

RE-OPENING GUIDELINES

Osteria Leana & Taco Bay

May 2020

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INTRODUCTION

Due to the current corona crisis, we will be updating our operation standards in order to provide safety and security to our guests and staff, and keep our business afloat in financially uncertain and unforeseeable times. We have created these guidelines, to share with all of you, to show how we are adapting to the demands of this strange new world we all suddenly live in. Gone are the times of rushing customers out on Saturday nights to accommodate the next reservation, that one works for you! Also gone is the delight of a packed dining room on an unassuming Thursday, candles glinting and conversations rising. We will operate at a new pace, try new things, and see how we can stretch our commitment to nourishing menus, local terroir and our community.

Thanks for hangin' in there with us,

Chef Peter Van Der Mije

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HYGIENE

We now have a checklist to be obeyed by staff and guests, creating a space for safe dining within our restaurant and for take away customers.

- Personal Hygiene
 - Employees with symptoms associated with COVID-19 are to report them to their supervisors. Sick employees should stay home and follow the CDC's guidance.
 - Employees sick at work will be sent home immediately. Their work surfaces are cleaned and disinfected. Others at the facility with close contact (i.e., within 6 feet) of the employee during this time should be considered exposed.
 - Employees who are well, but know they have been exposed to COVID-19 should notify their supervisor and follow CDC-recommended precautions.
 - Employees will be informed of their possible exposure to COVID-19 in the workplace, if an employee is confirmed to have COVID-19, while maintaining confidentiality.
 - Employees should practice social distancing and stay at least 6 feet from other people whenever possible.
- Hand Hygiene
 - All employees must wash their hands when entering the restaurant
 - Hand hygiene includes washing hands for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing, or sneezing.
 - Always wash hands with soap and water. If soap and water are not readily available, then use an alcohol-based hand sanitizer with at least 60% alcohol
 - Avoid touching your eyes, nose, mouth, and hair.
 - Use gloves to avoid direct bare-hand contact with ready-to-eat foods.
 - Before preparing or eating food, always wash your hands with soap and water for 20 seconds for general food safety.
 - Cover your cough or sneeze with a tissue, then throw the tissue in the trash and wash hands after.

HYGIENE (continued)

- Overall Cleanliness

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- All employees will wear gloves and masks during service until recommended by the CDC or NY State
- Hand sanitizer will be readily available to guests
- Masks and gloves will be provided by the restaurant- please alert management if there is none
- All tables are disinfected before and after seatings and service hours
- Kitchen will be sanitized before/after prep team shift, before/after service team shift
- All surfaces (bathrooms, door handles, chair backs) are wiped down/ disinfected routinely following cleaning schedule
- All sanitation is scheduled and recorded

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HEALTH

All preventative measures will be taken to ensure our staff is healthy and free of communicable diseases/infection.

- Guest Health
 - Guests will be asked for contact info for notifications of contagion and pledge that they have not felt any symptoms of Covid- 19
 - Matilda's Law will be enforced as long as it remains in effect in NYS
 - Customers over 70 are not allowed to dine within our walls or anyone with pre-existing conditions that make them vulnerable
- Health Checks for Employees
 - CDC guidance states the minimum temperature that indicates a fever is 100°F.
 - Employees will take and record contactless temperature checks as well as take health pledge daily

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DINING ROOM REALITIES

Our dining room might never be the same. These are challenges we never thought we would encounter but now come face to face with.

- Both restaurants are closed MONDAYS
- Newly designed menu's will discourage sharing, unfortunately
- Signs posted:
 - reminding guests about social distancing and thanking them for their patience as we work to ensure their safety
 - at the entrance that states that no one with a fever or symptoms of COVID-19 is to be permitted in the restaurant.
- Discourage guests from congregating in waiting areas or bar areas
- Osteria Leana
 - Reservations will not exceed 46 per night
 - Maximum parties of 4
 - Seating times will be staggered so guests come at different times, there will never be a full dining room
 - community table is removed
 - Try to ensure guests stay separate while waiting to be seated.
 - Silverware will be rolled up prior to dinner service using gloves, mask and sanitation precautions. Fork, spoons and knives will be wrapped together in a clean napkin.
 - Paper menus will be discarded after each customer use.
- Taco Bay
 - All silverware wrapped in plastic
 - All hot sauces portioned into their own separate containers
 - Half of the tables are removed to ensure space and fewer guests dining inside Taco Bay

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TAKE-AWAY & DELIVERIES

Take Away orders will be highly encouraged!

Perhaps the best way to support our business in these times is to enjoy our menu from the comfort of your own home. It is not the dining concept we had in mind when we opened our doors 4 years ago but it's where we stand now. And, hey, PJ's and pasta do pair well together after all...

- Take- Away
 - Practice social distancing when delivering food, - “no touch” deliveries and sending text alerts or calling when deliveries have arrived.
 - All pick up orders will be brought outside restaurant in a contactless exchange
- Deliveries
 - Boxes holding kitchen or alcohol deliveries will not be brought inside. They will be unpacked outside of the kitchen and guest dining areas.

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DIVISION OF LABOR

- Kitchen
 - dedicated work **prep team** that will not come into contact with kitchen **service team**
- FOH
 - FOH teams will be formed to limit the possibility of contagion to all employees

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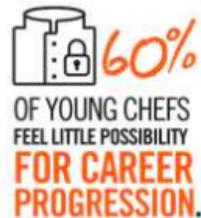
MENTAL HEALTH

We've all heard it-- if you can't take the heat, then you best stay out of the kitchen. But all too often in the restaurant industry, that heat burns on longer than your shift. This mandatory pause in service has allowed us to consider what was already a global issue in foodservice, mental wellbeing. These statistics reflect a reality that we will attempt to treat when we open again. We look to come back from this crisis stronger with a focus on the balance between health and profitability.



Research Shows Mental Health Was Already a Global Issue in Foodservice Prior to COVID-19 Pandemic.

SOME STAGGERING STATISTICS...



Source: qual and quant research in UK, US, Indonesia, China and Brazil