

**COVID-19 Preparedness Plan for Chowgirls, Inc.**  
**LAST UPDATED 6/17/2020**

**Chowgirls Customers and Community,**

To ensure we have a safe and healthy workplace, we have developed the following Preparedness Plan in response to the COVID-19 pandemic. We are all responsible for implementing this plan. Our goal is to mitigate the potential for transmission of COVID-19 in our workplaces and communities, and that requires full cooperation among our leadership team, employees, customers, and guests. Only through this cooperative effort can we establish and maintain the safety and health of our employees, our workplace, and our community.

We have involved a cooperative group of managers, employees, and outside sources to develop our this Plan. Our COVID-19 Preparedness Plan follows Centers for Disease Control and Prevention (CDC) and Minnesota Department of Health (MDH) guidelines, federal OSHA standards related to COVID-19 Executive Order 20-48, and addresses:

- hygiene and respiratory etiquette
- engineering and administrative controls for social distancing
- cleaning, disinfecting, decontamination and ventilation
- prompt identification and isolation of sick persons
- communications and training provided to managers and workers
- management and supervision necessary to ensure effective implementation of the plan
- protection and controls for pick-up, drop-off and delivery
- communications and instructions for customers

**Screening and policies for employees exhibiting signs and symptoms of COVID-19**

Chowgirls employees have been informed of and encouraged to self-monitor for signs and symptoms of COVID-19. The following policies and procedures are being implemented to assess workers' health status prior to entering the workplace and for workers to report when they are sick or experiencing symptoms.

We incorporate an in-depth vetting process for all new employees in regard to their risk potential at home, at their other jobs, and elsewhere.

In addition:

- Each staff person is temperature checked upon entry to our HQ building and asked the following questions as per [MDH Visitor and Employee Health Screening Checklist](#).
- Our front and back door are always locked in order to best control entry into the building.
- Entry into the building is done under the supervision of our Sanitation Managers, whose roles include temperature and health-check-ins for all who enter. These screenings take place within

the front and back vestibules of Chowgirls, and any person who does not pass is not further admitted into the building.

- In compliance with the recommendation for public health, any employee with a fever, cough, sore throat, body aches, chills, or other new symptom will be sent home, where we ask that they quarantine for a minimum of 14 days before re-entry into our workplace.

### **Sick Leave and FMLA**

Chowgirls has implemented leave policies that promote workers staying at home when they are sick, when household members are sick, or when required by a health care provider to isolate or quarantine themselves or a member of their household. Chowgirls operates within state and city Sick/Safe laws and the Family Medical Leave Act (FMLA). Accommodations for workers with underlying medical conditions or who have household members with underlying health conditions have been implemented in our company policy during this time of pandemic.

Chowgirls has also implemented a policy for informing workers if they have been exposed to a person with COVID-19 at their workplace and requiring them to quarantine for the required amount of time.

[LINK TO CHOWGIRLS COVID-19 CONFIRMED, PRESUMED CASE POLICY](#)

### **Worker Health Privacy**

In addition, a policy has been implemented to protect the privacy of workers' health status and health information.

- Chowgirls employee privacy policy is in compliance with standards outlined by the [ADA](#) (Americans with Disabilities Act) and [HIPAA](#) (Health Insurance Portability and Accountability Act).
- In addition to the information offered through the links above, Chowgirls adheres to the following employee privacy guidelines regarding COVID-19:
- Chowgirls will not disclose the identity of an employee who has tested positive for, or otherwise been diagnosed with, COVID-19.
- Chowgirls will not disclose COVID-19 related health information to customers or vendors, but may inform customers or vendors that an "employee has tested positive for COVID-19" or that an employee "has been exposed to COVID-19," but the employee(s) will not be identified.

### **Handwashing**

Updated handwashing measures are being implemented at Chowgirls HQ and on site at all times.

