



COVID-19

# REOPENING GUIDEBOOK



COVID-19

# ADVISORY NOTICE

Dear Client,

In an effort to be the leader within our industry in the fight against COVID-19, we have developed a team that will help guide our clients, customers and our own employees to make sure we are compliant with all COVID-19 policies and procedures while maintaining a safe and healthy work environment.

Our mission statement is simple:

To be the leader, in the COVID-19 response, within in the food service industry by providing our customers and employees with timely information and a safe and healthy working environment.

Our team will consist of:

- A member within each one of our accounts. We will designate a Manager or Supervisor for your account that will be fully educated and the point of contact for your facility
- The Area General Manager for your account. The AGM oversees multiple locations and will be most familiar with specific city or county guidelines
- A Safety and Training Director (Lessing's Executive) that will lead this team. This person is our designated COVID-19 response leader, dedicated to gathering the most current state and federal regulations, staying up-to-date with the quickly changing environment, and communicating those changes to our management and operational groups

This team will meet weekly to discuss best practices, standards, policies and procedures to make sure we are compliant in our COVID-19 response by working with the FDA, CDC and NRA (National Restaurant Association).

The virus will continue to be present and we know it maybe months or even years before we are truly back to normal and we as a company take this very seriously. Our plan is to make sure we protect our customers and employees as well as our vendors every step of the way; from delivery, preparation, and service to point of purchase.

Please review the attachment and reach out to your leader if you have any questions. You can also visit our website for daily updates and important information.

Be safe & healthy,

Lessing's Food Service Management

## COVID LESSING'S ADVISORY TEAM

**CONTACT:  
REGIONAL OR  
AREA MANAGER**

**631.567.8200**

**[lessingsfsm.com](http://lessingsfsm.com)**

  
**LESSING'S**  
Food Service Management  
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# BEST PRACTICES

## FOR RETAIL FOOD STORES, RESTAURANTS + FOOD PICK-UP DELIVERY SERVICES DURING THE COVID-19 PANDEMIC

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](#)

### 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 per [CDC](#) & [FDA](#)



- 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

### PICK-UP & DELIVERY



- If offering delivery options:
  - Ensure coolers and transport containers are cleaned and sanitized
  - Maintain time and 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 curbside pick-up
- Practice social distancing by offering to place orders in vehicle trunks

# VENDOR QUALIFICATIONS

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WE EXPECT AND MANDATE ALL OUR VENDOR TO ADHERE TO THE FOLLOWING:

- Testing for all employees (when available)
- Wearing of face masks and proper washing of hands
- Timely communication on facilities and safety within
- Quick protocols for deliveries; proper management of food and supplies
- All vendor personal must sign in when entering the facility
- Vendors must notify Lessing’s Purchasing Department if any staff that has been to the location is infected with the virus

VENDOR LOG

LOCATION: \_\_\_\_\_

MONTH: \_\_\_\_\_

Date	Time	Company	Vendor Representative



# PROCEDURES

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PROVIDING A SAFE, CLEAN, HEALTHY ENVIRONMENT FOR OUR GUESTS BEGINS WITH EMPLOYING STAFF WHO ARE TRAINED PROPERLY TO ADHERE TO ALL STANDARDS. THE FOLLOWING OUTLINES THE PROCESSES WE WILL UTILIZE TO ENSURE OUR EMPLOYEES' HEALTH AND TO REITERATE OUR PROCEDURES AND POLICIES DAILY.

