COVID-19 CORONAVIRUS GUIDELINES

We are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures.
With great optimism and a poised sense of resolve we are pleased to announce the re-opening of our family of Word of Mouth restaurants during the week of May 11th.

As you are all aware the restaurant industry has been one of the hardest hit small business sectors during the outbreak of COVID-19. We are not at the point where the virus has been completely eradicated, but we look at this next phase of ‘dining at your favorite restaurants’ as a means of healing our spirits and reconnecting in the way to nourish our souls. We are very proud to operate and serve as small business leaders within our immediate community and the greater Atlanta area for the past 16 plus years and we are very fortunate that we have remained in business during the duration of this pandemic.

We have enjoyed the good fortune of our restaurant company developing and growing as our community transitioned into a ‘must live here’ neighborhood and city.

The safety and well-being of our staff and our guests is paramount. During the coming weeks and months, it will be imperative for us to instill within our guests and our employees a certain level of confidence and reassurance as it pertains to dining in public eateries in what we will soon come to know as our “new normal.” Our management team has spent a lot of time over the course of the past few weeks looking at how we could carefully and successfully operate the restaurants within the parameters stipulated in the state of Georgia’s Executive Order regarding COVID-19.

As for the guidance relating to employee and customer health, food management certification, personal hygiene, cleaning/sanitizing and contactless technology services we are confident of the measures that we are presently implementing and carefully monitoring.

The restrictions mandated by the Governor’s recent Executive Order regarding “social distancing” while offering a dine-in experience is quite complicated as it pertains to our overall financial well-being during the coming weeks and months as we re-open our dining rooms. The restrictions greatly reduce the number of customers that we can accommodate, thus limiting the amount of revenue that we may potentially generate during any given dining service. The formula calls for 10 patrons allowed in the facility per 500 square feet of public space.

We have been very creative with our food and beverage offerings and have worked diligently to stay in business since March 16th. At this time, we must again apply this same level of creativity and ingenuity to how we operate successfully under the updated state of Georgia’s “in-facility social distancing restrictions.” Please stayed tuned as we will certainly continue to update you on all of our restaurant concepts and how we will adjust them in order to remain successful throughout this re-opening period.

Looking forward to bringing us all back together.... well for now, just 6 feet apart!

Michel Arnette
Owner
Word of Mouth Restaurants
**Restaurant Occupancy Adjustments**

**Pre COVID-19 Interior Occupancy Levels**
- Haven Restaurant – 90 Seats
- Valenza Restaurant – 120 Seats
- Vero Pizzeria – 65 Seats
- Arnette’s Chop Shop – 240 Seats

**Georgia State Re-opening Interior Occupancy “Social Distancing” Levels**
- Haven Restaurant – 35 Seats
- Valenza Restaurant – 50 Seats
- Vero Pizzeria – 22 Seats
- Arnette’s Chop Shop – 90 Seats

**Notes:** All bar stools will be removed from bar areas. Tables will be spread six feet apart. No table occupancy will exceed six people.

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**Adjusted Hours of Operation**

**HAVEN**
- Monday: Closed
- Tuesday – Thursday: 11:30AM – 9PM
- Friday: 11:30AM – 10PM
- Saturday: 10:30AM – 3PM (Brunch) 4PM – 10PM
- Sunday: 10:30AM – 3PM (Brunch) Closed PM

**Arnette’s Chop Shop**
- Monday: Closed
- Tuesday – Thursday: 4PM – 10PM
- Friday & Saturday: 4PM – 11PM
- Sunday: 4PM – 10PM

**Valenza**
- Monday – Thursday: 4PM – 9PM
- Friday & Saturday: 4PM – 10PM
- Sunday: 4PM – 9PM

**Vero Pizzeria**
- Monday – Thursday: 4PM – 9PM
- Friday & Saturday: 4PM – 10PM
- Sunday: 4PM – 9PM

**Notes:** Reservations are highly recommended, as walk-in availability will be limited. All units will continue to offer expanded take-out amenities. HAVEN, Vero & Valenza will continue to offer delivery services with specified adjusted hours of operation. Arnette’s Chop Shop will not offer food delivery. All units will continue to offer to-go alcohol options under further notice.
STATE OF GEORGIA MINIMUM BASIC OPERATIONS