- Employees are instructed to wash their hands for at least 20 seconds with soap and water frequently throughout the day, but especially at the beginning and end of their shift, before and after eating and drinking, after using the restroom, or replacing a mask.
- Hand washing stations with liquid soap have been implemented at both entry points and all staff, visitors, and guests are required to wash their hands prior to entering the facility.

- Hand-sanitizer is available at both entrances and at multiple locations in the workplace however the best practice in prevention of Covid-19 is proper handwashing.
- Signage regarding proper hand washing is posted at all hand-washing stations throughout the facility.
- Pens, shared keyboards, and other shared items are sanitized after each use.

### **Respiratory etiquette**

Staff, customers, and visitors are being instructed to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing and to avoid touching their face, in particular their mouth, nose and eyes, with their hands. Respiratory etiquette will be demonstrated on posters and supported by making tissues and trash receptacles available to all workers, customers and visitors.

- There are adequate sources of tissues, trash receptacles, handwashing stations and hand sanitizer for employees and guests to dispose of tissues and wash their hands immediately afterward.
- All employees and visitors to Chowgirls' facility are required to wear face masks while in the building.
- Signage stating our policies on personal hygiene expectations as well as proper use of face masks is posted throughout our workplace.
- Guests who do not have a mask upon arrival to our workplace are offered one before entering the building.

[Link to Chowgirls Face Mask Standard Operating Procedures Document](#)

### **Social distancing**

Social distancing of six feet will be implemented and maintained between workers, customers and visitors in the workplace through the following engineering and administrative controls:

- Visual cues pasted on the floor throughout Chowgirls property remind employees and guests of the proper 6' distancing.
- Scheduling in our kitchen is staggered in shifts to prevent more than the maximum number of workers in our workspace at any time.
- Our cooking stations in the kitchen are spaced well within the 6' guidelines, allowing ample space for social distancing.
- All employees whose jobs can be completed from home are working remotely.
- All necessary meetings are conducted via telework applications.
- In the office, writing utensils are sanitized after each use.
- Most employees have personal computers, used only by them. The two multi-user computers in the building are cleaned and sanitized between users.
- Desks throughout the building are single-user only, and employees have been trained not to visit and touch others' work spaces.

- Upon entry to the Chowgirls workplace, All personal items go into a bus tub and are stored separately from others' belongings.
- All personal items brought into the kitchen or office are sanitized with a sanitizing wipe – Clorox or similar.
- We have decreased our number of available employee restrooms from 4 to 2, allowing for ample cleaning between employee usages. Sanitation managers regularly clean and disinfect restrooms.
- Clean shirts or uniforms are provided to each cook upon the beginning of their shift.
- Shift “family meals” are carefully plated by a gloved kitchen staff member and each plate is then picked from the table by the person who will consume it.
- Family meals are consumed using standard 6’ social distancing guidelines for seating.

#### **Pick-Up and Delivery Services (Customer-Facing)**

- Our employees are required to wear gloves and masks when handling food orders. Gloves will be replaced between each customer.
- Customers picking up products from Chowgirls are required to wear a mask during their transactions.
- All delivery vehicles will be sanitized before getting in. Only one person at a time per vehicle.
- All drivers will have hand sanitizer in their vehicles.
- Contactless curbside pick-up is available at Chowgirls.
- We offer contactless delivery to customers. Our drivers text customers upon arrival and provide curbside/doorside delivery upon request.

#### **Cleaning, disinfection, and ventilation: Office**

Stringent housekeeping practices are being implemented, including routine cleaning and disinfecting of work surfaces, equipment, tools and machinery, delivery vehicles and areas including offices, kitchen, restrooms, break room, and drop-off and pick- up locations.

- Sanitation manager sprays and disinfects all door and cabinet handles and commonly touched surfaces throughout the building every hour.
- Sunburst 14 All Purpose Cleaner is used on most hardware and surfaces like desks and bus tubs
- Transport vehicles are sanitized between drivers.
- Pens, keyboards and other shared items are separated and sanitized after each use.

