



PANDEMIC PROMISE PROGRAM

We want to take the opportunity to share our **Pandemic Promise Program** with all of our friends, neighbors, members and guests. As you may know, the Pennsylvania Governor has indicated that on June 5th, we will enter the “Yellow Phase” of his re-opening of Pennsylvania plan.

This has a significant impact on our entire operation here at Flourtown Country Club. We had previously been permitted to resume golf play and curbside take out services, while observing our state and county safety guidelines.

Now, in yellow, we will be able to open the pool and snack bar, resume outdoor dining, and make more modifications to golf play. This is exciting news for us all!

In conjunction with this exciting news, we want you to know about the abundance of studying and training our team is doing to ensure the highest of safety levels.

We feel it is important to share these endeavors with you, so that you too can have confidence in our entire organization.

It has been challenging to keep up with these every-changing guidelines. But it is our duty. Please bear with us as we too adjust to this new normal, and try to do our best to exceed the expectations of our community as a whole, while also protecting our team and our facility.

The following areas are addressed in this plan:

- ✓ **STAFF TRAINING**
- ✓ **SOCIAL DISTANCING**
- ✓ **PICK UP + DELIVERY**
- ✓ **POOL**
- ✓ **CLEANING + DISINFECTING**
- ✓ **EVENTS**



WE MADE THE PROMISE! By joining the Pennsylvania Restaurant Promise, our customers know that our food establishment has committed to taking appropriate action to protect their employees and customers and are taking a leadership role in protecting their community.



TEAM TRAINING

The purpose of this training and guidance is to build on the already established best practices and requirements available that address specific health and safety concerns related to the spread of Covid-19, and to put those protocols into practice as state and local officials begin to open communities and businesses.

Team Training:

- ✓ All team members must be trained on our best practices before returning to work
- ✓ Employees who are sick must remain at home.
- ✓ All team members subject to temperature monitoring, and required to self-log temperatures before coming to work and report anything over 100°F per CDC
- ✓ Face coverings mandatory in kitchens and public spaces
- ✓ Frequent hand washing, the use of hand sanitizers with at least 60% alcohol content
- ✓ Observe social distancing with all clients and guests
- ✓ Provide electronic sales kits, menus, and collateral to guests instead of paper
- ✓ Trained on electronic payment systems
- ✓ Launched and trained on all-new electronic ordering systems
- ✓ Event + Kitchen Managers – attended multiple industry trainings and online events on how to safely conduct events during each phase, and how to guide clients in selecting appropriate menus and seating styles for their groups
- ✓ Kitchen Managers – have ServSafe certificates
- ✓ Signage posted in kitchens, break areas, restrooms reminding of handwashing



SOCIAL + PHYSICAL DISTANCING

- ✓ Update floor plans for common dining areas
- ✓ Redesigning seating arrangements to ensure at least six feet of separation between table setups
- ✓ Post signage at the entrance that states that no one with a fever or symptoms of COVID-19 is to be permitted facility
- ✓ Limit contact between waitstaff and guests
- ✓ Use technology solutions where possible to reduce person-to-person interaction: mobile ordering; contactless payment options
- ✓ Provide hand sanitizer for guests to use, including contactless hand sanitizing stations, and post signs reminding guests about social distancing. Thank them for their patience as you work to ensure their safety
- ✓ Try not to allow guests to congregate in waiting areas or bar areas
- ✓ Design a process to ensure guests stay separate while waiting to be seated. The process can include floor markings, outdoor distancing, waiting in cars, etc.
- ✓ Where possible, workstations should be staggered so employees avoid standing directly opposite one another or next to each other
- ✓ Where six feet of separation is not possible, consider other options (e.g., face coverings) and increase the frequency of surface cleaning and sanitizing
- ✓ Larger staffs, use communication boards to or digital messaging to convey pre-shift meeting information