The minimum basic operations (MBO) to maintain the value of a business, establishment, corporation, non-profit corporation, or organization, provide services, manage inventory, ensure security, process payroll and employee benefits, or for related functions can be found below. Such considerations include:

• The minimum necessary activities to facilitate employees or volunteers being able to work remotely from their residences or members or patrons being able to participate remotely from their residences.
• Instances where employees are working outdoors without regular contact with other persons, such as delivery services, contractors, landscape businesses, and agricultural industry services.
• Such entities shall also implement measures which mitigate the exposure and spread of COVID-19 among its workforce.
• Note that such minimum necessary activities include remaining open to the public subject to the restrictions of this order.

MINIMUM BASIC OPERATIONS INCLUDE THE FOLLOWING:

1. Screening and evaluating workers who exhibit signs of illness, such as a fever over 100.4 degrees Fahrenheit, cough, or shortness of breath.
2. Requiring workers who exhibit signs of illness to not report to work or to seek medical attention.
3. Enhancing sanitation of the workplace as appropriate.
4. Requiring hand washing or sanitation by workers at appropriate places within the business location.
5. Providing personal protective equipment (PPE) as available and appropriate to the function and location of the worker within the business location.
6. Prohibiting gatherings of workers during working hours.
7. Permitting workers to take breaks and meals outside, in their office or personal workspace, or in such other areas where proper social distancing is attainable.
8. Implementing teleworking for all possible workers.
9. Implementing staggered shifts for all possible workers.
10. Holding all meetings and conferences virtually, wherever possible.
11. Delivering intangible services remotely wherever possible.
12. Discouraging workers from using other workers’ phones, desks, offices, or other work tools and equipment.
13. Prohibiting handshaking and another unnecessary person-to-person contact in the workplace.
14. Placing notices that encourage hand hygiene at the entrance to the workplace and in other workplace areas where they are likely to be seen.
15. Suspending the use of Personal Identification Number (“PIN”) pads, PIN entry devices, electronic signature capture, and any other credit card receipt signature requirements to the extent such suspension is permitted by agreements with credit card companies and credit agencies.
16. Enforcing social distancing of non-cohabitating persons while present on such entity’s leased or owned property.
17. For retailers and service providers, providing for alternative points of sale outside of buildings, including curbside pick-up or delivery of products and/or services if an alternative point of sale is permitted under Georgia law.

18. Increasing physical space between workers and customers.

19. Providing disinfectant and sanitation products for workers to clean their workspace, equipment and tools.

20. Increasing physical space between workers’ worksites to at least six (6) feet.

For more information on COVID-19 and managing your business, please visit www.gachamber.com/covid19 for a host of resources, documents and other relevant resources to best assist with future business plans.

The Georgia Chamber seeks to provide access to recommendations, regulations, services and expertise to its members. During the COVID-19 pandemic, this mission remains constant. Prior to acting, members should consult their own professional advisors for information and counsel specific to the individual and unique situations faced by organizations, individuals and corporations. The opinions, interpretations and recommendations of the Georgia Chamber are informational only and should not be relied upon by the recipient as legal or professional advice. The Georgia Chamber makes no representations as to the accuracy or reliability of the content contained herein. Users of this information accept any and all risks associated with the use of such information and agree that the Georgia Chamber has no liability to user.
COVID-19

REOPENING GUIDANCE

A GUIDE FOR THE
RESTAURANT INDUSTRY IN GEORGIA

in accordance with Governor Kemp’s Executive Order

PUBLISHED: April 23, 2020
*UPDATED: April 28, 2020*

For other resources:
GARESTAURANTS.ORG
RESTAURANT.ORG/COVID19
TO RESTAURANT OPERATORS
GETTING READY TO REOPEN IN GEORGIA...