## ENTRY PROCEDURES

- Employees are instructed to bring minimal personal belongings with them to work and encouraged to leave any extra belongings in their cars
- When employees arrive, they line up on the markers, maintaining 6 feet distance in between each other
- One employee at a time approaches the Lessing's Health Screener
- The Screener takes the employee's temperature using a hand-held thermometer. The employee's temperature must be no higher than 100° F in order to work his/her shift
- The Screener asks the required questions. If the employee answers "yes" to any of the following, he/she will not be allowed to work the shift:
  - Are you having any respiratory or other symptoms?
  - Have you traveled outside the US in the last 14 days?
  - Have you had direct contact with a COVID-19 positive person?
- Once the employee has passed the screening, he/she deposits any personal belongings in the appropriate locker/location
- The employee proceeds to a hand washing station and washes hands for at least 20 seconds
- After washing hands, the employee is provided a mask and a pair of latex or vinyl gloves
- The employee must put on the mask and gloves immediately and clock in before touching any cans, boxes, or other items
- As soon as the employee is clocked in, he/she goes to the assigned work station

## DURING THE SHIFT

- The employee must wash hands any time he/she changes gloves
- The employee will change gloves any time the gloves become soiled or torn, when changing tasks from preparing produce to preparing proteins, when the employee takes a break or uses the restroom, or after handling money
- When the employee uses the restroom, he/she removes and discards gloves. The employee removes his/her mask, places it in a plastic bag marked with his/her name, and leaves the bag in the designated area outside of the restroom
  - The employee must wash his/her hands for 20 seconds after using the restroom
  - The employee puts on a clean pair of gloves
  - The employee retrieves his/her plastic bag with the mask and puts the mask on before returning to the appropriate work station
- When the employee takes a lunch break, he/she removes the mask, places it in a plastic bag marked with his/her name, and leaves the bag in the designated area
  - Before returning to work, the employee must wash his/her hands for 20 seconds after eating
  - The employee puts on a clean pair of gloves
  - The employee retrieves his/her plastic bag with the mask and puts the mask on before returning to the appropriate work station

## EXIT PROCEDURES

- When the employee has finished the shift, he/she will
  - Discard mask and gloves
  - Retrieve any personal belongings
  - Wash or sanitize his/her hands
  - Clock out

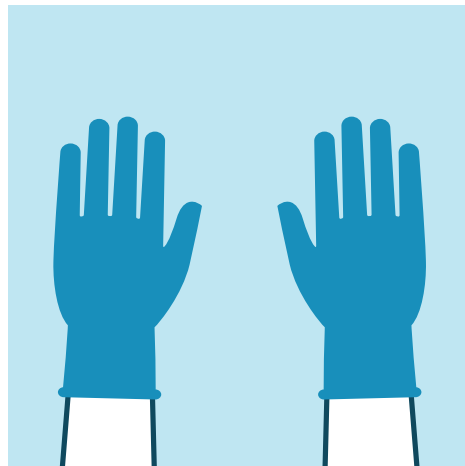
## ONGOING EDUCATION

As quickly as information and guidelines are changing, we must continue to train and educate our staff on a daily basis. Please note that Lessing's commits to:

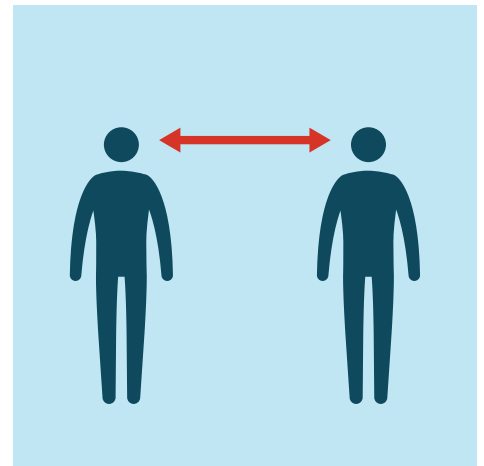
- All staff members having the appropriate Food Handler's Certificate
- All staff members becoming food safety certified through the ServSafe Food Handler's online course
- Managers/Chefs providing daily briefings regarding any updates or adjustments
- Managers/Chefs ensuring proper use of protective equipment and all food safety standards including
  - Disposable gloves
  - Face masks or coverings
  - Cleaning tools, sanitizers, and disinfectants



**WEAR A FACE MASK**



**WEAR DISPOSABLE GLOVES**



**KEEP A SAFE DISTANCE**

# GUIDELINES FOR EMPLOYEE HEALTH SCREENERS

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## **AS YOU SCREEN YOUR EMPLOYEES FOR POTENTIAL HEALTH ISSUES, PLEASE KEEP THE FOLLOWING IN MIND:**

