloth Masks

- If your team and/or guests are feeling well and wish to wear a surgical/cloth mask while exercising physical distancing at the event, please allow them to do so. Please learn the proper technique for donning and doffing a surgical mask to minimize potential for contaminating it with your own hands.
https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/how-put-remove-clean-non-medical-masks-face-coverings.html#_How_to_put

Temperature Screening

In our experience of taking thousands of temperatures since March, the presence of fever as a standalone symptom of illness is extremely rare (we have not seen it). If someone presents with a fever it is always secondary to symptoms like sore muscles, sore throat and generally feeling unwell. Guests/staff should not be coming to the event/work if they have any symptoms and therefore the taking of the temperature is largely for optics only. We believe that the more comprehensive screening questions are more effective in having guests/staff fully consider their current health status rather than simply taking a temperature.

If temperature screening is put into effect, no-touch thermometers are ideal, but should be used within their operating temperatures (10⁰C - 40⁰C) as the unit is not effective in cool/cold or hot climates. Temperatures should be taken indoors in a temperature-controlled environment if possible.

- If alternative thermometer types are used, ensure they have individual use caps, ear inserts, etc. for each person being screened.

Preventing Illness at Savoury Chef Headquarters (Pillar #1)

- To the extent reasonable, minimize the number of staff at the facility. For roles that can be done remotely, ensure employees are supported with the right work-from-home equipment. For onsite roles, consider running operations with a leaner team if possible.
- Assess staff for COVID19 symptoms prior to their arrival at work
 - Iridia recommends a self-screen at home prior to arriving at work and supplement with a repeat screening with employee peer group once onsite (while practicing physical distancing).
 - The secondary group screen at work acts as an accountability tool that has proven effective in our experience.
 - The screening tool employed should be based on the current BC COVID 19 self- assessment guide (<https://bc.thrive.health/covid19/en>)
 - Send anyone home if they have COVID19-like symptoms identified on arrival at the facility
 - While at Savoury Chef facility if any staff develop symptoms, have them leave immediately.
 - For staff who are sent home, follow up daily to track status and encourage testing if applicable.

For confirmed COVID19 cases involving Savoury Chef staff, follow recommended protocols of:

- Work with Public Health to gather relative information on recent whereabouts and background specifics
 - Delivering appropriate notifications to stakeholders
 - Conducting ongoing monitoring and screening of staff

- Invoking enhanced cleaning measures for primary work area of the staff member
Conducting case follow up including monitoring and liaison with Public Health
- Set up protocols in keeping with public health recommendations for returning staff following illness.

Facility Kitchen

The kitchen at Savoury Chef headquarters is a large, controlled environment where there is ample space to allow for physical distancing, wide hallways and where there is limited access from outside visitors

Additional considerations:

- If situations arise where staff are required to work in close proximity for prolonged periods of time, consider the use of cloth masks or face shields
- To the extent it is possible, stagger shifts and breaks to help minimize time employees spend in close proximity to one another
- For any areas where bi-directional foot traffic happens around blind corners, consider the use of mounted convex mirrors to see around corners.
- For all kitchen areas create a specific list of high touch point surfaces and implement an increased cleaning routine with the use of a PHAC approved disinfectant.
 - Minimum 3 times daily cleaning schedule and look for ways to engage all staff in the process so that there is broad-based awareness of the efforts.
 - Consider the use of stickers to identify high touch surfaces.
 - Stickers heighten awareness which will help with compliance
- Consider leaving lights on for operational hours to reduce possibility of them acting as high touch points.
- Conduct all team meetings in a way that observes physical distancing restrictions

Facility Entry

- Prominent signage at the front door reminding everyone of Savoury Chef's 5 Pillars Mitigation Strategy
 - Not to enter if feeling unwell
 - Remain physically distant
 - Sanitize hands
 - Avoid touching their face
 - Increase cleaning
- Discourage use of gloves as they are not more effective than proper hand hygiene in reducing the spread of COVID-19
- Strategically placed hand sanitizer station at front door. All people entering are requested to use it.

