



# VIGILANTE

a place to hang your cape

## 2020 COVID OPERATING GUIDE

# INTRODUCTION

Vigilante will be reopening on June 15th at reduced capacity and with extraordinary safety protocols in place.

## Operating Assumptions

We are basing our operations on the following understanding of COVID, prioritizing in this order:

1. COVID is spread primarily from person to person through the air
  - a. Being within 6' of someone and speaking with them puts you at risk
  - b. Aggressive airflow increases the range of spread
  - c. Not all carriers are symptomatic, and therefore everyone must be treated as if they may be a carrier
  - d. Wearing masks and social distancing reduces spreading the disease
2. COVID is rarely, if ever, spread through physical contact to objects
  - a. it dies within 7 days on all surfaces, within 48 hours on most surfaces and within minutes on cardboard and paper surfaces
  - b. touching a contaminated surface and then touching your face is the only way to contract the disease through physical contact
  - c. disinfecting surfaces reduces spreading the disease
3. If you are never within 6' of a carrier, are both wearing masks, wash your hands before touching your face and never touch something a carrier touches, then you have almost no chance of getting the disease from them

## Guiding Principles

Our safety protocols are designed with the following in mind:

1. Isolation is the first line of defense
  - a. We minimize the number of different people that must interact with each person
  - b. We minimize the duration and proximity of those interactions
2. When we must interact, sensible precautions dramatically reduce the risk of spread
  - a. We ensure all interactions are done while wearing a mask
  - b. We bookend interactions with sanitization of surfaces and handwashing

A restaurant can be a close-quarters encounter teeming with unexpected adventures and unseen risks around every corner. In an effort to maintain the safety and health of our customers, as well as our fellow employees, we are implementing the following measures to help prevent the potential spread of COVID-19.

# SCHEDULE

## Operation Crews

Designed to maximize isolation, our schedule divides our team into several **crews**. In the Back of House, we generally have an AM Prep & Lunch crew, while in the evening we have our PM Dinner service crew. In the Front of House, we will have a Lunch Crew, a Weekday Crew, and a Weekend crew.

## Crew Swapping

In the event that COVID finds a spread vector at Vigilante and a crew must be quarantined, we will shuffle around the schedule to ensure the most work coverage during our peak operating hours.

## Crew Isolation

It is critical that all crews minimize contact with each other. FoH crews are not permitted to socialize in the kitchen. Shift beverages may now only be taken to-go. Shift meals may not be eaten alongside individuals outside your crew.

## Vacation & Shift Swaps

Unfortunately, due to the complexity of the schedule in maintaining separate crews, we can't honor schedule swaps or vacation requests at this time.

# RESPONSIBILITY & ENFORCEMENT

It is every team member's responsibility to fully understand our COVID handbook and to execute on it diligently. We will have no tolerance for ignoring these requirements, as the health and safety of our fellow team members, our patrons and our community may be placed at risk.

## COVID Team Leads

Each crew will have a COVID lead who must enforce our standards. There will always be a COVID lead on for both Front of House and Back of House. Typically, this lead is the MOD for FoH and the highest ranking kitchen lead in the BOH. They will be highlighted on the published schedule.

These leads will be reviewing our policies and procedures prior to each shift with every employee at clock-in, including our revised clock-in procedure (see below).

## **One Strike Policy**

Each employee may receive one warning for not following any of our COVID guidelines. If a second infraction occurs, the team member will be sent home for the day. Any further infractions will result in termination.

# **FACILITIES**

## **Hand Cleaning Stations**

Several locations around the restaurant will be designated hand washing or sanitizing stations. These will be located at the following areas:

1. Hand washing Station
  - a. Bartender's Station
  - b. Bathrooms
  - c. Expediter's Station
  - d. Kitchen Prep Sink
2. Sanitization Station
  - a. Restaurant Entrance
  - b. Table 35 Outside Bathrooms
  - c. To-Go Pickup Area at Bar

They must be stocked with the following:

1. Hand washing Stations:
  - a. Soap dispensers
  - b. Single-use paper-towel dispenser
  - c. A non touch, closed lid trash can
  - d. Signage reminding of proper hand washing procedure
2. Sanitization Stations:
  - a. Hand Sanitizer
  - b. Hand towels to pump sanitizer with no contact
  - c. A non touch, closed lid trash can
  - d. Signage instructing use of hand towels for sanitizer

All hand washing and sanitization stations will be restocked and cleaned as part of the hourly sanitization drill.

