THE SHAVED DUCK RESTAURANT
(804) 379-7505
15408 WC COMMONS WAY
MIDLOTHIAN, VA 23113
THESHAVEDDUCKRESTAURANT.COM

COVID-19 Re-ENTRY: PHASE THREE

THE "NEW NORMAL" AT THE DUCK

Responsible re-entry following COVID-19 remains our primary focus. Strict adherence to CDC, VDH, CCHD and VA ABC guidelines will be prioritized in policy development, in the effort to maintain public confidence. Our approach will be balanced by the indicated 'public perception', regarding what mandated vs. expected.

SAFETY & HEALTH CONSIDERATIONS

Sanitation and protection of employees/patrons will have a cost associated that will remain a present consideration.

- **Stock necessary health/sanitation items**: Disposable gloves, face masks, hand sanitizer & dispensers, single-use towels, COVID-19 cleaning products.
- **Management will consult with employees** upon arrival to work, regarding any current/relevant health considerations. *Employee temperatures will be recorded daily during Phase Three.*
- **Routine cleaning & maintenance checklists** prepared/updated by management will continue to be followed.
- Management Team is SERV Safe certified & completed Staff Training to cover all relevant new processes & training, as required for responsible re-entry.
- **Contact-less Curbside Carry-Out** standards implemented during COVID-19 will remain standard procedure.
- **Preparation for Phase Three Re-Opening:**
  - ✓ Post clear instructions & mandated signage to educate public on changes and mandated guidelines.
  - ✓ Sanitation station visibly available for carry-out & in-house service.
  - ✓ Employees will sanitize common surfaces & communal areas between all customer interactions.
  - ✓ Restroom cleaning schedule implemented upon Phase One re-opening.

Transparency and constant communication will be key during re-entry phases.

- Communication with staff will occur through management verbal relay and via PeopleMatter App.
- **Public announcement of health & safety protocols** implemented by The Duck published on website.
  - ✓ Customers should wear face coverings while entering, exiting, or otherwise traveling throughout the restaurant. Face coverings may be removed while seated.
- **Update** hours of operation and services available on specific days of week and configure reservation system to reflect allowable capacity, with adhering to 6' social distancing.

PHASE THREE PROTOCALS

RETURNING EMPLOYEES

- **Upon arrival to work**, employees are required to check in with management, regarding their health.
- **Employees working in customer dining and service areas are required to wear face coverings over their nose and mouth. All employees in direct contact with food and/or beverages and/or delivering curbside carry-out orders will be required to wear gloves.**
- **Employees must properly wash hands** *(minimum of 20 seconds)* before & after use of disposable gloves, and between customer interactions. Soap and/or hand sanitizer will be provided.
- **Required use of clean sanitation buckets for all cleaning towels** (FOH & BOH). Disinfectant will be applied to all common surfaces, wiped with a single-use towel, and let sit for 10 minutes, before re-seating to insure effectiveness.
- **Management will verify employee compliance/completion of updated COVID-19 cleaning processes**.

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BUILDING ACCESS & SEATING CAPACITY

- **The Duck reopened with 50% indoor seating capacity** starting Friday 6/5. We will maintain this limited capacity with consideration to 6' social distancing standard during Phase Three.
  - ✓ **Phase Three Hours**: 4-9 pm Tuesday-Sunday
  - ✓ **Brunch Service**: 10:30 am – 2 pm Saturday's & Sunday's.
  - ✓ **90-minute intervals** allotted for reservations during Phase Three.
  - ✓ Clearly communicate to public via visible signage: *No one with a fever or symptoms of COVID-19 or known exposure to a COVID-19 case in the prior 14 days, is permitted in this establishment.*
- **Bar seating is prohibited during Phase Three.** The Bar is open for walk-up service with standing room only. *Guests must maintain 6' social distancing standard between standing groups.*
- **Contactless Curbside Carry-Out** available via online ordering Tuesday-Sunday. Scheduled pick-up times available 4-8 PM Tuesday- Sunday. Carry-out Brunch available 10:30 AM-1:30 PM Saturday & Sunday.
  - ✓ Credit Cards accepted over the phone for carry-out orders. Encourage cashless transactions.
- **Vestibule & Host Stand areas will be sanitized/disinfected** hourly and between all customer interactions.
- **Dining Room Service:**
  - ✓ Provide hand sanitizer for immediate use as patrons enter the building, and visibly throughout dining areas.
  - ✓ Single-use menu strategy. No reuse permitted.
  - ✓ Rolled silverware and table presets eliminated.
  - ✓ **All tables & chairs sanitized/disinfected between parties**, allowing 10 minutes between seating another reservation, in accordance with cleaning product usage instructions. Tabletops and credit card/bill folders must be disinfected between patrons.
- **Reservations strongly encouraged during Phase Three**, in accordance with public health & safety mandates.
  - ✓ **Consider 6' social distancing standard practice** for the foreseeable future.
  - ✓ **High-risk individuals** *(as defined by CDC)* should exercise caution in all public settings.
  - ✓ **Carry-Out Cocktails** will remain available until further notice.
- **Discourage employees from congregating in communal areas** and enforce social distancing protocols with respect to patrons, if/when required.