



## COVID-19 SAFETY PLAN

Concoctions is committed to ensuring the health and safety of our team members and customers before, during, and after the Covid-19 Pandemic. To comply with CDC guidelines and local ordinances we have implemented additional safety standards to ensure we are meeting and exceeding Covid-19 safety measures. Our Covid-19 safety plan outlines the precautions we have implemented at our restaurant and bar to ensure the safety of our team members, customers, and the public. Our Covid-19 Safety Plan is available upon request.

### TEAM MEMBERS

- Team Members are advised they should not come to work if they are sick, and they should notify their manager if they become sick with COVID-19 symptoms, test positive for COVID-19, or have been exposed to someone with COVID-19 or have been exposed to someone with COVID-19
- Each team member will be provided a copy of the Concoctions Covid-19 Safety Plan and sign an acknowledgement confirming receipt of the Plan
- Temperature checks at the beginning of each shift for each team member
- Team Members will be required to email an “Team Member Health Reporting Agreement” at the start of each shift affirming they are symptom free, have not traveled outside of Wisconsin, and have not had contact with a Covid-19 positive person
- In the event a Team Member tests positive for COVID-19 we will require that Team Members who were exposed to the infected be tested. Information on free testing sites will be provided
- In the event of two or more cases of COVID-19 in the workplace within a span of 14 days, management will contact the Milwaukee Health Department at (414) 286-3674
- Team Members are required to wear a face mask while on premise. Face masks are available to Team Members at no cost
- All Team Members are required to view the [Health & Hygiene Video](#) to ensure proper handwashing practices and glove use. Employees are encouraged to use handwashing vs. sanitizer; however, sanitizer is readily available throughout the facility
- While taking orders and greeting customers, our cashier will be the designated Team Member to monitor social distance between customers on-premise
- Managers are designated to oversee the execution of this plan on a daily basis and to ensure our safety plan is up to date with current local ordinances and CDC guidelines

## **CUSTOMERS**

- Customers are required to wear face coverings except for while eating and drinking in accordance with the City of Milwaukee's Mask Policy. Signage will be posted at entry doors and on-premise (
- If a customer is not compliant with the City's Mask Policy, the following steps will be taken:
  - Customer will be asked to wear a mask
  - A mask will be offered to a customer free of charge
  - If the customer refuses for medical or religious reason, we will offer curbside service to fulfill the order
  - If the customer refuses to comply, service will be denied, and they will be asked to leave the premise
- Customers with small children must keep children within arm's length and supervised while on premise. Children of age, per the City's Mask Policy, will be required to wear a mask. Cashier's will be responsible for monitoring and enforcing

## **SERVICE**

- Cash registers are equipped with customer facing pin pads for customers to self-insert their own credit/debit cards to limit contact with the cashier
- Disposable Q-Tips will be available for customers to enter their PIN without touching the pin pad
- Sanitizing wipes are available for Team Members to disinfect the pin pad between customers
- Plexiglass partitions are installed at the register and take out counter where 6ft distance is not available
- Reusable menus are limited, as we are encouraging customers to order from digital menu boards or scan a code to view the menu; however, in the event the customer needs to use a reusable menu they will be disinfected between use
- Customer table and seating areas are cleaned and sanitized by designated team members between customers. Once the table has been thoroughly sanitized it is marked sanitized to advise the public table is available for self-seating
- No flatware or dishware is used in the restaurant and no condiments are placed on the table at any time. Glassware used at the bar is provided directly to the customer and a clean cup is provided for all refills. Digital menus are on display for ordering. Customers are encouraged to be scanned a code for a digital menu. Hard copy menus are available upon request and sanitized after each use
- We do not utilize pitchers, decanters, or carafes in service; however, glassware is provided for dine-in patrons at the bar. We do not reuse or refill glassware or plastic cups under any circumstances