## **Seating for social distancing**

We are reservation-only during the COVID pandemic. To ensure proper social distancing of 6 feet between parties, we are:

- dividing the restaurant into seating sections
- allowing no more than one party to be sat in any one section at a time
- seating only one party at a table each day

- no parties will be sat at the bar

## New host stand setup

The host stand is the first patron facing point of contact in the restaurant. Reservations, patron and employee health checks, and the following items will all be new key elements of the host stand. The host stand will be stocked with:

1. Paper masks
  - a. Give to employees and patrons who have forgotten to bring their own
2. Employee Thermometer
  - a. Sanitize before and after using
3. Patron Thermometer
  - a. Available by request if a patron would like to ensure they are below 100.4 before entering
  - b. Sanitize before and after using
4. Sanitization Station supplies as listed above
5. Black gloves in each size

## Altered AC Schedule

To increase air circulation in the building we will be keeping the fan for the A/C running during the entirety of service.

## Bar Service

Bar seating is closed for service. If a patron approaches the bar they must be wearing a mask to receive service. If they do not have a mask equipped, they'll be asked to retrieve their mask.

## To Go Order Pick Up

The bar top will be converted into our to-go pick up area. The small heat lamp, a sanitization station and tape marking off 6' between patrons picking up will be maintained for the bar area.

## Routine Sanitization Drills

Each of the following sections will need to be sanitized using a clean towel and sanitizer solution and restocked with all necessary hand cleaning station items. After completing each task sign and date the Sanitization Record at that station.

1. Every 30 Minutes:
  - a. If an employee has not washed their hands in the flow of work, they must wash their hands
2. Hourly - When Patrons in House & at End of shift
  - a. All Doors (using a clean towel and sanitizer solution)
    - i. In/Out for Kitchen
    - ii. Front Door

- iii. Restroom doors
  - b. PoS Screen
    - i. Use the orange antibacterial spray and a paper towel instead of using a clean towel and sanitizer solution
    - ii. Restock Expo Sink with soap and paper towels
  - c. Bathrooms (using a clean towel and sanitizer solution)
    - i. Wipe down all toilet handles and faucets
    - ii. Restock Sinks and clean soap dispensers
  - d. Toast Tablets
    - i. Use the orange antibacterial and a paper towel or a sanitizer wipe instead of using a clean towel and sanitizer solution
  - e. Hand Wash Sinks (using a clean towel and sanitizer solution)
    - i. Expo, behind the bar and the Prep Sink
    - ii. Restock paper towels and soap dispensers as needed
  - f. Expo Station (using a clean towel and sanitizer solution)
    - i. Expo table and food window
  - g. Dish Pit (using a clean towel and sanitizer solution)
    - i. Ensure the dish area is clear of all dirty plates and glassware
    - ii. Wipe down dish table
  - h. Break Area (using a clean towel and sanitizer solution)
    - i. Wearing gloves, move all cups to the top of the white freezer
    - ii. Wipe down wire rack and front of plastic phone station
    - iii. Move cups back and wipe down top of the white freezer
- 3. Between services
  - a. All previously occupied tables (using a clean towel and sanitizer solution)
    - i. Wipe down and dry table top, chairs and server buttons/lamps
  - b. Change Sani Buckets & Towels
    - i. After cleaning all tables and chairs grab fresh sani buckets and linen towels for the next service
- 4. At Close
  - a. All tables and chairs (using a clean towel and sanitizer solution)
    - i. All furniture in the FOH should be given a closing wipe down with fresh sanitizer water and towels.
    - ii. Lamp keys and server buttons included

## Dish pit set up

A lexan with sanitizer solution, a 1/3 pan filled with sanitizer solution and a blue dish rack will be set up in the dish pit every day.