The purpose of guidance is just that, to offer you direction and provide a basic framework for best practices as you reopen. However, we have coupled the guidance with Governor Kemp’s Executive Order Guidelines to provide you with the most comprehensive guidelines in Georgia.

We trust each individual restaurant will use the resources provided to make a responsible choice that is best for their business and their community.

- Make sure your person-in-charge has an up-to-date ServSafe Food Manager certification. The Food and Drug Administration requires every facility to have a person in charge on site during open hours and also directs that the person in charge should have a food manager certification.

- Provide ServSafe food handler training for your workers. They’re your front line; educating them protects them, you and your guests.

- Make technology your friend. Contactless payment systems, automated ordering systems, mobile ordering apps, website updates and simple texts can help you to communicate and conduct business with reduced need for close contact. As you begin to reopen, keep communicating with customers (your hours, menu items, reservations, etc.), and help promote your social distancing and safety efforts.

- And some of the best advice comes from the Food and Drug Administration, which develops the Food Code we all rely on. Its newest guide, *Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic*, was just released. You can link to it [here](#).

As we continue to learn more about operating businesses during the COVID-19 pandemic, it’s important to share with you the most current direction and advice from the experts at FDA, the Centers for Disease Control and Prevention, the Environmental Protection Agency, and other agencies. These documents will continue to reflect those best practices and will continue to be updated.
The Georgia Restaurant Association has partnered with the National Restaurant Association, representatives of the Food and Drug Administration, academia, the Conference for Food Protection, Ecolab, public health officials and industry representatives to develop a set of opening and operating guidelines specific to Georgia to help restaurants return to full operation safely when the time comes.

This guidance is designed to provide you with a basic summary of recommended practices that can be used to help mitigate exposure to the COVID-19 virus, including:

- Food safety
- Cleaning and sanitizing
- Employee health monitoring and personal hygiene
- Social distancing

Combine this guidance with your existing policies as well as this new resource from the FDA, *Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic*.

Armed with information, ServSafe training and the recommendations of your local health departments, you can help secure a safe opening.

For the most comprehensive and up-to-date COVID-19 resources and information for the restaurant industry, visit: garestaurants.org or restaurant.org/covid19.
COVID-19

RESTAURANT RESPONSE

Food safety has always been a priority for the restaurant industry, for both guests and employees.

The basis of an effective food safety culture is the Food and Drug Administration Food Code, which for decades has served as the foundation for restaurant operating procedures as they relate to safe food handling. The guidance outlined in the Food Code is science-based and is designed to reduce and prevent the incidence of foodborne illness. Food Code requirements related to sanitation and personal hygiene in particular are the most reliable protocols available to combat risks related to the spread of COVID-19.

Local, state and federal regulators use the FDA Food Code as a model to develop or update their own food safety rules and to be consistent with national food regulatory policy.

AMONG THE REQUIREMENTS OF THE FOOD CODE THAT APPLY TO CORONAVIRUS MITIGATION ARE

- Prohibiting sick employees in the workplace
- Strict handwashing practices that include how and when to wash hands
- Strong procedures and practices to clean and sanitize surfaces
- Ensuring the person in charge of a foodservice facility is a certified food safety manager
- Ensuring the person in charge is on site at all times during operating hours

FOR MORE THAN 30 YEARS, THE NATIONAL RESTAURANT ASSOCIATION’S SERVSAFE PROGRAM HAS PROVIDED FOOD SAFETY TRAINING FOR BOTH MANAGERS AND FOOD HANDLERS.

ServSafe food safety independently developed a certification exam, which follows standards adopted by the Conference for Food Protection.

The Conference for Food Protection also collaborates with the FDA to develop the Food Code.

THE PURPOSE OF THIS GUIDANCE IS TO BUILD ON THE ALREADY ESTABLISHED BEST PRACTICES AND REQUIREMENTS AVAILABLE that address specific health and safety concerns related to the spread of COVID-19, and to put those protocols into practice as state and local officials begin to open communities and businesses.