PICK UP + DELIVERY

- ✓ Set up outdoor pop-up tent so customers did not have to come in the building
- ✓ Set up “drive thru” option for curbside delivery so clients did not have to get out of car
- ✓ Set up contactless payment
- ✓ Set up online ordering
- ✓ Observe established food safety practices for time/temp control, preventing cross contamination, cleaning hands, no sick workers, and storage of food, etc.
- ✓ Have employees wash hands often with soap and water for at least 20 seconds
- ✓ Increase the frequency of cleaning and disinfecting of high-touch surfaces such as counter tops and touch pads and within the vehicle, by wiping down surfaces using a regular household cleaning spray or wipe.
- ✓ Keep hot foods hot and cold foods cold by storing in appropriate transport vessels.
 - Keep cold foods cold by keeping enough coolant materials, e.g., gel packs.
 - Keep hot foods hot by ensuring insulated cases are properly functioning.
- ✓ Keep foods separated to avoid cross contamination, e.g., keeping raw foods separated from cooked and ready-to-eat foods.
- ✓ Ensure that any wrapping and packaging used for food transport is done so that contamination of the food is prevented.
- ✓ Routinely clean and sanitize coolers and insulated bags used to deliver foods.



POOL

We are actively monitoring the CDC recommendations and those of our county to **Promote Behaviors that Prevent the Spread of COVID-19**

The CDC says public aquatic venues should consider different strategies to encourage healthy hygiene, including the below, which FCC will adhere to, and will adapt otherwise shall it change:

- ✓ (See section 1 in regard to our employee training.)
- ✓ Communicating with our members about behaviors that prevent the spread of COVID-19 in facebook messaging, website, and e-blasts
- ✓ Communicate with members as to what our safety guidelines are
- ✓ Use of specific ECOLAB disinfectants throughout property
- ✓ Mapping out social distance lines for bathrooms and snack bar
- ✓ Frequent bathroom disinfecting
- ✓ Bathroom attendant to monitor guests in/out of bathroom
- ✓ No showering or changing in restrooms
- ✓ Considering alternate to water fountain
- ✓ Ensuring that lifeguards who are actively lifeguarding are not also expected to monitor handwashing, use of cloth face coverings, or social distancing of others. Assign this monitoring responsibility to another staff member.
- ✓ Asking guests to social distance from each other in pool space (keeping in mind lifeguards are not permitted in PA to assist with this as it is a safety hazard for swimmers)
- ✓ No 'rough housing' in pool monitored by lifeguards, may need additional parental support
- ✓ No seating on the pool deck area to allow for proper spacing of lifeguards, parent/guardian supervisors, managers, swimmers
- ✓ Contactless payment for guests
- ✓ Guests – no guests in June. Guests thereafter must be approved based on occupancy
- ✓ Institute online ordering for pool
- ✓ Institute contactless payment for pool
- ✓ Cap members at 2019 levels or lower
- ✓ Staff cannot refill member drink glasses
- ✓ No shared condiments



- ✓ Assuring Kitchen Manager has ServSafe certification
- ✓ Use of proper food vessels to encourage least amount of touches possible
- ✓ Encouraging and providing signage for all staff, patrons, and swimmers to wash their hands often
- ✓ Cloth Face Coverings while in public areas like: bathroom line and snack bar line.
- ✓ Encouraging the use of cloth face coverings as feasible. Face coverings are most essential in times when physical distancing is difficult.
- ✓ Advise those wearing face coverings to not wear them in the water. Cloth face coverings can be difficult to breathe through when they're wet.
- ✓ Staying Home if ill or with fever over 100
- ✓ Ensuring adequate supplies to support healthy hygiene. Supplies include soap, hand sanitizer with at least 60 percent alcohol (for staff and older children who can safely use hand sanitizer), paper towels, tissues
- ✓ Posting signs about how to stop the spread of COVID-19 highly visible locations (for example, at deck entrances and at sinks).
- ✓ Broadcasting regular announcements about how to stop the spread on PA system.
- ✓ Cleaning and disinfecting frequently touched surfaces at least daily and shared objects each time they are used. For example: Handrails, slides, and structures for climbing or playing, chairs, tabletops, pool noodles, and kickboards
- ✓ Door handles and surfaces of restrooms, handwashing stations, diaper-changing stations, and showers
- ✓ Use of disinfectants approved by the U.S. EPA
- ✓ Ensuring safe and correct use and storage of disinfectants, including storing products securely away from children.
- ✓ Ensuring that ventilation systems of indoor spaces operate properly.
- ✓ Proper Filter and Water Systems for pool
- ✓ Taking steps to ensure that all water systems (for example, drinking fountains, decorative fountains, hot tubs) are safe to use after a prolonged facility shutdown to minimize the risk of Legionnaires' disease and other diseases associated with water.

