



Operations Roundtable

Current Operations Discussion

June 24, 2020

A solid blue horizontal bar spans the width of the slide at the bottom.

UPCOMING SESSIONS

Upcoming Sessions

ICA Executive Chef Roundtable – Friday, June 26 at 2pm

ICA Sales Mixer – Monday, June 29 at 1pm ET

Register for all upcoming sessions on the ICA homepage.

www.internationalcaterers.org

SYD SEXTON
GENERAL MANAGER
CATERING BY DESIGN

LEE ANDERSON
EXECUTIVE CHEF & OWNER
SUGAR BEACH EVENTS OF HAWAII

CORY GOSIK
SALES AND MARKETING DIRECTOR
SENSATIONAL HOST EVENTS AND CATERING

FRANCISCO CHRISTIAN
MANAGING PARTNER
TAYLORED HOSPITALITY SOLUTIONS

LEE ANN KELLY
VICE PRESIDENT OF SALES, MARKETING &
GLOBAL SOURCING
AMERICAN METALCRAFT



ICA Operations Roundtable
Wednesday, June 24
2:00 pm ET



DISCLAIMER

DISCLAIMER

- We are in an unprecedented time in history and the information available to us is changing rapidly. Please refer to our most current presentation for education.
- Information provided is based upon our best judgement about what we know at this time. However, key questions remain about how to implement this program.
- The International Caterers Association (ICA) does not accept liability as it relates to the timeliness or content of the information we are sharing today or may share in the future (and we are under no legal duty to update any such information or recommendations)
- We encourage you to check in with your attorneys, CPAs and financial advisors for additional insight.

The image shows a vast expanse of dark blue, choppy ocean water. The surface is covered in small, rhythmic waves, creating a textured appearance. The lighting is somewhat dim, giving the water a deep, moody color. In the center of the image, the words "UNCHARTED" and "WATERS" are written in a clean, white, sans-serif font. The text is arranged in two lines, with "UNCHARTED" on top and "WATERS" below it. The letters are slightly shadowed, making them appear to float just above the water's surface.

UNCHARTED
WATERS

Topics to Cover Today

1. Operations and considerations for your new line of business (Drop off or Pick up food service)
2. New questions and concerns for those areas still not open or getting ready to open
3. Documentation and examples to use with your local government to get catering back to work

TOPIC #1

Operations and considerations for your new line of business (Drop off or Pick up food service)

SENSATIONAL HOST
EVENTS AND CATERING

Operations and
considerations for your
new line of business
(Drop off or Pick up food
service)

TOPIC #2

New questions and concerns for those areas still not open or getting ready to open

SUGAR BEACH EVENTS OF HAWAII



OFFICE OF THE DIRECTOR
Kate Brown, Governor

Oregon Health Authority

500 Summer St NE E20
Salem OR 97301
Voice: 503-947-2340
Fax: 503-947-2341

Phase Two Reopening Guidance

June 3, 2020

Phase 2 Reopening Guidance – Gatherings

This guidance applies to:

- Gatherings in counties approved for Phase 2, unless otherwise specified in OHA guidance.

Gathering Capacity Limit:

- Except as described in (b) the gathering size limit is:
 - A maximum of 50 people indoors
 - A maximum of 100 people outdoors
- The gathering size limit for [Venues, Restaurants and Bars](#), [Indoor and Outdoor Entertainment Facilities](#) and [Fitness-related Organizations](#) is:
 - A maximum of 250 people or the number of people, including staff, based on a determination of capacity (square footage/occupancy as specified below), whichever is less.

To the extent possible operators of gatherings should:

- Consider outdoor gatherings when possible.
- Encourage people to stay home if they have COVID-19 symptoms and/or if they are at risk for severe complications (over age 65 or have underlying medical conditions).
- Encourage guests to practice good hand hygiene with frequent handwashing for at least 20 seconds or use hand sanitizer (60-95% alcohol content).
- Encourage guests to cover coughs/sneezes with elbow or tissue. If a guest uses a tissue, they should immediately discard the tissue in garbage and wash their hands.
- Encourage guests to avoid touching their face.
- Encourage guests to use cloth, paper or disposable face coverings. As Oregon is reopening and restrictions are being lifted on businesses and public spaces, it may be difficult to ensure that people can stay six (6) feet apart at all times. Please review [Mask and Face Covering Guidance for Business, Transit and the Public](#).