Operators should make use of these guidelines as they relate to their existing policies and procedures and in conjunction with instructions they receive from authorities during their reopening phase-in.
State and local officials may tailor the application of opening criteria to local circumstances (e.g., metropolitan areas that have suffered severe COVID outbreaks vs. rural and suburban areas where outbreaks have not occurred or have been mild).

To prepare to comply with opening procedures, operators should update their existing policies and operating procedures in accordance with the latest FDA, Centers for Disease Control and Prevention, and Environmental Protection Agency guidance and in accordance with local and state officials regarding:

- Social distancing and protective equipment
- Employee health.
- Cleaning/sanitizing/disinfecting.
- Implement stagger shifts for all possible workers.
- Where practicable, take-out and curbside pick-up services should be prioritized over dine-in services.
- Discard all food items that are out of date.
- Discontinue use of salad bars and buffets.
- If providing a “grab and go” service, stock coolers to no more than minimum levels.
- Ensure the person in charge is ServSafe certified and that their certification is up to date, and provide food handler training to refresh employees.
Thoroughly detail-clean and sanitize entire facility, especially if it has been closed. Focus on high-contact areas that would be touched by both employees and guests. Do not overlook seldom touched surfaces. Follow sanitizing material guidance to ensure it’s at effective sanitizing strength and to protect surfaces.

Avoid all food contact surfaces when using disinfectants.

Between seatings, clean and sanitize table condiments, digital ordering devices, check presenters, self-service areas, tabletops, and common touch areas. Single-use items should be discarded. Use rolled silverware and eliminating table presets.

Remove items from self-service drink, condiment, utensil, and tableware stations, and have workers provide items to patrons directly wherever practicable.

Clean and sanitize reusable menus. If you use paper menus, discard them after each customer use. Implement procedures to increase how often you clean and sanitize surfaces in the back-of-house. Avoid all food contact surfaces when using disinfectants.

Frequently check and ensure adequate supply of soap dispenser & towels.

Make hand sanitizer readily available to guests. Consider touchless hand sanitizing solutions.
Per existing FDA Food Code requirements, employees who are sick should remain at home.

If an employee becomes ill or presents signs of illness, the operator should identify the signs during a pre-work screening, employee should be sent home. If employee suspected or confirmed COVID-19, employee must self-isolate for at least 7 days. After 7 days, employee must be fever free/symptom free for 3 consecutive days without medication before returning to work.

Taking employees’ temperatures is at the operators’ discretion. The CDC has not mandated taking an employee's temperature and any operator who chooses to do so should engage health officials first and adopt policies aligned with proper procedures. CDC guidance states the minimum temperature that indicates a fever is 100°F.

Require all employees wear face coverings at all times. Face coverings should be cleaned & replaced daily.

Train all employees on the importance of frequent hand washing, the use of hand sanitizers with at least 60% alcohol content, and give them clear instruction to avoid touching hands to face.
Update floor plans for common dining areas, redesigning seating arrangements to ensure at least six feet of separation between table setups. Limit party size at tables to no more than six people as approved by state government. Where practical, especially in booth seating, physical barriers are acceptable. Consider a reservations-only business model or call-ahead seating to better space diners.

No more than ten patrons should be allowed in facility per five-hundred square feet of public space. Calculating public space includes waiting and bar areas, but not hallways, restrooms, and spaces closed to patrons.

Remind third-party delivery drivers and any suppliers that you have internal distancing requirements.

Post signage at the entrance that states that no one with a fever or symptoms of COVID-19 is to be permitted in the restaurant.

Limit contact between waitstaff and guests. Increased physical space between worker and patron. In addition, prohibit handshaking and other unnecessary person to person contact in the workplace.

If practical, physical barriers such as partitions or Plexiglas barriers at registers are acceptable.

Use technology solutions where possible to reduce person-to-person interaction: mobile ordering and menu tablets; text on arrival for seating; contactless payment options.

