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# **Operations Roundtable Health and Sanitation Best Practices Across Different Industries**

**May 27, 2020**

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## UPCOMING SESSIONS

### Upcoming Sessions

ICA Operations Roundtable – Wednesday, May 27 at 2pm ET  
*Health and Sanitation Best Practices Across Different Industries*

ICA Executive Chef Roundtable – Friday, May 29 at 2pm ET

ICA Sales Mixer – Monday, June 1 at 2pm ET

Register for all upcoming sessions on the ICA homepage.

[www.internationalcaterers.org](http://www.internationalcaterers.org)

FRANCISCO CHRISTIAN  
MANAGING PARTNER  
TAYLORED HOSPITALITY SOLUTIONS



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

UPDATE

- **Instawork – About us slide for Jeff to speak over**

# WORKPLACES DURING THE COVID-19 PANDEMIC



The purpose of this tool is to assist employers in making (re)opening decisions during the COVID-19 pandemic, especially to protect vulnerable workers. It is important to check with state and local health officials and other partners to determine the most appropriate actions while adjusting to meet the unique needs and circumstances of the local community.

## Should you consider opening?

- ✓ Will reopening be consistent with applicable state and local orders?
- ✓ Are you ready to protect employees at higher risk for severe illness?

ANY  
NO



ALL  
YES

## Are recommended health and safety actions in place?

- ✓ Promote healthy hygiene practices such as hand washing and employees wearing a cloth face covering, as feasible
- ✓ Intensify cleaning, disinfection, and ventilation
- ✓ Encourage social distancing and enhance spacing between employees, including through physical barriers, changing layout of workspaces, encouraging telework, closing or limiting access to communal spaces, staggering shifts and breaks, and limiting large events, when and where feasible
- ✓ Consider modifying travel and commuting practices. Promote telework for employees who do not live in the local area, if feasible.
- ✓ Train all employees on health and safety protocols

ANY  
NO



ALL  
YES

## Is ongoing monitoring in place?

- ✓ Develop and implement procedures to check for signs and symptoms of employees daily upon arrival, as feasible
- ✓ Encourage anyone who is sick to stay home
- ✓ Plan for if an employee gets sick
- ✓ Regularly communicate and monitor developments with local authorities and employees
- ✓ Monitor employee absences and have flexible leave policies and practices
- ✓ Be ready to consult with the local health authorities if there are cases in the facility or an increase in cases in the local area

ANY  
NO



ALL  
YES

OPEN AND  
MONITOR



[cdc.gov/coronavirus](https://cdc.gov/coronavirus)

**SURVEY RESULT –  
TOP QUESTIONS/CONCERNS**

## **Topics to Cover Today**

1. Health/safety best practices being implemented across different industries, from convention centers to essential businesses
2. Safety and sanitation trends that should be adopted by the catering & events industry
3. How to staff safely and flexibly in the age of COVID

## QUESTION #1

Health/safety best practices being implemented across different industries, from convention centers to essential businesses

HEALTH/SAFETY MEASURES  
BEING ADOPTED ACROSS  
DIFFERENT INDUSTRIES

## Janitorial/Custodial in COVID Hospitals

- Full PPE provided by hospital/cleaning company (Masks, gloves, full-body gowns)
- Self temperature checks the night before and again when coming inside the building
- Employee Health Attestation Forms (Attest to being healthy, immunizations up to date, etc)
- Rigorous training on cleaning requirements/standards at the beginning of each weekly shift



HEALTH/SAFETY MEASURES  
BEING ADOPTED ACROSS  
DIFFERENT INDUSTRIES

## Senior Living Facilities

- PPE provided by facility
- Temperature checks before entering a building
- Free testing for employees if they're expecting them to come into work, curating roster of COVID-negative employees and Instawork Professionals

HEALTH/SAFETY MEASURES  
BEING ADOPTED ACROSS  
DIFFERENT INDUSTRIES

## Warehouses & Fulfillment Centers

- PPE provided by the warehouse
- Social distancing
- Sanitation stations
- Temperature checks upon arrival
- \*Wristbands that vibrate if employees get too close to each other
- \*Plexiglass screens to protect employees

## HEALTH/SAFETY MEASURES BEING ADOPTED ACROSS DIFFERENT INDUSTRIES

### Hotels, Convention Centers and Resorts

- Infrared cameras at entry points for temperature checks
- Fever detection & facial recognition camera services
- Virus-Screening questionnaires for staff
- Plexiglass screens at front desks
- Guest rooms and public areas will be sanitized with electrostatic sprayers with hospital-grade disinfectant.
- Furniture will be removed or rearranged to allow more space for physical distancing.
- Increased frequency of cleaning with hospital-grade disinfectants on all high-touch surfaces, guestrooms and shared spaces.
- Guests will receive a personal care amenity kit with hand sanitizer, disinfecting wipes, gloves and a personal face mask. This is the “New Treat Bag”
- New floor mats that contain cleaning solution, so when you step on the mat, it removes all contaminants before guests come into the property.
- Uniform and face mask rental service, so that it never leaves the property