1

OHA 2351G (6/3/2020)

Operators of gatherings are required to:

- Thoroughly clean all areas of gathering space prior to reopening after extended closure.
- Thoroughly clean the gathering space between events according to the cleaning and disinfection requirements.
- Use disinfectants that are included on the [Environmental Protection Agency \(EPA\) approved list](#) for the coronavirus SARS-CoV-2 virus. No product will be labeled for COVID-19 yet, but many products will have a label or information available on their websites about their effectiveness for human coronavirus.
- Assign a sanitation attendant or attendants to frequently clean and disinfect work areas, high-traffic areas, and commonly touched surfaces in areas accessed by workers and attendees/participants.
- Assign a sanitation attendant or attendants to clean restrooms hourly during the event, and ensure adequate sanitary supplies (e.g., soap, toilet paper, 60-95% alcohol-content hand sanitizer) during all events.

Additional guidance for operators of gatherings:

Operators of gatherings are required to:

- Review and implement the [Oregon General Guidance for Employers on COVID-19](#).
- Comply with any applicable [Phase 2 OHA sector guidance](#).
- Post [clear signs](#) listing COVID-19 symptoms, directing employees and attendees/participants with symptoms to stay or return home, and listing who to contact if they need assistance.

Additional Resources:

- [Signs you can post](#)
- [Mask and Face Covering Guidance for Business, Transit and the Public](#)
- [CDC's Guidance for Administrators in Parks and Recreational Facilities](#)

For individuals with disabilities or individuals who speak a language other than English, OHA can provide documents in alternate formats such as other languages, large print, braille or a format you prefer. Contact Mavei Morales at 1-844-882-7889, 711 TTY or OHA.ADM.Modifications@ohsa.state.or.us.

3

OHA 2351G (6/3/2020)

- Ensure that ventilation systems operate properly for indoor gatherings. Increase air circulation as much as possible by opening windows and doors, using fans, or employing other methods.

Distance and Occupancy:

Operators of gatherings are required to:

- Determine maximum occupancy of each indoor and outdoor area to maintain the requirement of at least six (6) feet of physical distance between parties, and limit number of individuals on the premises accordingly. Use 35 square feet per person as a guide to determine maximum occupancy.
- Maintain physical distancing of at least six (6) feet between people, except that members of the same party can participate in activities, stand in line together and do not have to stay six (6) feet apart. A distance of at least six (6) feet must be maintained between parties.
- Determine seating and or configuration to comply with all physical distancing requirements. If providing food and beverage at the venue, determine seating and configuration of the food and beverage area using the Restaurant and Bar guidance.
- Assign a physical distancing monitor to ensure compliance with all distancing requirements, including at entrances, exits, restrooms and any other area where people may congregate.
- Do not combine parties or allow shared seating for individuals not in the same party.
- Remove or restrict seating or standing areas to facilitate the requirement of at least six (6) feet of physical distance between parties.
- Prohibit people in different parties from congregating in any area of the facility, both indoor and outdoor, including in parking lots.
- Configure outdoor space to ensure that parties contain no more than 10 people. For example: do not set tables for more than 10 people at a table or configure concert seating in groups of more than 10 seats.

To the extent possible, operators of gatherings are encouraged to:

- Limit activities such as singing, playing instruments and exertion (heavy breathing) around others indoors as this increases the risk of spreading COVID-19 among groups. It is recommended that these activities take place outdoors, if possible and that physical distancing requirements be maintained or increased.

2

OHA 2351G (6/3/2020)



2019	Traditional Marriages					Total	Same Sex Marriages				Total	
	Hawaii	Oahu	Kauai	Maui	Hawaii		Oahu	Kauai	Maui			
January	140	745	116	333		5	46	6	18			
February	174	656	135	308		0	47	0	17			
March	200	855	168	398		9	32	7	23			
April	189	787	169	439		0	45	0	26			
May	232	1049	245	618		20	57	13	25			
June	237	960	196	515		12	42	6	19			
July	172	869	217	454		0	43	8	26			
August	170	933	184	458		9	46	7	21			
September	213	943	262	549		13	53	13	29			
October	180	920	205	565		9	48	7	37			
November	189	872	190	464		8	46	7	24			
December	189	872	190	464		8	46	7	24			
Total Weddings by Island	2285	10461	2277	5565	20588	93	551	81	289	1014	Total weddings State Wide 21602	
Percentage of Total	11%	51%	11%	27%								
source: https://health.hawaii.gov/vitalstatistics/preliminary-marriage-total-same-sex/												
					Total Traditional Marriages					Total Same Sex Marriages	Total Maui Wedding Income	
Avg.Hawaii Wedding Cost	\$37,827.00	\$86,434,695.00	\$395,708,247.00	\$86,132,079.00	\$210,507,295.00	\$778,782,276.00	\$3,517,911.00	\$20,842,677.00	\$3,063,987.00	\$10,932,003.00	\$38,356,578.00	\$221,439,258.00
source: https://www.cnn.com/2019/09/06/us-states-where-couples-spend-nearly-half-of-their-income-on-their-wedding.html												
(Assumptions based on Missing Data)												
Average of Jan. - Oct. Weddings to be used as average for Nov. and Dec.	190	872	190	464		8	46	7	24			
Total Hawaii Wedding Income \$817,138,854.00												