Facility Workspaces and Offices

- Staff equipped with the ability to sanitize their own personal workspace and they are encouraged to do so twice daily
- Wipe down any additional equipment used before and after use

Preventing Illness Through Partner Collaboration (Pillar #1)

- Choose venue partners that embody and practice the 5 Pillars
- Work in collaboration with the venue staff and third parties (ex. Florists, DJs, etc) to ensure this messaging has been provided to the event participants

Preventing Illness at Off-Site Catering Events (Pillars #2 - #5)

Off-site Kitchen Considerations

For off-site events team members will be working in varied environments where physical distancing can become a challenge in kitchen and food and drink preparation areas.

Consider the following:

- When additional space is available ensure a 6-foot distance between staff when possible
- Consider re-designing workflows to minimize the amount of time required where staff must work within 6 feet of each other
- When staff are required to work in close proximity of one another for prolonged periods consider cloth masks or plastic face shields
- Employees should avoid facing each other while working in close proximity.
- In dishwashing areas, consider employees wearing gloves to load dishes into dishwashers
 - If the same person is removing clean dishes, a glove switch is recommended between loading and dish removal
- To the extent reasonable, stagger shifts and breaks to minimize potential for interaction amongst staff.
- Where foot traffic pathways are narrow, consider implementing unidirectional flow; indicated in a clear fashion. (eg arrows or markers on the ground)
- Identify any movable objects that can act as infection vectors and either eliminate them or implement a cleaning procedure for them.
- Whenever possible, keep doors open to eliminate door handles and doors acting as high touch points.
- Strategically position alcohol-based hand sanitizer dispensers/bottles for easy access by staff

Off-Site Food Service Considerations

The general principle for food service is to avoid multiple people contacting the same food tray/dish as they self serve. This ensures the food area is not contaminated by someone expelling respiratory droplets onto common touch area including serving implements.

The following are recommendation regarding the various options for food service:

Buffet - we would recommend refrain from using this term and replace it with Food Stations

- Self-serve - should be discouraged at this time as too many people will share the same serving utensils
- Staff Serve - permissible as this will limit the use of the use of the serving utensils

Family Style (platters of food on shared tables)

- permissible if the platters are limited to a typical table size (6 - 8) where the guests are familiar with each other

Plated (individual serving)

- At present, this is ideal manner for serving food

Food Stations (basically multiple smaller buffets spread around a room or rooms)

- permissible if the food is provided by a server

Cocktail (canapes passed around people standing)

- a variant is permissible if the server provides the canapes without having guest touch the same serving tray

General Off-Site Event Considerations

Pre-Event

Understand client/venue COVID19 plans prior to starting the engagement

- Identify the potential risks on an event-by-event basis
- Consider how many staff are really needed to provide the ideal experience for clients/guests
- Ensure staff are completing a day of self-assessment prior to arriving at the venue.
- Complete an in-person screening with entire event team prior to guest arrival.

Guest Arrival

Work with the venue staff to ensure guests are screened on their arrival at the event

- This can be accomplished via customer led self-screen using the same criteria asked of staff, or if desired, via the use of temperature screening.
- Iridia recommendation is to use the former for simplicity, however, if some clients/venues prefer temperature screening that can also be implemented.
- Messaging on the Savoury Chef website to request anyone with symptoms to stay home

To efficiently manage guest flow and to minimize guest congregation near entrance points, consider providing guests with their table number in advance of their arrival

- If a line is anticipated, place distance markers on the ground at the entrance to avoid overcrowding

Hostess/Greeter Station

- As this area is normally a place that encourages interaction with guests, make efforts to mark off space around the station to provide for the 6-foot physical distancing requirement.
- Consider a good size table map identifying all tables clearly and the path to reach the desired table
- If budget and space allow, this role could lead 'compliance' efforts throughout the event with gentle reminders to both staff and guests

Dining Area

- Table Placement
 - Physically distance the space in between (at least 6 feet)
 - Consider placing an extra table with flowers in between to emphasize spacing efforts
 - Do not keep too many extra chairs around as they may lead to opportunities for physical distancing to be compromised
- Tabletops
 - Remove condiments and other standard table assets that could act as infection vectors.
 - Have individual containers of condiments available upon request
 - Have sanitized condiment containers available per request
 - Provide carafes of water on each table to allow guest to refill as required
 - Encourage guests to reuse their wine/beer glass throughout the event
 - Servers should maintain their distance from guests as much as possible
 - Food service and clearing should be prompt and avoid lingering at the table

Bar

The bar area can be open so long as the physical distancing measures are adhered. Consider the following:

- If the separation between the bartender and the guest is near 6 feet, it may be viable for the bartender to simply request that the guest leans back when he/she serves the guest.
- Place markers on the ground to avoid overcrowding near the bar
- Glassware is to be immediately washed or placed in dirty racks for cleaning post event

Outdoor Areas

Outdoor areas will likely be popular for events, and the principles outlined above would apply there as well.