#### **Cleaning, disinfection, and ventilation: Kitchen**

Frequent cleaning and disinfecting are conducted in our kitchen areas, including prep areas, stovetops, equipment storage, walk-in refrigerator, and dish pit. Incoming product is sanitized upon building entry.

- All product packaging gets wiped down with dissolved and ph tested **Steramine – food sani tablet** solution before entering the kitchen.
- All carts used will get sprayed with **Sunburst 14 All- Purpose Cleaner** in between uses.
- Each prep station uses diluted **Steramine** food sanitation tablets for surface and instrument cleaning throughout the day.
- Staff wipes down all stainless steel equipment, counters, and tools with bleach water during all station changes and at closing.
- All kitchen staff are required to wear masks at all times.
- Employees are instructed that if they touch their face or mask, they must wash hands with liquid soap and change gloves.
- Big gusts of wind/ airflow aren't a big issue at our headquarters, however we have purchased special air filters called **MERV-13**, proven to remove airborne bacteria, viruses, smoke, dust, and mold.
- The rear vent in our commercial kitchen hood has been adjusted to push air *out* instead of *in*.
- Arrangements are being made to implement and improve our methods of cleaning the commercial hood.

#### **Protocol in the Case of Positive Covid-19 Testing at Chowgirls**

- Appropriate and effective cleaning and disinfectant supplies have been purchased and are available for use in accordance with product labels, safety data sheets and manufacturer specifications.
- Detail-oriented scheduling and in/out log at Chowgirls allows for precise contact tracing, in the case of worker illness.
- Any employee with a confirmed or presumptive case of COVID-19 will be sent home if they are at work, or will be required to stay at home if they are not at work.
- The affected employee is encouraged to contact their healthcare provider immediately.
- Chowgirls policy states that any employee with a confirmed case of COVID-19 is requested to self-quarantine for 14 days.
- The affected employee will be asked to provide a list of employees or other third parties with whom they came in "close contact" with over the previous 14 days.
- Chowgirls will communicate the potential exposure to other employees who were in close contact with the affected Employee, without revealing the identity of the affected Employee.
- Any individuals who came into close contact with the affected Employee *and are showing symptoms* will be advised to self-quarantine for a 14-day period.
- Chowgirls will provide an affected employee with information on sick leave and other applicable benefits, as per the following state and federal guidelines.
- Chowgirls will immediately notify MDH and Minneapolis Health Departments of any confirmed case.

## **Communications and training**

- This COVID-19 Preparedness Plan is posted and communicated through in person or teleconference meetings to all existing employees and in onboarding of all new staff as of June 18 2020 and necessary training is ongoing.
- Additional communication and training will be ongoing, and shared by email with all workers who did not receive the initial training.
- Instructions will be communicated to customers and visitors about to properly conduct drop-off, pick-up, and delivery services.
- Customers and visitors will also be advised not to enter the workplace if they are experiencing symptoms or have contracted COVID-19.
- Customers and visitors must adhere to the same check-in, sanitation, social distancing, and mask usage as required by employees while in the Chowgirls workplace.

## [CHOWGIRLS SAFETY PROMISE](#)

### **Employee Education and Training**

- Leadership team members and managers will monitor the efficacy of the Preparedness Program has been implemented by our continued efforts to keep accurate records of staff activity within the building.
- Surveying employees regarding how they perceive their own health and safety while in the workplace.
- Leadership team members and managers commit to work through this new program together with all employees and update the training as necessary.

This COVID-19 Preparedness Plan has been certified by the Chowgirls, Inc. leadership team, and was posted throughout the workplace [date]. It will be updated as necessary.

Certified by:

Maari Cedar James

A handwritten signature in black ink, appearing to be 'Maari Cedar James', written in a cursive style.

**President, Chowgirls Catering**

**336 Hoover St. NE | Minneapolis, MN 55413 | 612.203.0786 | [chowgirls.net](http://chowgirls.net) | [maari@chowgirls.net](mailto:maari@chowgirls.net)**