Maui Wedding Industry Consideration for Opening

- 2019 Maui Direct Wedding Industry Revenue \$221,439,258 Million Dollars
- 2020 Wedding forecast with a 5% increase \$232,511,221 Million Dollars
- \$186,008,977 Million Dollars (80%) **LOST** for 2020

Approximate remaining revenue for the state is \$46,502,244, IF we can reopen in August, based on our projections.

Sugar Beach Events alone has lost almost \$4 Million Dollars so far in 2020. We have also refunded almost \$90,000 in what would normally be non-refundable deposits to protect the integrity and image of the Maui wedding industry professionals as being compassionate and supportive. Multiply this by the number of wedding and event businesses on the island.

Let us share with you some information about the Maui Wedding and Event Industry:

It is important to understand the financial impact the closure is having on revenue for the island. As a community, Maui has lost an estimated \$186 MILLION DOLLARS in direct revenue because we are predominantly a destination wedding location; one of the most sought after in the world, attracting people who are here to spend tens of thousands of dollars during their stay.

These numbers do not include revenue lost from hotels, activities, dining establishments, private chef services, babysitting companies, equipment rentals, grocery stores, etc.....The figures mentioned above also do not include the myriad corporate events booked by Fortune 500 companies for their top performers. Weddings and events are an integral part of Maui and its financial success, attracting the type of visitors we are trying to entice. We see them as essential to who we are as members of the local economy. They allow us to promote love, family, and everything the Hawaiian culture represents. Love is essential.

Every wedding that is held on Maui will readily support up to thirty **(30) local small businesses** and hundreds of employees for the wedding day alone. Those same wedding guests set up days of structured activities for the group, spending time together at restaurants, local tours, boat excursions, etc....

Maui has three wedding venues that are rated among the top 100 places to get married in the entire United States: Sugar Beach Events, Olowalu Plantation, and Haiku Mill. The state has

Sugar Beach Events 85 N. Kihei Rd. Kihei, HI 96753
C: (808)870-1879 E: Lee@sugarbeacheventshawaii.com

asserted they want to go back to quality tourism. We submit that is exactly what wedding couples bring to Maui.

Help us open our industry so we can serve everyone. Our families can work and be productive and provide income for the state. All while promoting all the beauty and wonder Maui has to offer safely.

Our proposal:

- Church weddings should be allowed to resume with social distancing guidelines recognized.
- Receptions at venues, public and private should resume, adhering to the same state requirements for restaurants and CDC recommendations.
- Gatherings to begin at 50 persons for inside and 100 persons for outside events, and increase as we move through the reopening phases.

We are so happy to see responsible and attainable guidelines put in place for our neighboring islands and we request the same for Maui.

Allowing the wedding and event industry to resume will serve the island well and will also afford the state to have good accounting of visitors, for contact tracing purposes.

We are pleading for guidance and a timeline. We are continuing to cancel weddings and events that have already been rescheduled for the fall of 2020. Our clients have lost confidence in us because we cannot answer basic questions about opening. Weddings are booked a year to two years in advance and a great deal of planning goes into getting a group of guests to the island. Our community is devastated and all we want to do is get back to work and help support each other and our island home while we begin to rebuild our lives.

Sugar Beach Events 85 N. Kihei Rd. Kihei, HI 96753
C: (808)870-1879 E: Lee@sugarbeacheventshawaii.com

TOPIC #3

Documentation and examples to use with your local government to get catering back to work

BY DESIGN COLLECTIVE COLORADO EVENT ALLIANCE



SPECIAL EVENTS INDUSTRY

SAFE SOCIAL DISTANCING

These social distancing measures paired with health and safety practices listed in the Special Event Industry COVID-19 Response document are what we believe to be safe measures for the Special Event Industry to reopen.

