

Metz Culinary Management – CoVid-19 Response Protocol

What is COVID-19 Coronavirus?

- The virus that causes COVID-19 is a novel (new) coronavirus that was first identified in Wuhan, China.
- Symptoms may include fever, cough and shortness of breath generally appearing two to 14 days after exposure.
- Transmission:
 1. Thought to spread mainly from person to person (within 6 ft of each other) through respiratory droplets from coughing or sneezing.
 2. Possible that a person can get it by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this not thought to be the main way the virus spreads.
- For the general American public, the immediate health risk from COVID-19 is considered low.

Rely on reputable sources for information

- [CDC](#)
- [National Restaurant Association](#)
- [World Health Organization](#)
- [Local Health Departments](#)

Media Guidelines

- In the event that you are contacted by media, follow media protocol policy (see attached) - Call Maureen Metz at 570-814-6757.

FREQUENTLY ASKED QUESTIONS

What if a team member has a confirmed diagnosis of COVID-19 or believes that they may have COVID-19 or have been exposed to individuals (household members) diagnosed with COVID-19?

- Team members should notify their supervisor of the confirmed diagnosis.
- Team members should seek advice from a medical provider and follow their recommended treatment and isolation guidelines.
- **Contact Steve Dalansky immediately at 814-232-5852.**

Metz business travel restrictions

- Until further notice, we are restricting domestic business travel within the U.S. unless approval is obtained by Greg Polk.
- If you or your team members have an international trip planned within the next 2 months, report the information to Steve Dalansky sdalansky@metzcorp.com.
- We are restricting the scheduling and attendance of meetings to business essential meetings only. If you have meetings or trade shows scheduled, please call Greg Polk 570-674.8729 for approval.

Personal travel

- For team members who are returning from a high-risk areas (China, Iran, Italy, Japan and South Korea) or a cruise, MCM is requiring a clearance from a physician before they return to work or they must complete home isolation for a period of 14 days from the departure of the affected area.

Protect yourself, your team and your guests

- Avoid sick people
- Stay home if you are sick – ALL TEAM MEMBERS MUST RENEW EMPLOYEE HEALTH POLICY AGREEMENT (located with mandatory training for March)
- Wash your hands often with soap and hot water for at least 20 seconds. ALL TEAM MEMBERS MUST REVIEW PROPER HANDWASHING (located with mandatory training for March).
- Avoid touching your eyes, nose and mouth.
- No handshakes policy is in effect.
- Cover any sneeze or cough with a tissue and then throw tissue away or use your bent elbow to cover the cough or sneeze.
- Clean and disinfect frequently touched objects and surfaces.....**FREQUENTLY!**

Steps to take with your team

- Emphasize good health and hygiene practices with your team.
- Hang the following posters for team members.
 1. Stop the spread of germs flyer (attached)
 2. Symptoms of coronavirus disease (attached)
 3. Proper hand washing
- Implement a NO CELL PHONE policy during work duty.

Food safety steps to take

- Schedule cleaning and disinfection of frequently touched areas:
 - Walls
 - Door handles
 - Doors
 - Computers
 - POS terminals
 - Light switches
 - Kitchen equipment
 - Sneeze guards
 - Beverage areas
 - ETC.....
- Have alcohol-based sanitizer placed in all working areas.
- Sanitation buckets in all areas.
 1. **GREEN** wash bucket contains multi-purpose cleaner or manual detergent
 2. **RED** bucket contains sanitizer.
 3. Wiping cloths must be stored in buckets and completely submerged under water.
 4. Replace buckets every two hours, when solution becomes cloudy, or when sanitizer loses concentration.

5. Sanitizer buckets are not to be stored directly on the floor. The best place to store the sanitizer bucket is on a shelf below and away from food and food contact items.
 6. Test concentrations with test strips regularly to ensure proper concentration for food contact surfaces (remember - more is not better when it comes to sanitizer concentration)
 7. All food contact surfaces must be washed, rinsed, and sanitized before and after food preparation.
- Self-Serve Stations (while operational)
 1. All self-serving stations will be sanitized every 15 minutes.
 2. Tongs and ladles are to be changed out every 30 minutes
 3. All RTE food must be wrapped or adequately covered by a sneeze guard.
 4. Use disposable cutlery, and/or use pre-wrapped where possible.

Talking points for the team

- The health and safety of our team members and guests is always our top priority.
- The risk for developing coronavirus in the U.S. is currently low.
- Emphasize the FACTS – refer to [CDC website](#).
- Hold PRE-SHIFT HUDDLES (use attached as a reference).
- Avoid media hysteria; focus on our business.
- This is an evolving situation; Metz is closely monitoring and listening to health experts and will take all appropriate actions to protect our teams, guests, brand and business.

Talking points for guest

- Display preparedness flyer (attached) in a highly visible spot for guests.
- The health and safety of our guests is always our top priority.
- We are actively following the advice of expert health authorities and taking all precautionary steps possible.
- If further questioning from guest, get a manager and if the manager can not resolve, contact Steve Dalansky at 814-232-5852.

Suspend

- The use of cell phone during work hours. If team member has to use the phone, they must WASH their HANDS before returning to work.
- All refillable mug programs (see attached POP for the guest).
- All RENEW programs (see attached POP for the guest).

Staying in the know: Myths, Misconceptions, and Facts

- [WHO: Myth Busters](#)
- [WHO: Should I wear a mask](#)
- [CDC: Community Preparedness](#)
- [CDC: Coronavirus video advice](#)