## Shift Meal

While we are committed to feeding our employees every day we will no longer always serve a shift meal during a scheduled time every day, instead:

1. If you are working a morning shift:
  - a. Get your work area set up and complete all opening tasks
  - b. One FOH employee and one BOH employee can either order from our employee menu or eat the large format meal made by the kitchen if they have the time to do so
  - c. Follow proper handwashing and mask removal protocol while eating and before returning to the shift
  - d. Meals should be eaten in the back hallway
2. If you are working an evening shift:
  - a. Complete any opening/mid day tasks
  - b. Ensure your section is clean and taken care of/there are no orders on the screen for patrons
  - c. Check in with your COVID team lead to ensure you can either order from our employee menu or take a break to eat the large format meal the kitchen has provided
  - d. One FOH employee and one BOH employee can be on break at any given time
  - e. Follow proper handwashing and mask removal protocol while eating and before returning to the shift
  - f. Meals should be eaten in the back hallway

# General Operating Guidelines

## Product Receiving

All product receiving will be contactless. We have a sign on the front door stating to drop off items to the right of the door and leave invoice on top, ring door bell and stand 6 ft away. An employee will then walk out with a sanitized clipboard, check the order, sign the invoice and a check if needed and pull in product while waiting for the driver to grab their copy of the invoice.

## Call Out Procedure

As always if you need to call out post to the #attendance channel. At this time you will not need to reach out and find coverage for your shift. To ensure the separation of crews, management will cover your shift until further notice. Not all heroes wear aprons; some recognize that if they are feeling ill the best way to save their fellow humans is by STAYING HOME.

Please stay home if you are feeling ill, have a fever of 100.4 or over, or are experiencing COVID-19 symptoms.

Symptoms include:

1. Unusual shortness of breath/persistent tightness in the chest
2. Significant, sharp loss of taste/smell
3. Recent onset of a dry cough
4. Difficulty breathing and tightness in the chest

If you are symptomatic, we ask that you get tested. If you need assistance finding a testing site, please DM a manager on slack.

## Sick Leave

All employees will have paid sick leave at either their regular paid rate, or at their training wage if they are a tipped employee. No doctor's note is required. Employees caught abusing this policy will be terminated. Refer to your Employee Handbook for further definitions of excessive sick leave and absenteeism, as those policies still apply.

## Proper Hand Wash Guidelines

Employees are required to wash their hands at employee check-in (see below), but must also clean their hands in the following situations:

1. Before and after removing or putting on your mask
2. As part of removing your gloves (see below)
3. If you accidentally touch your face or hair
4. If you touch any personal effects from outside the restaurant (keys, cell phone, etc.)



5. After eating or drinking anything
6. After a sanitization drill is completed
7. Every 30 minutes if not done during the normal workflow

When using a sink:

1. Wash with soap and hot water for a full 20 seconds
2. Completely dry hands with single-use paper towels
3. Use paper towel to turn sink off
4. Dispose of paper towel in a non-touch, closed-lid trash can

When using hand sanitizer:

1. Use a tissue to pump sanitizer
2. Use a full pump of sanitizer
3. Completely rub into hands until the sanitizer is fully dried

## Trays

Trays must be fully sanitized under the following circumstances:

1. Everytime you bus a table with a tray
2. Anytime the tray gets food or beverage on it
3. Anytime the tray comes in contact with a patrons table
4. Always wipe down the entire tray

## Gloves

Wear gloves whenever you are handing something to a patron or removing an item from a patrons table. We have 3 different sizes of black nitrile gloves available for FOH use. BOH has a separate set of gloves for use in the kitchen.