FAMILY PODS

- Family groups or pods are those that live together in the same household or travel together to an event
- Family pods would be able to stay in close proximity to each other while adhering to physical distancing with those outside of their household
- Group photos within different family pods will be discouraged
- Dance floors clearly marked to allow family pods to dance together while at a safe distance from other groups
- Seating would accommodate family pods together while keeping a six foot distance from other groups



PRE-EVENT SAFETY PLANNING

- Event Safety Plan created in collaboration with other event professionals at the event to anticipate and plan for physical distancing
- Pre-planned detailed floor plans and extended timeline that allow for six-foot physical distancing
- Communication of social distancing expectations with guests via hosts, event planners and/or event venues prior to the event



ARRIVAL/DEPARTURE

- Specified load in/out times for vendors
- Extended timelines to allow vendors staggered arrival time to set up
- Staggered guest arrival times
- Family pods identified by staff upon arrival
- Congregating in parking lots or lobbies will be discouraged
- Staggered guest departure time



PHYSICAL SPACE

- Outdoor space utilized wherever possible to allow for greater social distancing opportunities
- Room diagrams to separate seating/tables to adhere to 6 ft distancing to include ceremonies/programming, cocktail hour/reception
- Signage throughout event space to explain and encourage physical distancing and to show directional flow of space
- Use of floor graphics for directional or queuing at six-foot distances
- Egress and ingress defined with signage on the ground or eye level
- Restroom attendant or signage to direct guests for appropriate physical spacing/capacity limits
- Venue manager circulating as an ambassador of venue, reminding of physical distancing
- Use of digital apps that are available to alert guests who may be within six feet of others
- Dance floors separated into smaller dance floors around the space with marked areas to allow family pods to dance together
- DI or MC to communicate safety guidelines and remind guests of social distancing



FOOD/BEVERAGE SERVICE

- Catering staff to ensure a minimum of six feet of separation between clients/customers when not directly performing service
- Employees to wear masks in the presence of guests and other staff
- Encourage bar set up outdoors to help encourage six foot spacing during guest queuing
- Use of floor graphics/markings for physical distancing while queuing at bars/food stations
- Limited catering staffing allowed in the kitchen/BOH areas
- Separate space for service staff vs. kitchen staff to limit number of staff in one space
- Maintain social distancing requirements amongst staff, with no unnecessary congregation and possible designated spaces for staff on event floor
- Streamlined table clearing process for used items
- Clear signage directing guests on disposal/discard of used plates/glasses etc.
- Larger pathways between tables
- Reduced seats per table
- Tended food presentations to have clear markings/signage and revised designs to keep distance between guests and between stations attendants and guests
- Possible plexiglass barriers where attendants are stationed



BY DESIGN COLLECTIVE
COLORADO EVENT ALLIANCE



Approved Special Event Facilities

	Approved Gathering Size	State Guidance to Follow	Further Guidance
Event Venues & Places of Worship	<p>Life rights, such as wedding ceremonies, graduation ceremonies, funerals and other religious rites (50% capacity not to exceed 50 guests inside, outside-Local Authority approval)</p> <p>NO RECEPTIONS OR PARTIES ARE INCLUDED</p>	<p><u>Public Health Order 20-28 Page 6 I.K (updated 6/5).</u></p> <p><u>Places of Worship Guidance (updated 6/5)</u></p>	<p>PHO 20-28 pg. 7 ...places of public accommodation (event venues) offering food or beverage for on-premises consumption as/or from a licensed retail food establishment may open to in-person dining at 50% of the indoor posted occupancy code limit, not to exceed 50 people, whichever is less and adhere to all. <u>Restaurant and Food Service Guidance.</u></p> <p>*These guidance do not allow for standard event activities such as dancing, mingling, etc.</p>
Private Homes	<p>10 People recommended Safer at Home and in the Vast, Great Outdoors</p>	<p><u>Public Health Order 20-28 Page 3 C</u></p>	<p>The state does not regulate private home events</p>

***This is not the opinion of the CEA Board, this is direct information gathered from government resources. CEA cannot assure the accuracy of this information and cannot provide advice about event policies and regulations. Please consult your attorney and local government officials for guidance, as these guidelines vary by county and are changing frequently.**

BY DESIGN COLLECTIVE COLORADO EVENT ALLIANCE

Policy Committee

Getting Our Employees
Back to Work

Resources

[CEA Variance Tracker](#)

[Official Local Orders & Variances](#)

[Template for Special Events Variance Request](#)

Click "Counties with state-approved variances" for an

Our Purpose

As part of broader mission of the CEA, we believe the best way to help our frontline employees during this pandemic is to get events happening again as safely as possible. The Policy Committee serves as the bridge between our industry and the many government regulators making important decisions that affect us.