Guidelines for parents/guardians to discuss with family prior to opening:

- ✓ Bathroom guidelines above
- ✓ Handwashing guidelines
- ✓ Roughhousing in pool as state above



- ✓ Discourage sharing items that are difficult to clean, sanitize, or disinfect or that are meant to come in contact with the face (for example, goggles, nose clips, and snorkels).
- ✓ Discouraging the sharing of items such as food, equipment, toys, and supplies with those they don't live with.
- ✓ Teaching family members who are age-appropriate to use online ordering
- ✓ Purchasing gift cards for family members who are age appropriate who do not have a credit card, so that they can online order
- ✓ Please clean up trash after eating

Additional FCC Internal Practices and/or Considerations:

- ✓ Regulatory Awareness
- ✓ Being aware of local or state regulatory agency policies on gathering requirements or recommendations to determine if events, such as aquatic fitness classes, swim lessons, swim team practice, swim meets, or pool parties can be held.
- ✓ Staggered or Rotated Shifts
- ✓ Designated COVID-19 Point of Contact
- ✓ Designating a staff member to be responsible for responding to COVID-19 concerns. All staff should know who this person is and how to contact him or her.
- ✓ Assuring any group events, gatherings, or meetings are in line with the phases dictated by local and state government
- ✓ Asking parents to consider if their children are capable of staying at least 6 feet apart from people they don't live with before taking them to a public aquatic venue.
- ✓ Limiting any nonessential visitors, volunteers, and activities involving external groups or organizations.
- ✓ Notifying local health authorities of COVID-19 cases.
- ✓ Implementing sick leave (time off) policies and practices for staff that are flexible and non-punitive.
- ✓ Developing return-to-work policies aligned with CDC's criteria to discontinue home isolation.
- ✓ Back-Up Staffing Plan
- ✓ Monitoring absenteeism of staff and creating a roster of trained back-up staff.
- ✓ Training staff on all safety protocols.



DINING + EVENT OPERATIONS

Beginning June 5, 2020, restaurants and retail food service businesses located in counties designated as being in the Yellow phase are permitted to provide take-out and delivery sales, as well as dine-in service in outdoor seating areas so long as they strictly adhere to the requirements of this guidance including maximum occupancy limits.

We anticipate being able to conduct all weddings, funerals, social functions, in the Green Phase which should be on or about July 1, 2020. Of course, the safety of our team and guests is paramount. Please take comfort in the many precautions and guidelines we have set. *Our goal is to make your special day as stress-free as possible!*

All businesses and employees in the restaurant and retail food service industry authorized to conduct in person activities in Yellow phase counties pursuant to this **guidance are prohibited from doing the following:**

- ✓ Using self-service food or drink options, such as buffets, salad bars, and condiments.
- ✓ Condiments must be removed from tables and dispensed by employees upon the request of a Customer either as packaged condiments or pre-poured in ramekins
- ✓ Using reusable menus, other than digital menus sanitized after each use.
- ✓ Refilling food and beverage containers or implements brought in by customers.

This guidance does not authorize any specific external area near or adjacent to a business in the restaurant industry for outdoor dining. Businesses must obtain any permits or other authorization, as required, to serve food and beverages outside of physical indoor service areas.