## **FACILITY/OPERATIONS**

- Floor markers provide 6ft intervals for customers to follow while waiting in line to place/receive orders
- Customers will enter through the north entrance and exit through the south entrance to limit customer contact/passing. Floor markers provide directional guidance
- Signage placed outside restrooms advising customer to not congregate in the hallway while waiting for an occupied restroom to become available
- We have eliminated seating that does not allow for 6ft distancing between tables. We currently have 2 tables total: one seating two people and one seating up to four people. Our window seating will be partitioned with plexiglass to allow two parties of two
  - Bar seating is limited and we are only allowing seating that allows 6ft distance between customers seated at the bar
  - We have discontinued bar seating that did not allow for 6ft distancing between the customer and the prep area
  - The adjacent window seating will be partitioned with 6ft plexiglass to allow two parties of two
- Plexiglass partitions are installed at cash/carry counters to allow physical distancing between the customer and the team member. While we have limited dine-in seating, we do not provide wait service; no servers interact with customers. We do have a designated team member to clean and sanitize the dining area. Delivery drivers not applicable
- We do not have seating for parties of six
- The table closest to the takeout counter has been removed to allow for 6ft distance between customers in line to order and seated customers
- We have advised our team members that only one person should be inside the walk-in cooler/freezer at a time, we have added signage at entry to reinforce physical distance in small areas
  - For our team members who must perform duties in close proximity, stocking for example, are advised to break after 10 minutes and masks must be worn at all times
  - Kitchen and back of house areas have floor markers with 6ft distance requirements and signage at storage entry to reinforce physical distance in small areas
  - The kitchen is designed with a pass-through window to limit the interaction between the back of the house team members and the front of the house team members and customers
- Hand sanitizing stations are available at each door entry for customers to use upon entering. At each cash/carry stations are equipped with sanitizer and sanitizing wipes
  - The bathroom facilities are stocked by Cintas on a weekly basis and team members check the bathroom hourly for cleanliness and stock
  - Touchless soap dispensers are installed in both the front and the back of the house, as well as automatic paper towels. Garbage dispensers are also touchless throughout the facility
- We use Signet Neutral Disinfectant (DS1) which meets the EPA's criteria for use against SARS-CoV-2, the cause of COVID-19, contact time 10 minutes

## Concoctions COVID-19 Safety Plan

- The Signet Neutral Disinfectant is automatically mixed and dispensed with Cintas and Signet cleaning chemical service
- All food safety practices outlined in the Wisconsin Food Code are being followed and maintained and have been reviewed with Teams Members
- At the top of the hour, every hour, a designated Team Member is responsible for disinfecting all high touch surfaces as follows:
  - Interior and exterior door handles
  - Waiting area seating and headrests
  - Business telephone receivers
  - Tables and chairs
  - Countertop (both front and back of house)
  - Payment portals

Sanitization is done using Signet Neutral Disinfectant (DS1) which meets the EPA's criteria for use against SARS-CoV-2, the cause of COVID-19, contact time 10 minutes

- The facility is thoroughly cleaned nightly using the Cintas and Signet cleaning chemical service products:
  - Signet Neutral Disinfectant (DS1) meets the EPA's criteria for use against SARS-CoV-2, the cause of COVID-19
  - A phosphate-free concentrate detergent, which provides effective sanitation
  - Hard surface sanitizer used to clean and sanitize food prep items, food prep areas, and food contact surfaces
  - A streak-free, non-ammoniated glass and multi-surface cleaner that meets Green Seal GS-37 standards
- Restrooms are checked, cleaned, and disinfected hourly by team members using Signet Neutral Disinfectant (DS1) meets the EPA's criteria for use against SARS-CoV-2, the cause of COVID-19
- Hand sanitizer is available at interior entrance
- Two trash cans are available at the entrance on the outside of the building and are contactless receptacles to eliminate a high touch surface
- Signage at each entry door notifies customers of the following:
  - Face masks are required to enter
  - Please sanitize your hands upon entering
  - Please maintain social distancing of six feet
  - Face masks are enforced when not eating/drinking
  - Please do not socialize after your meal during the pandemic
  - Please do not enter if you are experience symptoms of Covid-19
- We have updated our websites to inform the public of our hours of operation, face mask requirement and social distancing guidelines

## **VENDORS**

- Vendors are required to wear a face mask and practice social distancing while making deliveries, signage posted at the back entrance
- Vendors are required to make deliveries through the back entrance and leave the delivery at the back door to avoid passing through the back of the house and coming in contact with Team Members