

# OPERATION “BOUNCE BACK”

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## “WITH AMENDMENTS”

We will begin bouncing back as of June 15<sup>th</sup>, 2020 as permissible by the State of Wisconsin Health and Human Services mandate. There will be a soft opening date of June 2, 2020. This return operation will be GRADUAL. In operation bounce back we shall roll out operations that maintain a SAFE and RESPONSIBLE manner for resuming operations that shall protect our staff and guests. The following guidelines and service changes shall take effect on June 2<sup>nd</sup> and shall be enforced for a minimum of a year unless restrictions and suggestions are otherwise granted by local, state or federal guidelines.

## What is COVID-19:

- Coronavirus Disease 2019 is a respiratory disease caused by the virus called SARS-CoV-2
- Symptoms can include cough and shortness of breath, may also include a fever, chills, muscle pain, headache, sore throat and a new loss of taste or smell. It is spread by person to person contact with persons being within 6 feet of one another, through spread when infected persons, cough, sneeze or talk. It can also be spread by contamination of surfaces and items unknowingly.
- It may be spread unknowingly by people that do not even know they are infected. Older adults or those with underlying conditions are most susceptible.

## WHAT WE SHALL DO:

### GENERAL AND WOMAN’S CLUB

- We will maintain an adequate supply of hand towels, soap, sanitizer and ensure proper handwashing for employees and customers. Hand sanitizer units shall be supplied to aid in this endeavor. Signage will be posted for such directions as mandated by the CDC and Federal and State Governments.
- Club shall place hand sanitizing stations at entrances to building and at 2 intervals within building where guest shall congregate.
- Hand soap in restrooms shall be changed to an ANTI-MICROBIAL SOAP in lieu of lotion soap.
- General Manager and Staff of Exceptional Events of Kenosha shall monitor all activities and act as observation //police to ensure that these mandates are being met.
- Face masks shall be given to employees for their use; guests may elect to provide their own mask and mask use by guests is not mandatory at this time but is recommended.
- We shall clean and disinfect our operations after each use and at intervals during operation to insure clean and sanitary operations with a QUAT disinfectant and/or bleach.
- Front and back of house operations shall be cleaned and sanitized regularly.
- Restrooms shall be sanitized regularly and monitored throughout events.
- Room sets will be enforced to maintain a six-foot minimum distance between tables.
- Social distancing shall always be practiced, and our capacity shall be cut in half to ensure that those guidelines are met.
- Waiting areas marked to enforce social distancing.
- NO FOOD AND/OR BEVERAGE may be brought in the facility under any circumstances. Food can be contaminated, and virus can be spread accordingly.
- Table limits shall be tables of 5 for 60” round tables and 7 for 72” round tables.
- ALL Common areas will be closed to enforce social distancing.
- Physical barriers shall be required in the event hostess stations or bars are required. Sneeze guards shall be used in those situations. Where physical distancing is difficult to maintain.

- Signage shall be posted at all entrances as to social distancing guidelines and we may elect to provide markers on the floor.
- AIR HANDLING equipment shall require filter change and likewise require air handling units to circulate and remove air to exchange at least 10 times per hour. A negative air flow is needed to properly facilitate air exchange.
- In theatre setting of chairs, all chairs shall always be configured to allow social distancing and at decreased capacity.

#### EMPLOYEE RELATED/EXCEPTIONAL EVENTS OF KENOSHA

- Employees will be monitored and those exhibiting fever or other symptoms of COVID-19 will not be permitted to work. Temperature taking shall be utilized. Exposure of employees is required to be communicated to management under all circumstances.
- Sanitize all food contact surfaces both before and after each use.
- Gloves are to be used religiously in all areas of both front and back of house. GLOVES ARE REQUIRED WHEN CLEARING TABLES AND/OR HANDLING ITEMS REMOVED FROM TABLES UNDER ALL CIRCUMSTANCES.
- Buffets will be DISCONTINUED and as such all food options shall be sit-down and served. This includes beverage. NO GUEST OR SPONSOR may bring ANY food and beverage into facility to avoid contamination.
- No event will have food displayed under any circumstance. All food and beverage shall be served.
- Silverware shall always be rolled in napkins and presented as a served portion of the presentation and not placed on tables.
- All set and/or unused tabletop items will be washed and sanitized by mechanical dishwasher. Items such as coffee creamers and sweeteners will be discarded and cleared from table and we shall use the table side service concept to minimize waste.
- Any unneeded and unnecessary human contact will be minimal between guest and service staff.
- Currency exchange shall be allowed, and employee is requested to not touch face afterward. Money and/or cards should be placed on counter and not with hand to hand contact.
- Pre-packaged items will be limited on all table settings and at basic minimum to 1 per person and if one time use or pre-packaged can be placed on tables. Excess items shall be discarded after change of table is achieved.
- All linen and soft goods shall be used once and laundered in a sanitary manner.

#### ADDITIONAL GUIDELINES AMENDMENT:

- All items including dinner rolls and butter shall be placed on entrée plate
- Gloves shall be required at all bar operations as well as hand sanitizer
- Gloves will be worn when rolling silverware.
- Coffee shall be served upon request by server staff, likewise all creamer and sugar shall be placed on cup under liner when serving
- All staff MUST report exposure immediately upon findings.
- Bussing station shall be required one person to scrape and clean items into appropriate bins and social distancing shall be exercised among staff.
- Staff are not to congregate during downtime without facemasks and social distancing.

These guidelines will be amended as the need requires and subject to CDC, State and Federal government restrictions and practices recommended.