**Sample Message for Managers**

Team!

We are carefully watching updates on the COVID-19 Coronavirus spreading within the United States. We know this is top of mind for you, your team and managers. As a public gathering place, we want to take extra steps to keep you and our customers healthy and safe.

The purpose of this message is to provide you useful information to promote the health and safety of your team and customers as well as to create a dine-in environment where customers feel confident being our guest. Your team will be receiving a shorter message through our scheduling system.

**What is Coronavirus and how does it spread?**

* Coronavirus is not a foodborne illness.
* Coronavirus is a respiratory illness that is spreading from person-to-person contact.
* Here is how you can get Coronavirus:
  + Infected people coughing or sneezing
  + Touching an infected person’s hands or face and then touching your own eyes, nose and/or mouth.
  + Touching things such as doorknobs that infected people have touched and then touching your own eyes, nose and/or mouth.
* Symptoms appear in as few as 2 days and include fever, cough and/or shortness of breath, headache, sore throat and/or runny nose.

**What to do if a team member is sick?**

* Make sure they follow attendance guidelines and stay home until they feel better.
* Encourage them to see a doctor and/or get evaluated, as soon as possible.
* If a team member is confirmed with Coronavirus, contact the head of operations ASAP.

**What if a customer believes a team member is sick?**

* Thank the customer for sharing their concern and feedback.
* Check with the team member immediately.
* If the team member is sick, send them home.

**Personal Hygiene Vigilance**

* As always, ill team members should be excluded from working in restaurants.
* Symptoms we *always* watch for include diarrhea, vomiting, sore throat with fever, lesion (such as a boil) or infected wounds.
* Symptoms of Coronavirus include fever, cough and/or shortness of breath, headache, sore throat and/or runny nose.
* Proper handwashing procedures are essential.
* Bare hand contact with ready-to-eat foods should be eliminated.

**Bodily Fluid Clean-up**

If a customer or team member vomits or has diarrhea it is recommend (at this time) that operations follow the protocols that are in place for Norovirus:

* Ensure the team member who is cleaning up the area is using protective equipment.
* Segregate the area that has been contaminated.
* Dispose of any food that has been exposed.
* Ensure any utensils that might have been exposed are cleaned and sanitized.
* Frequently clean and sanitize the area to include the floor, walls and any other contaminated objects.
* Properly dispose of any of the equipment that was used to clean up the area.

**Supplies & Supply Availability**

[Update on Supplies, Ordering Supplies, Supply availability]

**Message for our Team**

The best thing we can do to work toward keeping our team and customers healthy and safe is be disciplined with all of our safety and sanitation procedures:

*Stay well at work:*

* Wash your hands with soap and water for at least 20 seconds.
* Avoid touching your eyes, nose and mouth with unwashed hands.
* Call your manager and stay home if you are sick.

*Restaurants must be constantly cleaned & sanitized:*

* Completely follow all cleaning, safety and sanitation processes.
* Clean and sanitize tables after every use.
* Clean and sanitize door handles, POS’s, credit card readers, self-serve stations, etc.
* For now, give the customer a new cup for refills - don't take the customer's used cup.
* Remember, when in doubt, sanitize!

*Helping our Customers:*

* Provide customers with additional napkins or tissues to use when they cough or sneeze.
* Be sure to clean and sanitize any objects or surfaces they may have touched.
* If the customer/employee vomits or has diarrhea, contact a manager immediately.
* If a customer expresses concern about a sick team member, contact your manager ASAP.

**Other Resources**

You may find these resources and posters useful.

* [Coronavirus: What You Can Do Fact Sheet (English & Spanish)](https://foodsafetyfocus.com/FoodSafetyFocus/media/Library/pdfs/Coronavirus_2019-nCoV_Info_TipsforRestaurants.pdf)
* [Handwashing 101 Poster (English & Spanish)](https://www.foodsafetyfocus.com/FoodSafetyFocus/media/Library/pdfs/Handwashing.pdf)
* [Before You Come to Work Poster](https://foodsafetyfocus.com/FoodSafetyFocus/media/Library/pdfs/Before-You-Come-To-Work.pdf)
* [Cleaning vs. Sanitizing Poster (English & Spanish)](https://www.foodsafetyfocus.com/FoodSafetyFocus/media/Library/pdfs/Cleaning-vs-Sanitizing.pdf)
* [Clean-up of Vomiting and Diarrheal Event Poster](https://www.foodsafetyfocus.com/FoodSafetyFocus/media/Library/pdfs/FSF_Ecolab_Poster_Bodily_Fluid_Cleanup.pdf)

Thank you for making this a top priority!