Change your gloves:

1. If you physically touch a patron's table
2. After you have finished removing any item from a patron's table (bussing, game change, etc.)
3. If you accidentally touch your face
4. After performing a sanitization drill

To properly [remove your gloves](#):

1. Grasp the outside of one glove at the wrist. Do not touch your bare skin.
2. Peel the glove away from your body, pulling it inside out.
3. Hold the glove you just removed in your gloved hand.
4. Peel off the second glove by putting your fingers inside the glove at the top of your wrist.
5. Turn the second glove inside out while pulling it away from your body, leaving the first glove inside the second.
6. Clean your hands immediately after removing gloves.

## Employee Check In

When entering the restaurant to begin your shift, your MOD will complete the following before you can clock in:

1. Health Check
  - a. Temperature Check
    - i. If you log in at 100.4 or higher you will be sent home immediately
  - b. Symptom Check
    - i. “Are you experiencing shortness of breath, dry cough, loss of sense of taste/smell or any other symptoms associated with COVID-19?”
    - ii. Note: smokers or people with allergies may exhibit regular manifestations of these symptoms. Discuss and clarify whether they are exhibiting symptoms that are typical to them.
  - c. Exposure Check In
    - i. “Have you come into contact with anyone in the last 14 days who has tested positive for COVID-19?”
    - ii. “Have you come into contact with anyone in the last 14 days who is awaiting test results for COVID-19 due to possibly being exposed?”
  - d. Uniform Check
    - i. Dark coloured top with no wording or recognizable logos
    - ii. Clean apron
    - iii. Non slip shoes
    - iv. Clean Mask

The MOD will then log into a google form that you have been fully checked in. Complete a full hand wash, clock in and stow your personal items in the back hallway. Complete another full hand wash and report to your COVID team lead for a health procedure reminder and pre shift check in.

## Phone Station

Phones are a huge issue for cross-contamination and potentially a risk, so we ask that you keep your phones in the back hallway. We will have a dedicated phone storage area for easy access to your phone should you need to take a digital break. After taking a digital break, wash your hands using the posted methods before resuming work.

## Drink Station

Similar to phones, drinks provide an area of risk, keep your drinks in the hallway on the wire rack. During COVID do not bring in outside personal water bottles. Fill up a to go cup and label it at the top of shift. If you need to take a water break, follow the below procedure for removing your mask to do so. Be sure to make it worth your time by drinking as much as you can in that period of time.

## **Taking Breaks/Eating Shift Meal**

We will need to cycle eating/taking breaks through the hallway as well. When you want to take a break, inform your COVID team lead and ensure social distancing is followed while you are not wearing a mask. Do NOT take your food or yourself into the customer dining area to take a break. Enjoy your meal in the back hallway. Wash your hands using the posted methods before resuming work in the kitchen.

## **Employee Clock-Out**

At the end of your shift do an hourly sanitization drill for either FoH or BoH to clean up after yourself. If multiple people are clocking out simultaneously they may share this wipe down.

## **Face Covering**

Face masks must be worn at all times while on shift unless you are eating or drinking. If your face mask is off because of this you must maintain 6 feet between you and other employees/patrons.

Your face mask should be cleaned at the end of every day.

You can either:

1. Follow machine wash instructions for your mask
2. Hand wash in a sink using detergent and warm water for at least 30 seconds. It is recommended to leave it in the sun to dry.

The mask should comfortably cover your nose, hook slightly under your chin and then either hook behind your ears or tie behind your head. It should not require any large adjustments throughout the day.

Do NOT touch your mask once you put it on unless you have washed your hands immediately before and will wash your hands again before replacing it. IF YOU TOUCH YOUR MASK mid-service, stop what you are doing, remove any gloves you are wearing, and wash your hands before continuing your task. You should own a few different masks and/or bandanas so that you can cycle through them during the week.

