

CARSON KITCHEN

CKATL

CKLAS

CKSLC



Covid-19 Safety
Protocols & Procedures

CARSON KITCHEN

A message from Cory Harwell:

Like all of you, I have been looking forward to the coming days. When we closed our restaurants in March, we knew we would be back—we just didn't know when. Nobody could have imagined how long the wait would be, but we knew we had to take a break to preserve and promote the safety, health, and well-being of our staff and our guests. That has always been our highest priority, and it always will be. The time has come, of course, to now welcome you back.

I am surrounded by an incredible team, who has been planning since that day in March to make your next visit to Carson Kitchen the safest possible. We have developed an extensive safety plan, consulting experts and every local, state, and federal guideline for the next steps. While we could have opened earlier, we have waited deliberately to make sure that we had the best policies and procedures in place and that everyone on our team was trained as well as possible.

This moment isn't simply a return to business. It's a return to human connection. It's about seeing old friends and making new ones. The most profound connections we all make are the ones we share over a great meal, a bottle of wine, or a delicious cocktail. These connections are why we do what we do. It's why we love our neighborhoods in downtown Las Vegas and in downtown Alpharetta. I am happy to announce that Carson Kitchen Atlanta will open on Wednesday, May 13th, and Carson Kitchen Las Vegas will follow very soon thereafter.

Come join us and do so with the confidence that we have gone to great lengths to make sure that you, your loved ones, and all of your friends (new and old) can visit us safely.

We're here for you. We can't wait to reconnect.



Cory Harwell
Chef and President
Carson Kitchen

Carson Kitchen COVID-19 Safety Plan

revised and updated 5/13/2020



INTRODUCTION

At Carson Kitchen, we have always taken in pride in making the safety, health, and well-being of our employees and our guests our top priority. As we have prepared for re-opening, we have developed this safety plan of action that reiterates and enhances our long standing commitment. We will continue to adhere to elevated and stringent sanitation policies, food safety protocols, as we add newly developed social distancing guidelines as well as guest/employee interaction safety procedures, and we will phase in any policy as necessary under guidance from our local, state, and federal authorities.

We are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements, and we will continue to make changes as necessary or appropriate to our protocols and procedures. All policies and procedures have been developed with full consideration of the following guidance:

*The United States CDC Food Safety Protocols
The World Health Organization
The United States Environmental Protection Agency
The United States Food and Drug Administration
The United States Department of Labor
The United States Occupation Safety and
Georgia Department of Public Health
Fulton County Health Department
National Restaurant Association
Georgia Restaurant Association
Southern Nevada Health District
Clark County Commission*

We will revise this safety plan as needed in preparation for the opening of Carson Kitchen Las Vegas, based on updates from these institutions as well as on new guidance from new guidance for the respective governors of the state of Nevada and the state of Georgia.



FOR OUR GUESTS

Guests and employee's health, safety and well-being is our number one priority at Carson Kitchen. With that in mind we have outlined below the efforts in which we will focus or attention to increase and secure guest safety.

Guest Social Distancing Policy

- Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them standing in lines, and when moving throughout the venue.
- Restaurant tables will be arranged to ensure appropriate distancing.

Hand Sanitizer & PPE

- Carson Kitchen will ensure that all guests will have access to hand sanitizer in any high touch traffic centers.
- There will be hand sanitizer dispensers available at all building entrances, restrooms, host stands, and bar counters.
- Small personal hand sanitizer bottles will be available at the host stand upon request.
- They will also inform guests where to find PPE in the venue if they so desire.

Signage

- Managers will be responsible for placing health and hygiene notices at venue entrances kindly reminding guest to respect the space of other guest, to observe social distancing.
- Signage will also include any state recommended information regarding PPE use as well health and hygiene information.

Seating

- Our restaurants will comply with all local or state mandated occupancy limits.
- At CKATL, all tables have been arranged in accordance with the state of Georgia Executive order on reopening food services venues. No table will seat more than 6 at any time, all seating arrangement have a minimum of 6 feet in between each table. We will ensure that there will not be more than 10 guests per 500 sq. feet of front of house areas, and will only change these restrictions in consideration of new guidance from the state.
- At CKLAS, all tables have been arranged in accordance with the state of Nevada Executive order on reopening food services venues. No table will seat more than 5 at any time, all seating arrangements have a minimum of 6 feet in between each table. We will ensure that there will not be more than 50% capacity of our restaurant.
- All guests will be seated at the furthest tables away from other guests that is available unless requested by the guest.
- When bar and counter seating is allowed in each states' respective phase-in processes, all bar and counter seating will have been arranged to observe the 6-foot social distancing policy for guest next to guest, and guest next to employee locations.
- The bar well where cocktails are made will be located at least 6 feet from the first guest at the counter.