Provide hand sanitizer for guests to use, including contactless hand sanitizing stations, and post signs reminding guests about social distancing. Thank them for their patience as you work to ensure their safety. Note: Hand sanitizer is defined as any hand antiseptic, hand rub, soap, or agent applied to the hands for the purpose of removing common pathogens.

Enforce social distancing for non-cohabitating persons present on leased or owned property. Try not to allow guests to congregate in waiting areas or bar areas. Design a process to ensure guests stay separate while waiting to be seated. The process can include floor markings, outdoor distancing, waiting in cars, etc. Consider an exit from the facility separate from the entrance. Determine ingress/egress to and from restrooms to establish paths that mitigate proximity for guests and staff.

Where possible, workstations should be staggered so employees avoid standing directly opposite one another or next to each other. Where six feet of separation is not possible, consider other options (e.g., face coverings) and increase the frequency of surface cleaning and sanitizing.

Limit the number of employees allowed simultaneously in break rooms.

With larger staffs, use communication boards to or digital messaging to convey pre-shift meeting information.

All restaurant and dining room playgrounds shall be closed.
FDA is sharing information about best practices to operate restaurants, retail food stores and associated pick-up and delivery services during the COVID-19 pandemic to safeguard workers and consumers.

This addresses key considerations for how foods offered can be safely handled and delivered to the public. This is not a comprehensive list. FDA encourages consulting the references and links provided below (by CDC, FDA, EPA, and OSHA) for more detailed information. This will be updated as FDA receives further information and inquiries.

- Managing Employee Health (Including Contracted Workers)
- Personal Hygiene for Employees
- Managing Operations in a Foodservice Establishment or Retail Food Store
- Managing Food Pick-Up and Delivery

### Summary of Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic

#### BE HEALTHY, BE CLEAN
- Employees - Stay home or leave work if sick; consult doctor if sick, and contact supervisor
- Employers - Instruct sick employees to stay home and send home immediately if sick
- Employers - Pre-screen employees exposed to COVID-19 for temperature and other symptoms
- Wash your hands often with soap and water for at least 20 seconds
- If soap and water are not available, use a 60% alcohol-based hand sanitizer per CDC
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Wear mask/face covering according to guidance provided below (by CDC, FDA, EPA, and OSHA)
- Never touch Ready-to-Eat foods with bare hands
- Use single service gloves, deli tissue, or suitable utensils
- Wrap food containers to prevent cross contamination
- Follow 4 steps to food safety - Clean, Separate, Cook, and Chill

#### CLEAN & DISINFECT
- Train employees on cleaning and disinfecting procedures, and protective measures, per CDC and FDA
- Have and use cleaning products and supplies
- Follow protective measures
- Disinfect high-touch surfaces frequently
- Use EPA-registered disinfectant
- Ensure food containers and utensils are cleaned and sanitized
- Prepare and use sanitizers according to label instructions
- Offer sanitizers and wipes to customers to clean grocery cart/basket handles, or utilize store personnel to conduct cleaning/sanitizing

#### SOCIAL DISTANCE
- Help educate employees and customers on importance of social distancing:
  - Signs
  - Audio messages
  - Consider using every other check-out lane to aid in distancing
- Avoid displays that may result in customer gatherings; discontinue self-serve buffets and salad bars; discourage employee gatherings
- Place floor markings and signs to encourage social distancing
- Shorten customer time in store by encouraging them to:
  - Use shopping lists
  - Order ahead of time, if offered
- Set up designated pick-up areas inside or outside retail establishments

#### PICK-UP & DELIVERY
- If offering delivery options:
  - Ensure coolers and transport containers are cleaned and sanitized
  - Maintain temperature controls
  - Avoid cross contamination; for example, wrap food during transport
- Encourage customers to use “no touch” deliveries
- Notify customers as the delivery is arriving by text message or phone call
- Establish designated pick-up zones for customers
- Offer curb-side pick-up
- Practice social distancing by offering to place orders in vehicle trunks
IV. RESTAURANTS & DINING SERVICES

IT IS FURTHER

ORDERED: That the provisions of Section IV of this Order, titled “Restaurants & Dining Services,” shall become effective at 12:00 A.M. on Monday, April 27, 2020, and shall be subject to enforcement as provided herein and in Section X of this Order, titled “Enforcement.”