As you screen your employees for potential health issues, please keep the following in mind:

- Remain objective. You are asking simple questions for the purpose of keeping your staff and your Guests safe. Stay calm and positive
- Ask only the questions on the attached form
- Record the following information:
  - Body Temperature – use the handheld thermometer to determine the employee’s temperature
  - Respiratory Symptoms – mark this box as a “Y” if the employee exhibits or tells you that he/she is experiencing any of the following symptoms:
    - Cough
    - Shortness of breath or chest tightness
    - Sore throat
    - Nasal congestion or runny nose
    - Myalgia (body aches)
    - Loss of taste and/or smell
    - Diarrhea
    - Nausea
    - Vomiting
    - Fever, chills, or sweats
  - Travel – ask the employee if he/she has traveled internationally or outside the state in the previous 10 days
  - Contact with a COVID + person – ask the employee if he/she has had close contact with a person who has tested positive for COVID-19
- If the employee temperature reads higher than 100° F or answers “yes” to any of the above questions, he/she is not allowed to work for that day
- Provide the Employee Acknowledgment Form and explain that the employee must be symptom free with no medication for 72 hours before he/she is able to return to work

**IF YOU HAVE ANY QUESTIONS ABOUT SCREENING YOUR EMPLOYEES,  
PLEASE CONTACT YOUR DIRECT MANAGER, YOUR AREA MANAGER,  
OR ELLEN BARRET (DIRECTOR OF HR, 631-567-8200).**

## EMPLOYEE HEALTH ACKNOWLEDGMENT

EMPLOYEE NAME: \_\_\_\_\_ JOB TITLE: \_\_\_\_\_

SUPERVISOR'S NAME: \_\_\_\_\_

Date	Body Temperature	Respiratory Symptoms? (Y/N)	Travel (Y/N)	Contact with COVID+ (Y/N)	Screened By

I acknowledge that on this day, my body temperature recorded to be at or above 100° F, and/or I have answered "yes" to one or more questions, and as I result, I am not allowed to work.

I also acknowledge that I can return to work when:

- I have had no fever for at least three days without taking medication to reduce fever during that time; AND
- Any respiratory symptoms (cough and shortness of breath) have improved; AND
- At least ten days have passed since symptoms began

I may return to work earlier if a doctor confirms the cause of the employee's fever or other symptoms is not COVID-19 and provides a written release for the employee to return to work. If my fever or symptoms are not COVID-19 related, I will provide my employers with a Return to Work form signed by my physician.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_



# WEBSITES + SIGNAGE

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*Attention*

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Masks **MUST** Be Worn  
During Work Hours By  
**ALL** Employees.

Thank you for your compliance - Lessing's HR Department



LESSING'S FOOD SERVICE MANAGEMENT

# Glove Guidelines

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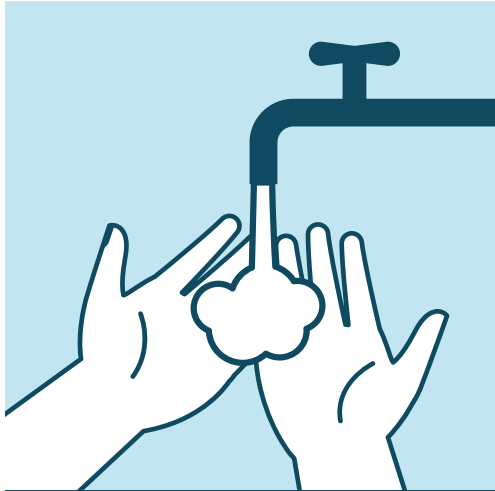
1. Wear food service gloves or use sanitary utensils or deli tissue when handling ready-to-eat foods.
2. Always wash your hands before putting on gloves.
3. Change your gloves any time you would need to wash your hands.
  - After touching your body
  - After using the toilet
  - After eating or drinking
  - After handling dirty equipment or utensils
  - After handling raw food
  - After any other activities that contaminate your gloves
4. Remove your gloves before washing hands.