Below are our current guidelines. These will be updated when we enter the green phase:

- ✓ See Employee Training in Section 1 of document
- ✓ We ask event hosts to assure that their guests know not to attend their event if they are sick
- ✓ We hired an architect to provide to scale CAD drawings of our indoor and outdoor space to include 6 feet distancing between tables
- ✓ Use of all disposable bamboo plates and cups for events
- ✓ No self serve buffets – including beverages and desserts
- ✓ No menus



- ✓ Contactless payment options
- ✓ No reusing of glassware – one use then get another glass
- ✓ Indoor areas, including bar areas, of restaurants and retail food service businesses must be closed to customers except for through-traffic.
- ✓ Restrooms disinfected with ECOLAB specific chemicals prior to and after each event
- ✓ Require all customers to wear masks while entering, exiting, or otherwise traveling throughout the facility. Face coverings may be removed while seated
- ✓ Provide at least six feet between parties at tables, (i.e., the six feet cannot include the space taken up
- ✓ Ensure maximum occupancy limits for indoor and outdoor areas are posted and strictly enforced.
- ✓ Maximum occupancy is calculated using our CAD drawings
- ✓ Assign employee(s) to monitor and clean high touch areas frequently while in operation including entrance doors, bathroom surfaces, host stands etc., and continue to regularly clean all other areas of the restaurant or retail food service businesses.
- ✓ Clean and disinfect any shared items with which customers will come in contact such as tabletops, digital menus, check presenters, and digital payment devices after each customer use.
- ✓ Implement procedures to increase cleaning and sanitizing frequency in the back of house. Avoid all food contact surfaces when using disinfectants.
- ✓ Provide physical guides, such as tape on floors or sidewalks and signage on walls to ensure that customers remain at least six feet apart in lines or waiting for seating or in line for the restroom.
- ✓ Encourage customers ordering take-out to wait in their vehicles after ordering
- ✓ Provide non-medical masks for employees to wear at all times and make it mandatory to wear masks in kitchen, and during service
- ✓ Verify that dishwashing machines are operating at the required wash, rinse and sanitize temperatures and with appropriate detergents and sanitizers.
- ✓ Allow no more than 10 people at a table, unless they are a family from the same household.
- ✓ Use single-use disposable menus (e.g., paper) and discard after each customer, or utilize a written posting such as a chalkboard or whiteboard to relay menu information.
- ✓ Use technology solutions where possible to reduce person-to-person interaction, including mobile ordering; text or phone app technology to alert customers when their table is ready
- ✓ Hand sanitizer stations at entrance and payment area
- ✓ Use single use paper towels for use when touching door and sink handles.



- ✓ Servers should avoid touching items on tables while customers are seated to the extent possible.
- ✓ Dedicated staff should remove all items from the table when customers leave.

OUR GOAL IS TO EXCEED YOUR EXPECTATIONS



THE PENNSYLVANIA RESTAURANT PROMISE

Protecting Employees & Guests

To help ensure everyone's safety as we welcome you back into our dining rooms, we ask that we make the following promises to each other.

Our Promise to You

- Continue leading in safe sanitation practices
- Administer health surveys to all staff prior to shift start
- Our indoor & outdoor seating meets all physical distancing guidelines
- Hand sanitizer or hand washing stations are at all entrances
- Clean and sanitize common areas and surfaces regularly
- Clean and sanitize all tables and hard surfaces after every use
- Place settings, utensils, menus, and condiments are sanitized after every use or are single use

Your Promise to Us

- If you have been exposed to COVID-19 recently or have symptoms of COVID-19 (fever, cough, or shortness of breath), please help us keep everyone safe by using our contactless delivery/takeout options
- If you have underlying health conditions or are otherwise concerned about contracting COVID-19, please feel free to use our contactless delivery/takout options.
- If you have any questions about the Pennsylvania Restaurant Promise, please ask for a manager who will be happy to assist you.

More about the Pennsylvania Restaurant Promise

The Pennsylvania Restaurant Promise is a set of voluntary commitments by the restaurant to its employees and customers for the COVID-19 recovery period. When customers see The Pennsylvania Restaurant Promise, they know that the restaurant has committed to taking appropriate action to protect their employees and customers and that they are taking a leadership role in protecting their community. PRLA makes no warranties with respect to the ultimate effectiveness of the Promise program, and assumes no responsibility for assuring compliance by any restaurant or hotel with such guidelines.