IT IS FURTHER

ORDERED: That for the purposes of Section IV of this Order, titled “Restaurants & Dining Services,” the term “Single Location” as used in the definition of “Gatherings” in Section I of this Order shall mean 500 square feet of public space. This formula shall only apply to patrons. Therefore, for restaurants, no more than ten (10) patrons should be allowed in the facility per 500 square feet of public space. In calculating the total number of public space square feet, such calculation shall include waiting and bar areas, if any, but shall not include hallways, restrooms, and spaces closed to patrons.

IT IS FURTHER

ORDERED: That restaurants and dining rooms, including those at private social clubs, are hereby permitted to resume providing dine-in services. All restaurants and dining rooms that operate during the effective dates of this Order shall implement measures which mitigate the exposure and spread of COVID-19 among its patrons and workforce. Such measures shall include the following:

1. Screen and evaluate workers who exhibit signs of illness, such as a fever over 100.4 degrees Fahrenheit, cough, or shortness of breath;

2. Require workers who exhibit signs of illness to not report to work or to seek medical attention. Per existing U.S. Food and Drug Administration Food Code requirements, employees who are sick should remain home. If an employee becomes ill or presents signs of illness at work, the operator should identify the employee's condition during a pre-work screening and send the employee home. Restaurants shall create, maintain, and follow established policies regarding when employees who have become ill are permitted to return to work. An employee with known or suspected COVID-19 must follow Centers for Disease Control and Prevention guidelines to self-isolate for at least seven (7) days after symptom onset and end isolation only after symptoms have improved and the employee has been fever-free and/or symptom-free for three (3) consecutive days without medication before returning to work;

3. Implement teleworking for all possible workers;

4. Implement staggered shifts for all possible workers;
5. Hold all meetings and conferences virtually, whenever possible;
6. Train all employees on the importance and expectation of increased frequency of handwashing, the use of hand sanitizers with at least 60% alcohol, and provide clear instruction to avoid touching hands to face;
7. Require all employees to wear face coverings at all times. Such coverings shall be cleaned or replaced daily;
8. Discourage workers from using other workers’ phones, desks, offices, or other work tools and equipment;
9. Where possible, stagger workstations to avoid employees standing adjacent to one another or next to each other. Where six (6) feet of separation is not possible, consider spacing options that include other mitigation efforts with increased frequency of cleaning and sanitizing surfaces;
10. Establish limit numbers to reduce contact in employee breakrooms;
11. Prohibit handshaking and other unnecessary person-to-person contact in the workplace;
12. Enforce Social Distancing of non-cohabitating persons while present on such entity’s leased or owned property;
13. Increase physical space between workers and patrons;
14. Limit contact between wait staff and patrons;
15. Discard all food items that are out of date;
16. Discontinue use of salad bars and buffets;
17. If providing a “grab and go” service, stock coolers to no more than minimum levels;
18. Ensure the Food Safety Manager certification of the person in charge is up-to-date and provide food handler training to refresh employees;
19. Thoroughly detail, clean, and sanitize the entire facility prior to resuming dine-in services and continue to do so regularly, focusing such cleaning and sanitation on high contact areas that would be touched by employees and patrons;
20. Between diners, clean and sanitize table condiments, digital ordering devices, check presenters, self-service areas, tabletops and commonly touched areas, and discarding single-use items;
21. Use rolled silverware and eliminate table presets;
22. Remove items from self-service drink, condiment, utensil, and tableware stations and have workers provide such items to patrons directly wherever practicable;
23. The use of disposable paper menus is strongly encouraged, which should be discarded after each patron use. Otherwise, businesses subject to this Section shall clean and sanitize reusable menus between each use by a patron. Non-touch menus are also acceptable for use.
24. Clean and sanitize restrooms regularly, check restrooms based on the frequency of use, and ensure adequate supply of soap and paper towels at all times;
25. Implement procedures to increase cleaning and sanitizing frequency of surfaces in the back-of-house. Avoid all food contact surfaces when using disinfectants;
26. Check restrooms regularly and clean and sanitize based on frequency of use;
27. Update floor plans for common dining areas, redesigning seating arrangements to ensure at least six (6) feet of separation from seating to seating. Utilize physical barriers on booth seating when available;
28. Limit party size at tables to no more than six;
29. Where practical, consider a reservations-only business model or call-ahead seating;
30. Remind third-party delivery drivers and any suppliers of your internal distancing requirements;
31. Post signage on entrances that no one with a fever or symptoms of COVID-19 is permitted in the facility;
32. Where practicable, physical barriers such as partitions or Plexiglas at registers should be used;
33. Use technological solutions where possible to reduce person-to-person interaction: mobile ordering, mobile access to menus to plan in advance, text on arrival for seating, and contactless payment options;
34. Provide hand sanitizer for use by patrons, including contactless hand sanitizing stations when available;
35. Do not allow patrons to congregate in waiting areas or bar areas. Design a process to ensure patron separation while waiting to be seated that can include floor markings, outdoor distancing, or waiting in cars;
36. If possible, use an exit from the facility separate from the entrance;
37. Mark ingress/egress to and from restrooms to establish paths that mitigate proximity for patrons and staff;
38. Where practicable, take-out and curbside pick-up services should be prioritized over dine-in services; and
39. All restaurant or dining room playgrounds shall be closed.