If you need to remove your mask to take a drink or eat during shift follow these steps:

1. Wash your hands according to proper procedure
2. Ensure you will be 6 feet away from everyone during the time your mask is removed
3. Wash your hands according to proper procedure when finished eating/drinking
4. Replace your mask
5. Wash your hands according to proper procedure

## **If you start feeling ill during your shift**

1. Notify the MOD immediately
2. Ensure you are wearing your face mask even when you are not within 6 feet of anyone
3. Return home and seek medical attention if necessary

# FoH Service Guidelines

## Reservations

To control patron capacity and flow we will be reservation-only during the pandemic. Tables will be open to be reserved for 2 hour time blocks. With each reservation patrons can also reserve a specific game to ensure it is available for them to play. All reservations will need to be made 24 hours beforehand.

The MOD will have access to reservations made at the top of the shift. A written or printed list will be placed at the host stand to check patrons in with. This list will also include table numbers for each party. Ensure you stick to these table numbers exactly. We will be rotating parties through each table so a table is never sat twice in one night.

As part of their reservation, patrons will agree to the following health statement:

“None of our invited parties have:

1. fever above 100.4F
2. come in contact with someone who has tested positive for COVID-19 in the last 14 days
3. been non-symptomatic if recovering from COVID-19 for at least 14 days or have had a negative test result

Our entire party agrees to wear a mask while at the restaurant, except for while eating and drinking.

If you are feeling ill prior to your reservation, please stay home. Contact the restaurant at any time and we will refund your reservation fee.”

## Walk-Up Patrons without Reservations

If a patron walks in without a reservation and we have an available section:

“Due to COVID we are currently reservation-only, but luckily we have an open table, its next reservation arrives at [X time] so you’re welcome to book it until [y time]. We charge a \$5 per person game night fee; would you like to be seated?”

If we are full for the night:

“Due to COVID we are currently reservation-only and are full at this time. You can make a reservation at vigilante.pub, or I can book one for you now for [x date y time]!”

If they want the reservation and the greeter is not a manager: “Excellent, let me have my manager book that for you.”

Manager: "Thank you all for coming out here, we're so sorry we couldn't seat you tonight. I'll book your reservation at XYZ at no cost in consideration of the inconvenience."

## Host & Door Greet

"Welcome to Vigilante! What is the name your reservation is listed under?"

Assuming they have a reservation: "Has everyone read and agreed to our health statement?"

Assuming they agree: "Excellent, here is hand sanitizer for everyone. Please follow me."

On the way to the table, "Have y'all gamed with us before?" - make small talk!

Go through the usual explanation of the restaurant with some exceptions:

1. Patrons will have paid the game night fee prior to their arrival
2. "When the light is turned on please wear your masks until a server has provided you with all items requested"
3. "Our menu is currently digital, please use your phone to scan the QR code in the center of the table to view our food and game menus. Single use menus are available on request."

## Board Game Sanitizing

After each board game is played it will sit for 72 hours before it can be rented again. Board games will be stowed in one of four sections on tables 71-74 for rest. When bussed from the table, place the game at the designed "0 hours" sign. Resting games will be marked with signs saying how long they have been resting. At the top of shift these signs will be rotated and all games that are past 72 hours should be placed back on the library shelves.

## Pre-Busing

We are modifying our pre-bus protocol as follows:

1. Ensure you are wearing gloves throughout the entire procedure
2. When picking up dirty dishes, be careful to not touch patrons tables or other surfaces
3. After picking up all available dishes:
  - a. Tap off as much food scrap into the compost as possible
  - b. Gently place each plate/boat inside the sanitization lexan at the dish station, being careful not to splash
  - c. Place silverware in the  $\frac{1}{3}$  pan, being careful not to splash
  - d. Do not use the overhead cup rack. Place the glass upside down in a cup rack that is on the counter next to the sanitization lexan
4. Remove gloves and immediately wash hands before moving to another task

## Setting up checks

During COVID we will not be pre authorizing cards for checks. A contactless payment procedure (detailed below) will be implemented. For each new patron check, ask for their name to label the check and add the "+1" as if you had swiped their card. When following the cash out procedure remember to recombine checks as usual.

## Cash out procedure

Toast has launched a contactless payment option that we will be implementing immediately to reduce the amount of transfer points during service.