Our Plan

We will work collaboratively with our entire industry to develop and promote safe practices and protocols for events, and we will serve as an expert resource to public health and elected officials.

Our Team

Andy Klosterman, Chair
Jeremy Bronson, Co-Chair
Erin Mondragon, Collaboration Team Lead
Brynn Swanson, Lead
Megan Grose, Lead

Variance Request Template

<https://static1.squarespace.com/static/5e8658ba3598a5131ac59e3e/t/5ee11debf4339e24c7754dac/1591811566056/Special+Events+Variance+Request+Template.pdf>

YOSHI®

Inspired EntertainingSM

Dining Solutions with Style....



We've Got You Covered.

EMI Yoshi has a wide variety of square and rectangle plates, bowls, cups and cutlery for all your in-restaurant & carry out dining needs.

We are here to help you with new ways to serve your guests while keeping the upscale look they are accustomed to.



YOSHI
Inspired Entertaining™



MEET OUR ECO-FRIENDLY LINEUP

Made from compostable CPLA plant-based material -
Our Greenables Cutlery minimizes waste while
maximizing sustainability



Compostable



CO2 Reduced



BPA Free



Eco-Friendly



GREENABLES

compost
SERIES



Important links for updated guidance

COVID-19 Resources

International Caterers Association | www.internationalcaterers.org

- Ecolab
<https://ecolab.widencollective.com/portals/fbqbtovd/FoodserviceCOVID-19ResourceLibrary>
- CDC
<https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/considerations-for-events-gatherings.html>
<https://www.cdc.gov/coronavirus/2019-ncov/communication/guidance-list.html?Sort=Date%3A%3Adesc>
- OSHA guidance and risk assessment
<https://www.osha.gov/SLTC/covid-19/hazardrecognition.html>
<https://www.osha.gov/SLTC/covid-19/controlprevention.html>
- EPA Approved Cleaning Agents
<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
- National Restaurant Association
<https://restaurant.org/covid19#info>
<https://www.servsafe.com/Landing-Pages/Free-Courses?fbclid=IwAR1Mf8Pljcd89Y7R88kX5puDmBbulaBEGIXkFpa1F87Yhp7QChTPxawBakE>
<https://restaurant.org/Downloads/PDFs/business/COVID19-Reopen-Guidance.pdf>
- Small Business Administration
<https://www.sba.gov/page/coronavirus-covid-19-small-business-guidance-loan-resources>
- Multifunding Webinars <https://769yv3el.pages.infusionsoft.net/>
- Federal Unemployment Updates
<https://fortune.com/2020/06/05/extra-unemployment-benefits-money-coronavirus-stimulus-cares-act/>

POST COVID RESOURCES

The Event Safety Alliance Reopening Guide



**For Event Professionals During the COVID-19
Pandemic**

Edited by Steven A. Adelman

Please share this Guide – We all want to reopen safely

https://www.eventsafetyalliance.org/esa-reopening-guide?fbclid=IwAR0KpGb6Z27zSSXrRqgWUkef_6d7QEDm vY5A8Hs3ffJXQ0pFH--nyGLAqjA



SPEAKER INFORMATION

SYD SEXTON
CATERING BY DESIGN
SYD@BYDESIGN-COLLECTIVE.COM

LEE ANDERSON
SUGAR BEACH EVENTS OF HAWAII
LEE@SUGARBEACHEVENTSHAWAII.COM

CORY GOSIK
SENSATIONAL HOST EVENTS &
CATERING
CGOSIK@SENSATIONALHOST.COM

FRANCISCO CHRISTIAN
TAYLORED HOSPITALITY SOLUTIONS
F.CHRISTIAN@TAYLOREDHS.COM

LEE ANN KELLY
AMERICAN METALCRAFT
LEEANNK@AMNOW.COM

EMI YOSHI CONTACT INFORMATION

TONY BOTZO
VICE PRESIDENT SALES
TBOTZO@EMİYOSHI.COM

DANNY GLYMPH
SALES MANAGER - SOUTHERN
DGLYMPH@EMİYOSHI.COM