- Encourage the use of outdoor space as practical.

Restrooms

- Eliminate the use of cloth towels in favour of paper towels that are individually dispensed downward, if applicable. (ie Not the pull from up variety)
- Increase the frequency of cleaning, especially in sink and tap areas.
- Position hand washing technique signage and avoid touching your face signage on mirrors of all bathrooms
- Keep door propped open to a large communal bathroom, if practical and won't impact privacy
- Place a waste basket outside door if it remains closed for the disposal of paper towels
- Include signage to avoid overcrowding in the bathroom and at the entrance to the bathroom

Preventing Illness During Commissary and Corporate Delivery (Pillars #2-#5)

Delivery

- Drivers to be provided with hand sanitizer, disinfectant, and paper towels.
- Minimize the number of drivers using the same vehicle.
- Identify specific areas of high touch in the delivery vehicles to be cleaned and the frequency of cleaning (door handles, steering wheels, gear selector, control buttons, etc.).
- Encourage clients to request 'touchless' drop off. (Food is dropped in a location where physical distancing can be maintained at all time.)
- Hands will be sanitized before and after moving food into a venue.
- If delivery staff will be within 6ft of a client, a cloth mask or face shield will be worn.
- No in-person signatures ever required. All receipts are provided digitally.

Appendix A - Practices Unique to the Home

Physical (Social) Distancing

It may sound obvious, but limit guests to your house.

- Consider whether you really need to have people over, and if you do, use proper physical distancing practices.
- For deliveries to the house, have the delivery dropped at the door, and introduce space between you and the delivery person.
- If you are asked to sign for the package, use your own pen or consider using a tissue to do the signing (again at a distance).
 - If you must pay using a credit card/debit machine, wash your hands immediately following payment.
 - Throw away the packaging right away and wash your hands.

Hand Hygiene

- Introduce a house rule that hands are to be washed whenever someone enters the house and consider a dedicated sink for this.
- Put signage on the fridge reminding people to wash their hands before eating.
- Add signage over the sinks showing proper hand washing techniques.
- If you do sneeze or cough, do so into your arm or sleeve to not spread the infection onto surfaces in the house.

Cleaning

- Identify common touch points in your house, put them on a list, and give them a clean once or twice a day with a clean rag and soap or with a towelette.
- Think about door handles, fridge doors, the microwave panel, thermostat, light switches, etc.
- Similar to above, make a list of shared objects (or vectors) and clean them
- Think of television remotes, car keys, pet leashes, etc.

Self-Assessment + Isolation

Self-assess for symptoms at the start of each day, and if you have symptoms, stay home and self-isolate.

- Consider sleeping in a separate room and using a separate bathroom if possible, to stay clear of other family guests and pets.
- If you stay home, connect daily with work. Isolate sick family guests

Similar to above, if a family member gets sick, try to isolate them in a separate room. Ask them to use proper sneezing/coughing technique by always using a tissue and/or coughing into their sleeve.

Appendix B - Practices for the Community

Physical (Social) Distancing

At all times, look to maintain at least six feet from people around you.

- Introduce a gap between you and the next person in any line you are in.
- Continue to try to avoid large gatherings where physical distancing can be a challenge.
- If you are travelling, look to choose a seat six feet away from others.
- If you are on a plane, consider a window seat, and try not to get up and use the onboard restrooms during the flight (obviously harder to do on longer flights).

Hand Hygiene

- Try to touch as few surfaces as possible.
- Keep your hands in your pocket to avoid the temptation to touch unnecessarily.
- Carry a personal supply of hand sanitizer for situations where you have had to touch a surface but cannot easily wash your hands.

Cleaning

- If you are travelling on a bus, plane, boat, etc..., consider wiping down the surfaces near your seat.
- Consider cleaning your car's steering wheel, indicators, and instrumentation panel. Keep sanitizing products (wipes, hand sanitizer) in your car to encourage regular use.