Single use menus and other items

- During dining menus and napkins will be single use.
- All menus will be disposed of after each guest has finished use.
- Any community used items like salt & pepper shakers, check presenters, etc., will be sanitized between each use with different parties.



Cash Handling Policy

- We encourage guests to use credit and debit cards.
- All cash handling will be executed with as little direct contact as possible.
- All check presenters and pens will be disinfected with sanitized between uses.

Contact Tracing

- Employees and guests who exhibit any of the symptoms of COVID-19 while at the property are instructed to immediately notify the manager on duty.
- All guests will also be encouraged to be proactive in letting us know if they are feeling ill or have recently.
- If we are alerted to a presumptive case of COVID-19 on property, we will work with the local health district authorities to follow the appropriate and recommended actions.
- All parties are required to have a point of contact in the group. Hosts and managers will be responsible for keeping a log of all guests each day that join us in the dining room.
- If a presumptive COVID-19 case occurs and is confirmed to have been in or occurred in the venue, a party's contact person will be informed of potential risk and exposure.
- Confidentiality will be respected and preserved to the fullest extent possible.



FOR OUR TEAM

All Team Members

Safe Working Environment Written Acknowledgement

- Upon being rehired and restarting in Carson Kitchen or upon being newly hired, all employees will sign a health and safety acknowledgement laying out policy and procedures to ensure guest and fellow employee safety.

COVID 19 Training

- At CKATL, before completing the hire and/or re-hire process all staff will be required to be Serve Safe certified, poses an Alpharetta Health Card and complete an operational health and hygiene training facilitated by the Carson Kitchen management team.
- Instruction includes recognizing symptoms of COVID-19 and proper use of PPE.
- Onboarding new employees includes the same requirements.
- Daily pre shifts will reinforce health and hygiene principles.
- At CKLAS, we will require the same training, modified in accord with recommendations and requirements from the Southern Nevada Health District.

PPE – Personal Protective Equipment

- Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance.
- All PPE will be supplied by the venue.
- Any outside PPE will have to be approved by management and abide by all state and local regulations.
- Training on how to properly use and dispose of all PPE will be mandatory.

Self-Reporting

- Employees are required to stay home if showing CoVID-19 symptoms and inform management they are showing symptoms.
- If an employee tests positive upon showing symptoms on a particular day and had been present at work, any other employee that worked within 6 feet should be considered exposed to the virus.

Health Tracking & Management

- Upon entry into the building every employee will have their temperature taken and recorded on a log. No employee will be allowed to enter the building with a temperature over 100.4 degrees Fahrenheit. They will not be able to resume work if their temperature remains above 100.4 degrees Fahrenheit.
- Every Employee must take a COVID test upon returning for initial employment (if available).
- Employees who exhibit no symptoms but know they have been exposed to COVID-19 outside of work will be placed on a 14-day temporary leave to self-quarantine.
- If an employee develops symptoms during this time, they will be advised to seek medical attention and must notify management immediately.
- Management will give guidelines for safe travel to and from work. Especially if an employee uses public transportation to come and go from work.

Physical Distancing

- Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible.



Hand Sanitizer

- Carson Kitchen will ensure that all employees have access to hand sanitizer in any high touch traffic centers.
- There will be hand sanitizer dispensers available at all building entrances, restrooms, host stands, hand sinks, bar counters, and employee storage/break area.
- Small personal hand sanitizer bottles will be available at the host stand upon request.

Signage

- Managers will be responsible for placing sanitary reminders at all hand sinks, employee storage areas.
- Signage will be posted (in multiple languages) throughout the property reminding employees of the proper way to wear, handle and dispose masks, use, wash hands, sneeze/cough, and to avoid touching their faces.

Hand-washing & Hygiene

- Correct hygiene and frequent hand-washing with soap is vital to help combat the spread of virus.
- All employees must wash their hands, or use sanitizer when a sink is not available, every 30 minutes (for 30-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, eating, drinking, entering and leaving the restaurant, going on break and before or after starting a shift.
- Using hand sanitizer is not a substitute for hand-washing. It is a supplement.
- Management will be in charge of inspecting every employee's uniform and hygiene daily.

On shift steward/sanitation specialist

- Carson Kitchen has one staff member every daily service who is in charge solely of reinforcing, maintaining, and promoting the health and hygiene standards of the operation.
- They will be in charge of wiping down all common touch surfaces, restrooms, and high traffic areas. It is the responsibility of every employee to take ownership of the need to maintain a sanitary environment.

Personal Items

- Personal items will be stored in staff lockers or kept at home.
- Lockers will be sanitized before and after transfer of use to another employee.
- Mobile phones will never be present on the floor, except for manager.
- Management use of mobile phones is contingent upon regular device sanitization in accordance with appropriate cleaning and sanitizing protocols and is only permissible in designated areas.