LESSING'S FOOD SERVICE MANAGEMENT

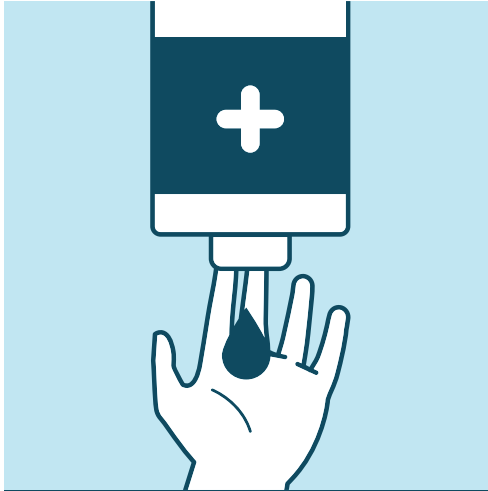
# HOW TO PROPERLY *Wash Your Hands*

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1

WET YOUR HANDS



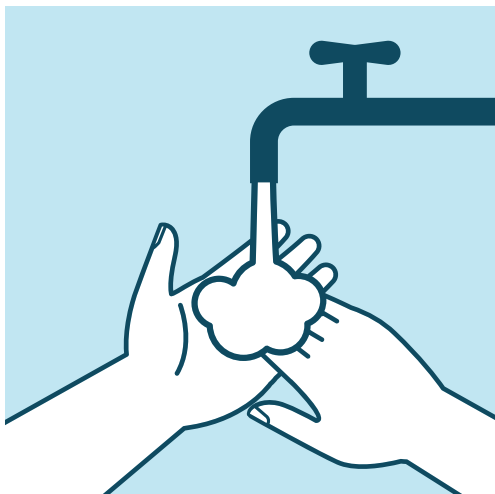
2

APPLY SOAP



3

WASH YOUR HANDS  
FOR 20 SECONDS



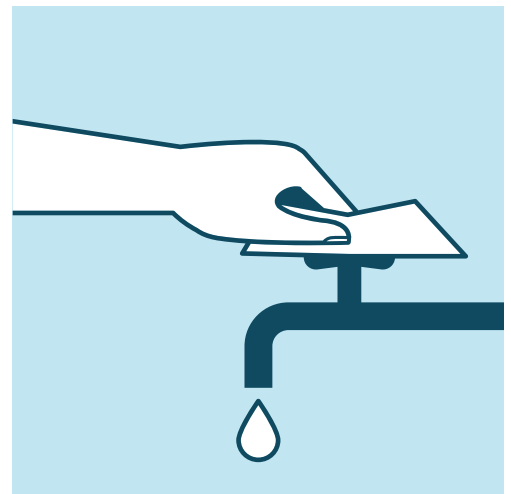
4

RINSE



5

DRY WITH  
A CLEAN TOWEL



6

USE THE PAPER TOWEL  
TO TURN OFF THE TAP

## SAMPLE FLOOR DECALS



## PLEXI / SNEEZE GUARDS INSTALLED





## PRE-PACKAGED FOOD





# COMMUNICATION PLAN

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## HOW WILL WE COMMUNICATE?

We will stay up to date with local, state and federal mandates. All information will be available on our Lessing's portal for our team to have access to immediately. As issues and topics evolve we will communicate to our unit level COVID-19 Champions to make sure all of our staff has the knowledge and tools to keep everyone safe.



Weekly calls will be put in place with your unit champion, our corporate advocate and our expert third party consultant.



Unit Champion relays all information to staff through internal and external guidance.



You will hear from our team hourly, daily or weekly on any issues that may arise.