IT IS FURTHER

**ORDERED:** That none of the provisions of Section IV of this Order, titled “Restaurants & Dining Services,” shall apply to the operation of dine-in services in hospitals, healthcare facilities, nursing homes, or other long-term care facilities.

IT IS FURTHER

**ORDERED:** To the extent that the provisions of Section IV of this Order, titled “Restaurants & Dining Services,” conflict with the provisions of Section V of this Order, titled “Industry & Commerce,” the provisions of Section IV shall control.
WORD OF MOUTH EMPLOYEE RESPONSIBILITIES

Word of Mouth Employees are vital for an effective sanitation and health program.

GENERAL HEALTH & WELL-BEING: Please take all necessary measures to insure continued good health and well-being as it pertains to an individual basis. DO NOT come to work if you have a fever or if you've had a fever within a 24-hour period. Please seek proper medical treatment if you are experiencing any symptoms associated with COVID-19. Temperature checks will be administered to all employees on a daily basis. Appropriate actions will be taken accordingly.

SOCIAL DISTANCING: Please be vigilant as it pertains to all social distancing mandates and protocol. Help ensure that your colleagues and our guests are also adhering to these policies.

HAND WASHING: Correct hygiene and frequent handwashing with soap is vital to help combat the spread of the virus. All WOM employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 30 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the gaming floor, going on break and before or after starting a shift.

COVID-19 TRAINING: All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact.

PERSONAL PROTECTIVE EQUIPMENT (PPE): Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering any WOM restaurant will be provided a mask and required to wear that mask while in the unit. Gloves will also be provided to all employees and need to be worn accordingly.
RESTAURANT MAINTENANCE & PROTOCOL

CLEANING & SANITIZING PROTOCOL

• Host stands including all associated equipment to be sanitized at least once per hour.
• Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager.
• POS terminals to be sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use.
• Dining tables, bar tops, stools and chairs to be sanitized after each use.
• Condiments to be served in single use containers (either disposable or washed after each use).
• Check presenters, pens and all other reusable guest contact items to be either sanitized after each use or single use.
• Menus to be single use and/or disposable.
• Sanitize trays (all types) and tray stands sanitized after each use.
• Storage containers to be sanitized before and after each use.
• Restrooms need to be monitored and sanitized at least once per hour.
• Food preparation stations to be sanitized at least once per hour.
• Kitchens to be deep cleaned and sanitized at least once per day.
• Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.).
• The frequency of cleaning and sanitizing will also increase in high traffic back of house areas.
• Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, POS computers terminals and miscellaneous FOH & BOH tools.