Front of House

Staff Interactions with Guests

- All FOH staff will be required to wear a cotton face mask when they are on the floor for service.
- Physical distancing should be observed whenever possible.
- Employees will ensure social distancing procedures are met whenever possible while moving throughout the FOH.
- Any amount of time spent closer than 6 feet to any other individuals will be kept to a minimum and as short as possible.
- Staff will avoid physical contact with guests.
- When servers are interacting with tables, they will exercise maximum space between themselves and guest while still enabling proper communication.
- Anytime food or anyother item is brought to a table, all FOH staff must wear gloves.



Hosts

- The host will open the door for all guests entering and exiting the restaurant whenever possible.
- The host will be in charge of collecting the name and contact number for the head of each party.
- Disposable PPE options will be offered to guests upon request.
- Door handles must be sanitized every 15 minutes.
- Counters and equipment must be sanitized at least once per hour.
- Employees are responsible for sanitizing any surface or item a guest may touch during their initial entry into the building. (e. g. Door handles, host stand, seating areas, windows, etc.)
- Hosts will provide guidance to arriving and departing guests to ensure physical distancing measures are followed

Servers & Server Assistants

- Every station prep top/counter will be properly sanitized at least once every hour
- All stations will be sanitized before and after use.
- Each employee must wipe down station with sanitized cloth.
- Each employee must change cutting boards after each project.
- Each employee must wear a mask at all times
- Gloves will be worn when handling guests' drinks, food, and ancillary items intended to be handed to guests.
- All food and beverage items must be placed on the table, counter, or other surface instead of being handed directly to a guest.
- POS terminals to be assigned to a single server where possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use.
- Dining tables, bar tops, stools and chairs to be sanitized after each use
- Menus to be single use and disposed promptly after use.
- Each employee is responsible for sanitizing trays (all types) and tray stands after each use
- Storage containers will be sanitized before and after each use
- Food and beverage items prepared for transferred to other employees will be transferred using contactless methods.
- All straws must be wrapped

Expo

- When passing food from expo to food runner, food will be pushed to a pickup location on the expo counter at the furthest point possible up to allow runners to grab food without a direct handoff from the expo.
- Every station prep top/counter will be sanitized at least once every hour
- The expo will ensure all surfaces of area are clean at all times.
- Inside and outside expo will use a new, clean wipe each time plating food.
- Use of proper gloves will be required for both inside and outside expo at all time.
- House provided face masks will need to be worn along with hat or protective head gear by all inside line and expo staff



Back of House

All employees in the Back of House

- Stand 6 feet apart when necessary.
- Use proper communication to ensure quickness and safety when moving about the BOH.
- All stations will be sanitized before and after use.
- Cutting boards must be changed after each project.
- All equipment will be washed, rinsed, and sanitized before returning to all prep and cooking areas.
- When prepping food, gloves and mask are always to be worn along with head gear such as hats, hairnet, or bandana in accord with standard health protocols.
- Use proper PPE equipment provided by restaurant to ensure health and safety. Gloves, mask, and head gear are all required during work hours.
- Every station prep top/counter will be sanitized at least once every hour.
- Apron and shirts will be provided by house and need to be changed every four hours.
- Utensils will be cleaned, sanitized, and stored in proper areas to ensure no cross contamination.
- Cutting boards will be changed, washed, and sanitized every four hours.
- Cleaning of pizza oven and equipment will be done every four hours.
- Thermometers will be sanitized after each use to ensure no cross contamination.
- Grill and flattop will be cleaned and sanitized every four hours.
- Every station prep top/counter will be wiped down with quat sanitizer at least once every hour

Steward/Dish Area

- Stewards will ensure the proper maintenance and cleanliness of the back of the house area at all times
- All trash will be taken out every four hours, except biohazard trash (every 2 hrs)
- Steward will store all used linen outside once each bag has been filled
- Steward is required to wear gloves, mask, head covering and face shield while using the sprayer in the dish pit.
- It is vital for steward to observe all cleaning/sanitation protocols when concerning dish and utensil sanitation.

Trash Disposal

- Employees will wear gloves and mask at all times while handling trash.
- Trash will be taken to designated area and discarded of properly.
- Trash will be taken out every 4 hours to ensure safety of employees and customers.
- In accordance with correct PPE use generally, gloves used to dispose of trash will be discarded and staff will wash hands immediately after trash disposal.

Biohazard Trash Disposal

- Biohazard trash cans will be placed around the building for all PPE including disposable masks and gloves.
- Biohazard trash will be emptied every two hours by employees or manager in full mask and gloves.
- Discard of properly in the general trash pick-up dumpster.