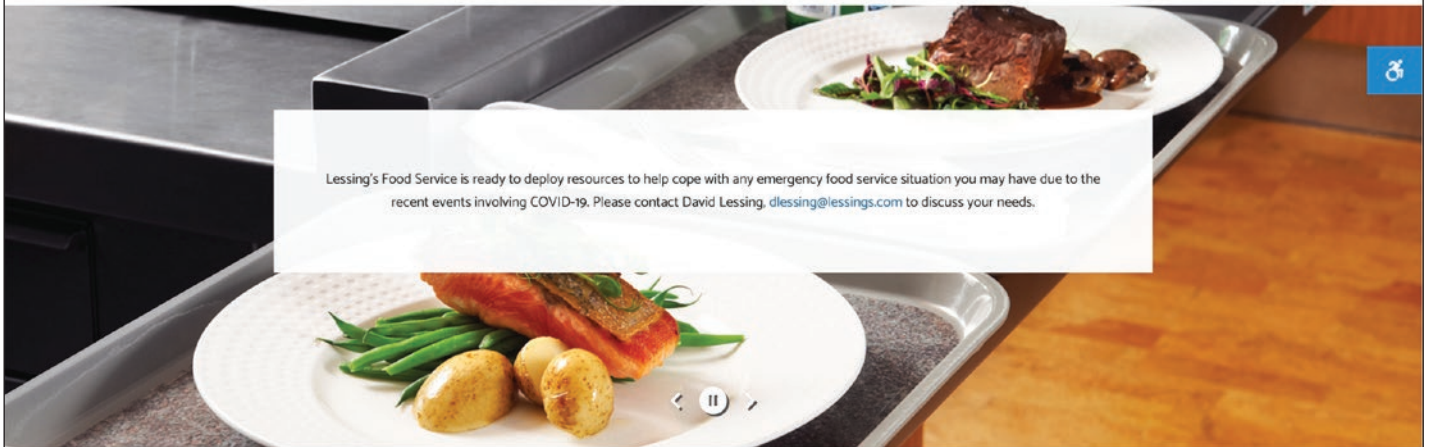


We have a link on our website that has important and relevant information, see the next page.



We will continue to source information from both State and Federal Agencies to provide you with up to date information and policies. Additional resources can be found at:

- [Centers for Disease Control and Prevention](#)
- [National Restaurant Association](#)
- [Food and Drug Administration](#)
- [State Guidelines \(NY\), NY State Restaurant Association](#)



Lessing's Food Service is ready to deploy resources to help cope with any emergency food service situation you may have due to the recent events involving COVID-19. Please contact David Lessing, [dlessing@lessings.com](mailto:dlessing@lessings.com) to discuss your needs.

ABOUT

GALLERY

BROCHURE

EDUCATION

CORPORATE DINING

BEACH, YACHT & COUNTRY CLUBS

CONCESSIONS & VENDING

NUTRITION & QUALITY

SUSTAINABILITY

MARKETING & LESSING'S BRANDS

SATISFIED CUSTOMERS

IN THE NEWS

CONTACT

## KEEPING OUR GUESTS AND EMPLOYEES SAFE

CLIENT UPDATE ON COVID-19 (PDF)

There has been much information in the news lately about the spread of Coronavirus, and we understand this may be causing some concern with our associates, clients, consumers and employees. As with any public health-related concern, we are taking the spread of this virus seriously and are closely monitoring the situation. In an effort to keep everyone healthy and safe, we are following guidance issued by the Centers for Disease Control and Prevention (CDC).

According to the CDC, most people get infected with viruses at some point in their lives. Although COVID-19 is a new strain of Coronavirus, it is believed to be transmitted much like a flu virus. Coronavirus is a respiratory illness with symptoms including shortness of breath, cough and fever. Practicing good hygiene may be the best way to help limit the spread of the disease. To reduce your risk for exposure, the CDC recommends the following precautions:

- **Wash hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.**
- Avoid touching your mouth, nose, and eyes, with unwashed hands, as much as possible.
- Avoid close contact (kissing or sharing eating utensils) with people who are sick.
- **STAY HOME when you are sick and do not return to school/work until you are fever-free for at least 24 hours without using fever-reducing medication.**
- Cover coughs and sneezes with a tissue or the inside crook of your elbow.
- **Get a flu vaccine – there is no specific vaccine for coronavirus at this time.**
- Also, the CDC does not recommend that healthy people wear masks.