When a table is ready to cash out:

1. "I will be right back with your printed check." Print full receipt and collect from the host stand printer
2. Present check inside of metal check presenter. "There is a QR code you can scan at the bottom of the receipt to pay via your phone. Let me know if there is anything else I can grab for y'all"

We will be 100% cashless at this time. If anyone pushes back and requests to pay in cash, "We are cashless at this time, I will be right back with a manager to discuss this with you"

## Responding to Non-Compliant Patrons

If a patron asks why they must wear a mask or pushes back about wearing a mask even if we are providing one for them:

"During the pandemic it is company policy that all patrons wear a mask while they are not seated at their table for the health and safety of our other patrons and staff."

If the patron states that they don't want to wear a mask or refuse to wear a mask, then please state, "I understand. Please let me get my manager to discuss this with you."

When a team member brings this issue to your attention, follow down this list of talk tracks if a patron continues to push back about wearing a mask on site.

Manager:

"Hello! It is my understanding that you had a question about our mask policy?"

"During the pandemic we are requiring everyone to wear a mask while they are not seated at their table. For us to provide service today, we ask that you please wear a mask."

"We would love to serve you, however it is company policy for everyone to wear a mask during the pandemic. If you are not willing to follow this policy, please visit us after the pandemic is over and masks are no longer necessary."

“If you are not willing to wear a mask, then I’m asking you to please leave and visit us when the pandemic is over.”

“I have asked you to leave the premises, if you do not do so I will contact the authorities for assistance.”

Your management team is here to help and enforce keeping everyone safe and healthy (both for patrons and employees). We do not take any of this protocol lightly and there are no exceptions to this rule.

If they try to discuss or negotiate with you:

“Unfortunately, we do not make exceptions to this policy and it is not something I’m able to negotiate.”



# Kitchen Guidelines

## Service Guidelines

### Glove Use

We are ordering a cheaper glove to use in tandem with our current gloves. Maintain wearing gloves at all times while operating in the kitchen. These new gloves will be used for simple tasks we would normally find gloving up for as inconvenient, such as dressing and plating a burger or a taco, dropping stuff in the fryer, putting away dishes, and so on. Continue using our normal gloves in situations where you would normally find yourself using them (handling product).

### Dish Set-Up

To reduce the risk of bringing potentially contaminated plates into the kitchen, we will be setting up a lexan full of sanitizer water for plates and boats, and a  $\frac{1}{3}$  pan full of sanitizer solution for the silverware. Do not pre-rinse any front of house dishes before putting them into these containers as the water particles can pick up contamination and put them into the air. Allow them to soak for 15 minutes before handling. When handling dirty dishes, always wash your hands between cycles. When putting away clean dishes, be sure to wash your hands first and wear gloves.

### Tasting Prep Items

At some point you are going to need to taste some product if you are on the prep team. Just like when taking a break for a shift meal, let your team know you will be taking your mask off in the hallway and to maintain a respectful distance. Follow proper mask removal procedure.

### Interacting with Coworkers

When interacting with your fellow kitchen staff or the front of house staff, be mindful of our distance and the direction you are facing. Do NOT remove your mask to be heard more clearly (turn down/off the music briefly if needed). As kitchen staff, do NOT hang out up front for any reason. Don't hang out at the bar, don't sit at an empty table, etc. Don't put yourself at greater risk simply to share a meme or tell a joke that could otherwise be handled after work or through digital communications.

### Wiping Screens/Shared Surfaces

Using sanitizer, wipe down the expo screen and music ipad on an hourly basis to help prevent any harmful cells from living on there and spreading. Make sure to wipe down the expo table and food "window" regularly as well.

# Thank you!

We understand that a lot of these measures are a nuisance but we find the health and safety of our Vigilante Family paramount to a bit of annoyance. We are all in this together, and by complying with these guidelines, you will be heroically protecting your friends and honorably guarding the well-being of the general public. Thank you so much for your cooperation and we look forward to seeing this pandemic to its conclusion and returning to a normal work environment as soon as possible.