Clean Products and Protocols

The frequency of cleaning and sanitizing of all high-touch rate areas has been increased with emphasis placed on areas including but not limited to the following:



Restrooms

- All restrooms will be cleaned and sanitized at least every hour for guest and employee safety.
- Dining Room High Touch Areas
- Door handles, push plates, thresholds, and hand railings
- Sink faucets and toilet handles
- Towel dispenser handle
- Soap dispenser push plates
- Baby changing station
- Trash receptacle touch points

Dining Room

- Dining tables
- Chairs and stools
- Check presenters
- Trash receptacle touch points
- Bar and counter areas

BOH High Touch Areas

- Door handles and push plates
- Handles of all equipment doors and operation push pads
- Ice scoops
- Walk-in and other refrigerator and freezer handles
- Walk-in refrigerator and plastic freezer curtains
- 3-compartment sink and mop sink
- Hand sink handles
- Soap dispenser push plates at hand-washing sink
- Towel dispenser handle at hand-washing sink
- Trash receptacle touch points
- Telephone keypad and hand set
- Managers' computer and managers' office work areas.



SPECIAL CURBSIDE TAKE HOME MENU

- Curbside pickup counters will be cleaned and sanitized every hour.
- Gloves will be worn at all times when packing to-go containers and filling to-go bags.
- Toast Takeout system will provide a touch-less payment portal.
- General social distancing policies will be observed whenever possible.
- When presenting the guest with their curbside package the employee will not directly hand the package to the guest but place on the curbside counter.
- Hand sanitizer option will be provided at curbside pick up area for guest use upon departure.



OUR NEIGHBORS & PARTNERS

Our operation does not solely operate with just guests and employees. All of our outside partners, service providers, and vendors are also responsible for operating and adhering to our public safety efforts. All vendors have been contacted and we have record of all of their efforts to combat the pathogenic transfer COVID-19. Employees who interact with these individuals must maintain the same health and hygiene standards as their interaction with guests and fellow employees.

Receiving

- Upon delivery of goods or entrance to the venue, all delivery or service team members will be required to have their temperature taken.
- Upon arrival drivers' temperature will be collected and documented in temperature logs. Anyone with a temperature over 100.4 degrees Fahrenheit will not be allowed entry into the venue and directed to seek medical attention. All goods and services will be declined delivery and requested as a return.
- All deliveries and services will be logged and recorded by management to ensure proper tracking and record keeping.
- If any signs of higher temperature, we will immediately reject the order and receive credit for said order.
- Upon receiving an order, the person receiving will have the driver place invoice on sanitized tabletop and then sign with own pen.
- Inspect all goods and ensure they are in correct and in good quality before finalizing receiving anything.

Proper sanitization of all fruits and vegetables

- In order to mitigate any cross contamination during the delivery process all product, including all fresh produce, will undergo an additional round of appropriate sanitization and processing.

Clean Products and Protocols

- All chemical and cleaning product used in the Restaurant meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and blood-borne pathogens.

ECOLAB Partnership

- In partnership with our chemical vendors we have created an FDA/EPA approved cleaning chemical and sanitation program that goes above standard requirements of the Fulton County Health Departments standards for Food Service vendors.

Air filter and HVAC cleaning

- We have contracted an HVAC company to check our system and provide routine maintenance every quarter. They will clean all filters and baffles during these scheduled events.
- Fresh air return rates will be set at maximum levels.

Towels & Linen

- Used linen will not be stored inside the venue overnight.
- All used linen will be stored in a designated container away from all food prep and cooking areas.
- Linen companies will increase their frequency of pick up and exchange wherever possible.

Outside Cleaning Service

- We continue to partner with an external agency for nightly deep cleaning, sanitizing, and disinfecting.
- All deep cleaning, sanitizing, and disinfecting meets or exceeds all federal and state regulations and guidelines.



COMPLIANCE COMMITMENT & REFERENCE

We are fully committed to respecting all rules, recommendations and requirements of experts and government officials. These are some of the resources we have considered in preparation of this plan.

CDC Food Safety Protocols

<https://www.cdc.gov/foodsafety/cdc-and-food-safety.html>

National Restaurant Association

<https://restaurant.org/Covid19#food-safety>

The United States Environmental Protection Agency

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

The United States Food and Drug Administration

<https://www.fda.gov/food/food-safety-during-emergencies/best-practices-retail-food-stores-restaurants-and-food-pick-up-delivery-services-during-covid-19>

United States Department of Labor

<https://www.osha.gov/Publications/OSHA3990.pdf>

The World Health Organization

<https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf>

Georgia Department of Public Health

<http://dph.georgia.gov/>

Georgia Restaurant Association

<https://www.garestaurants.org/news/covid19>

Nevada Health Response

<https://nvhealthresponse.nv.gov>

Southern Nevada Health District

<https://www.southernnevadahealthdistrict.org>

Nevada Restaurant Association

<https://www.nvrestaurants.com>