At each of our Lessing's Food Service Management facilities, we are taking every precaution to ensure that we are abiding by the CDC's guidelines:

- Eliminating all self-service stations and replacing with pre-packaged options
- Reconfiguring stations to ensure no cross-contamination
- Increasing frequency of handwashing
- Increasing frequency of sanitizing food prep and customer contact stations
- Increasing frequency of janitorial services
- Changing gloves frequently
- Regularly sanitizing credit card machines and cash register surfaces
- Overall heightening awareness

As always, please know that the health and safety of our team and clients is one of our top priorities. We will continue to update you as additional information becomes available.

# OUR COMMITMENT TO SOCIAL DISTANCING

In following the recommendations and guidelines of State and Federal agencies, we are committed to maintaining social distancing with our employees ad with our guests. In order to do so, we have implemented the following standards:

- Updated floor plans to ensure at least six feet of separation between tables
- Physical decals on floors and other surfaces to indicate a distance of six feet between guests in line or employees working
- Sneeze guards and/or plexiglass barriers at food service areas and around cashier stations
- Staggered workstations to encourage employees to stand at least six feet apart
- Posted signage for guests, employees, and vendors stating social distancing requirements
- Other health and safety protocols, including face masks, gloves, hand sanitizing stations, and general cleaning and disinfecting of kitchen equipment, tables, and chairs
- Training of all employees regarding these and other procedures as situations and guidelines change

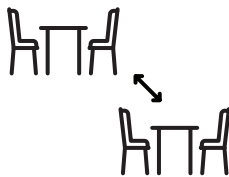
## WHAT YOU CAN EXPECT FROM US



**HEALTHY  
TEAM MEMBERS**  
daily temperature  
checks



**CLEAN DINING  
CENTERS**  
tables  
disinfected after  
each visit



**SOCIAL  
DISTANCING**  
reconfigured  
layouts



**PROTECTIVE  
EQUIPMENT**  
masks on every  
team member



**FREQUENT  
HANDWASHING**  
hand sanitizer  
available  
throughout



**PLEXIGLASS  
BARRIERS**  
at food and cash  
register stations



# WHAT WE NEED FROM OUR CLIENTS

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More than ever before, Lessing's Hospitality Group is working in coordination with our clients to provide the safest and most enjoyable experience for our guests. Over the last several pages, we have supplied information regarding our practices and policies that will ensure a clean, positive environment and healthy, great-tasting food.

To ensure that we are in true partnership, we need the following from you, our client:

- Hand sanitizing station(s) with appropriate signage encouraging everybody to sanitize hands upon entry into the serving area
- Plexiglass barriers at all food service stations and double-sided protection at cashier area
- Review of Lessing's Food Services Management operating plan and projected financial review
- Plexiglass barrier at tables as applicable to maximize seats while following current social distancing guidelines
- Review of and suggested employee break times and impact on operations and financials
- Written understanding of and commitment protocols for visitors, suppliers and employees of both client and Lessing's
- Determination of responsibility for assuring temperature checks, recent travel/interaction questionnaire, exit and entry points
- Client protocols for reporting possible and confirmed LFSM Covid-19 test results

By working to establish and execute these safety guidelines, we will ensure a pleasant and sound dining experience and a rewarding continued working relationship.

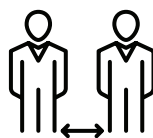
## WHAT WE ASK OF YOU



**PLAN AHEAD**  
with contactless  
ordering, payment  
and pick up  
(where applicable)



**DO NOT CONGREGATE**  
in the serving or  
dining area



**GIVE FELLOW GUESTS**  
THEIR SPACE  
at least six feet



**WEAR A MASK**  
when not at  
your table

**TOGETHER WE CAN KEEP EACH OTHER HEALTHY**