## HEALTH/SAFETY MEASURES BEING ADOPTED ACROSS DIFFERENT INDUSTRIES

### Restaurants

- Operating at 25-50% capacity
- Distancing tables
- Hand-held infrared devices to assess workers' temperatures.
- PopID, a restaurant technology company behind the temperature-scanning system uses wall-mounted thermal-imaging cameras that employees stop in front of for temperature checks.
- The system records the date, time, employee name and temperature, creating a historical log for employers who want to check on worker compliance.
- Plexiglass screens to separate customers placing take-out orders from employees working to fulfill them

HEALTH/SAFETY MEASURES  
BEING ADOPTED ACROSS  
DIFFERENT INDUSTRIES

Other things being discussed for a future state:

- Issuing digital “immunity badges” to employees who have developed coronavirus antibodies, marking them as safe to return to work
- Contact tracing apps (PWc) to help employers provide a lower-risk workplace for employees and can be used to help identify people who may have been exposed to the virus at work
- Online employee health surveys and map the workplace locations visited by employees with coronavirus infections.

QUESTION #2

How safety and sanitation trends will affect the catering & events industry

## CATERING AND EVENTS INDUSTRY SAFETY AND SANITATION TRENDS

- **“Safety is the new luxury”**
  - How are you communicating which safety steps you and your organization are taking to ensure guest/clients safety? This starts before the event.
- **PPE will likely be a must.**
  - As you think about your staff, PPE will likely become a part of their uniform. Masks or at least clear face shields may be required, and you’ll want to think about how you want to incorporate this into your guidelines and uniforms (ie. Which masks, if any do you want staff to wear, how will you source them, etc)
- **Visibility.**
  - What was once purposefully hidden from view (sanitation, cleaning) will now be expected to be showcased. If before you’d hate to see how the back of the house is cleaned, now you may want to think about how you’re showing your clients the sanitation steps you’re taking. This may include having staff periodically disinfecting and wiping down surfaces, trays, etc.

## CATERING AND EVENTS INDUSTRY SAFETY AND SANITATION TRENDS

- **The end of buffets and the prevalence of “to-go” or previously packaged food.**
- **Venues may have stricter standards**
  - You and your staff will likely need to adapt to (i.e arriving early to ensure enough time for temperature checks; having employees change to previously sanitized uniforms on-site to avoid having them bring in contaminants from the street and then returning those uniforms prior to leaving, etc).
- **Planning for potential staff absences**
  - (i.e if a person fails the temperature check, what is the back-up plan)
- **Planning for added costs**
  - (increased sanitation equipment, PPE, disposable food packaging, staffing needs, etc)



QUESTION #3

# Staffing safely and flexibly in the age of COVID

## STAFFING SAFELY AND FLEXIBLY IN THE AGE OF COVID

- **Staffing will need to evolve to meet the higher safety standards.**
- **The rise of specialized, flexible staffing.**
  - Benefits of building a roster of trusted professionals who can flexibly help you ramp up and cover events.
- **Staff training: Beyond hospitality.**
  - Whereas before you likely were looking for professionals with hospitality experience and specific skills (ie. prep cook), now we will need to add-on health safety awareness and experience.
- **New staffing positions**
  - temperature screeners and sanitizers/cleaners.

CHECKLIST OF BASIC  
QUESTIONS TO ASK  
POTENTIAL STAFFING  
PARTNERS AND OTHER  
VENDORS

- **Who provides the PPE?**
- **What kind of equipment is required?  
Desired?**
- **What are the specific needs and  
requirements for the job? Is there any  
flexibility?**
  - Event captains for large number of  
staff (arrival, verification of  
uniform, etc)
- **Clearly outline check-in procedures**
- **If someone is sick, who's protocols are  
we following?**
- **Discuss venue-specific requirements**

UPDATE

- **Instawork and offerings**

# Important links for updated guidance

## COVID-19 Resources

International Caterers Association | [www.internationalcaterers.org](http://www.internationalcaterers.org)

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- Ecolab  
<https://ecolab.widencollective.com/portals/fbqbtovd/FoodserviceCOVID-19ResourceLibrary>
- CDC  
<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>
- Contact Tracing Apps  
<https://www.businessinsider.com/coronavirus-contact-tracing-government-apps-vs-apple-google-covid-19-2020-4>
- <https://www.cdc.gov/coronavirus/2019-ncov/php/contact-tracing/index.html>

POST COVID RESOURCES

# The Event Safety Alliance Reopening Guide



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

Edited by Steven A. Adelman

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*Please share this Guide – We all want to reopen safely*

[https://www.eventsafetyalliance.org/esa-reopening-guide?fbclid=IwAR0KpGb6Z27zSSXrRqgWUkef\\_6d7QE DmvY5A8Hs3ffJXQ0pFH--nyGLAqjA](https://www.eventsafetyalliance.org/esa-reopening-guide?fbclid=IwAR0KpGb6Z27zSSXrRqgWUkef_6d7QE DmvY5A8Hs3ffJXQ0pFH--nyGLAqjA)



**CONTACT INFORMATION**

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

**LEE ANN KELLY**  
AMERICAN METALCRAFT  
LEEANNK@AMNOW.COM

**Stay tuned for  
our next  
webinars**