PHYSICAL DISTANCING PROTOCOL

• Hostesses and managers to manage physical distancing at entries & waiting areas.
• Peak period queuing procedures to be implemented when guests are not able to be immediately seated.
• Tables and booths to be utilized with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by local authorities).
• Tables of seated parties will not exceed six people.
• Reduce bar stool count to provide appropriate physical distancing.

GUEST CONSIDERATIONS

• All silverware will be rolled. Absolutely no exposed table settings.
• Water service will be bottled only. Confirmed details TBD.
• All straws to be wrapped.
• All food and beverage items to be placed on the table or bar-top instead of being handed directly to a guest.
CLEANING & SANITIZING PROTOCOL

• All employees (including valets) need to be equipped with (and wear) masks and gloves.
• All physical contact with guests and other members of the staff is prohibited. (No handshakes, high fives, fist bumps, etc...)
• Upon greeting our guests, Hosts need to prompt guests to sanitize their hands.
• Gloves, hand sanitizer and sanitary wipes will be available throughout multiple locations within each unit.
• Gloves need to be changed accordingly after interacting with multiple surfaces.
• Employees should avoid touching their individual face, nose and hair.
• Please use proper discretion when realizing that one's mask needs to be replaced.
• Please use cocktail trays for drink service and bringing other small items to each table.
• Without compromising our quality of service and hospitality, please limit interaction/contact with guests and tables. Less is more.
• Allow guests to pour their own wine.
• Do not pull out chairs for guests and limit contact with tables and guests.
• In an effort to adhere to social distancing parameters, please avoid congregating with fellow employees.

GUEST RELATIONS

While many guests will be excited simply about the opportunity to venture out of their homes and dine out, some of these guests may become impatient with some of the measures that we are currently implementing within our restaurants. Some people may not fully understand the extent of our current set of circumstances, as well as the great lengths in which we are going to ensure their safety and well-being. Some people may not agree with the overall scope and magnitude of the situation. Nonetheless, it is very important that we always remain patient, sincere, hospitable and understanding. That being said, if necessary, please alert a manager if assistance with a guest is needed on this front.

Please do not compromise or forgo any of the policies and protocols that are now in place. Our current situation is still extremely delicate and tenuous, and collectively we need to remain prudent and diligently adhere to the guidelines that have been mandated by government agencies and the Centers for Disease Control and Prevention.

We will continue to navigate these uncertain and challenging times together. We appreciate your support and loyalty, and our management team is committed to providing all necessary guidance and insight in order to overcome these circumstances in the safest possible manner. Challenges ultimately present opportunities, and by staying optimistic, yet realistic we will emerge from this entire ordeal stronger than ever.
LIFE HACKS

The foreseeable future will certainly continue to be challenging and uncertain. It is critical that we all follow certain self-care measures and remain both physically and mentally healthy.

• Rest and recover. Please try and get eight hours of sleep every night.
• Remain patient and continue to stay home and avoid public interaction if and when possible.
• Stay optimistic and maintain a sense of humor in light of the seriousness of this situation. Rely on your friends and family, even if it is over a digital platform. You’re not alone. We’re in this together and we need to lean on one another.
• Eat healthy and ensure that your diet includes an allotment of Vitamins C & D, as well as antioxidants and immunity-boosters.
• Drink a lot of water to remain hydrated and avoid sugary drinks.
• Try to avoid alcohol consumption and smoking, as it lowers your immunity.
• Carry hand sanitizer at all times and down any shared surfaces before using them.
• Use disinfecting wipes for your phone and computers.
• Avoid crowded public places and adhere to social distancing guidelines.
• Stay abreast and updated of the overall situation. The news can be overwhelming, biased and anxiety-ridden, but it’s important that we all stay informed. News tip: NPR is an objective source.
• Wear a mask when out in public. Do this for yourself and those around you.
• Stay active and incorporate at least 20 minutes of exercise per day into your daily regimen. Physical activity will help your overall physical and mental fitness and raise your natural immunity level.