



COVID-19 Protocol
Aliveschool, LLC
June 29, 2020

Aliveschool Operation/Service available - August 2020

Aliveschool is committed to providing a safe working environment for our employees and the communities we proudly serve. To that end, in formulating this protocol we have reviewed and taken into considerations the recommendations of the CDC, local authority guidelines, the National Restaurant Associations guidelines, the ServeSafe recommendation guidelines and the protocols that both Baldwin and Saint John's Schools have delineated. Even though we are aware that the circumstances we are facing may force us to provide a different type of service, we aim to offer the community with the same high standards of food quality and care of service associated with us. Please note that our offerings may continue to evolve as this crisis continues, as does the development of new technologies that aid in the delivery of our products.

All persons, employees, staff and third parties are subject to these guidelines especially regarding cafeteria premises.

Workplace Protocols

The virus that causes COVID-19 is thought to spread mainly from person to person, mainly through respiratory droplets produced when an infected person coughs, sneezes, or talks. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. Spread is more likely when people are in close contact with one another (within about 6 feet).

The risk of surface transmission is increased when many people contact same surface, and when those contacts happen in short intervals of time. Effective cleaning and hygiene practices help mitigate this risk.

- Our operation has been redesigned to reduce the risk of COVID-19 transmission. We are building upon our cleaning and sanitizing practices as per established in food safety protocols and best practices of foods service environments.
- Technology Solutions to reduce person-to-person interaction:
 1. 100% Contactless Payment
 - a. Payschool Central
 2. Pre-Order Online Menus
 3. Pre-packaged, Individualized lunches with wrapped utensils

Non-contact Thermometer

Employees will enter through the School's designated entrance and follow all school protocols. For vendors/suppliers, Management will conduct non-invasive temperature checks utilizing a non-contact thermometer at entry point. Anyone displaying a temperature over 100.3F will not be allowed entry to the school property.

Physical Distancing:

Workstations will be staggered so employees avoid standing directly opposite one another or next to each other, maintaining the physical distance of six feet.

In the kitchen directional arrows will control flow of traffic and reduce interaction.

Employees will have different work shifts to limit the amount of people in the facility.

A drop-off location to receive deliveries away from high traffic areas has been designated and social distance of at least six feet is to be maintained with delivery drivers.

Face Mask & Gloves

Aliveschool will provide all employees a face mask. Employees will be required to wear a clean face mask. Employees will be trained on the correct way to wear a face mask.

- Wash hands before and after putting on or removing your mask.
- Ensure the mask is covering your nose and mouth. If it is loose, loop the strings around your ears. If removed during break, never wear it under your chin.
- Do not fiddle with the mask. If you need to adjust it, do so from the strings. The front of the mask is the most contaminated so do not touch this part of the mask or leave it on surfaces.

Disposable gloves will be worn while performing various tasks throughout the workday.

Additional information about when to wear gloves, when to change gloves and how to take off gloves can be found in the Glove and Utensil Use SOPⁱ.

For more details about Employee Hygiene, please see Aliveschool Employee Hygiene SOPⁱⁱ.

Hand Sanitizer/Hand Wash Stations:

Correct hygiene and frequent handwashing with soap is vital to combat the spread of the virus. All employees must wash their hands vigorously every 60 minutes using warm water for a minimum of 30 seconds. Wash hands before putting on gloves and after 1) using the restroom, sneezing, touching your face, blowing your nose, cleaning, sweeping, mopping, eating, drinking, before and leaving cafeteria, going to break and before and after completing a shift.

All physical contact is banned (no handshakes, high fives, fist bumps etc.)

Hand sanitizer dispensers will be placed at all employee entrances and next to time clock.

Additional information can be found in the Handwashing SOPⁱⁱⁱ.

Signage: Signage will be posted throughout the facilities reminding employees and suppliers of the proper way to wear, handle and dispose of masks, use gloves, wash hands, sneeze and avoid touching their faces.

Case Notification: School Administration, will be alerted of any suspected COVID 19 within the Company and follow school, local health authorities and/or CDC appropriate and/or recommended guidelines.

Screening

Prior to reporting to work, employees must perform a Self-Health Assessment. Employees will follow Company's questionnaire for this purpose and take their temperature to ensure a temperature below 100.4 °F. Visible COVID-19 symptoms are as follows:

- Fever, Chills, or sweating
- Difficulty breathing
- New loss of taste or smell
- Persistent headache
- New or worsening cough
- Sore throat
- Whole body aches
- Vomiting and diarrhea

Employee(s) who feel sick or experience flu-like symptoms at work will be sent home and urged to seek medical care. All surfaces in the workplace in which said employee had been in contact with will be cleaned and disinfected immediately. Management will follow-up with employee and notify School if the employee's result is positive to the infectious disease.

Employee's "return to work" will be in compliance with the respective school's protocols, consistent with the company's policies and in consultation with a healthcare provider and corresponding health authorities.

Cleaning & Sanitizing Protocols

- Prior to re-opening, a thoroughly detailed-clean and sanitizing of the entire facility will be performed
- Established Food Safety Protocols will be enhanced to minimize any risk
 1. Wash, rinse, and sanitize food contact surfaces dishware, utensils, food preparation surfaces, and beverage equipment after every use.
 2. At the beginning of the day and every 2 hours trained employee will disinfect surfaces repeatedly touched by employees such as: doorknobs, handrails, equipment handles and timeclock.
 3. At the beginning of the day and every 2 hours trained employee will clean & disinfect counters and other facility access areas using EPA-registered disinfectants.
 4. All employees will refrain from sharing equipment and utensils within all cafeteria premises.
 5. Utensils and food-ware will be properly washed, rinsed and sanitized for an adequate contact time by a sanitizer effective against Coronavirus. ([EPA's List N](#)). Contact time for this purpose is defined as time required for utensils to be submerged in the sanitizer

Additional information can be found in the Equipment Cleaning and Sanitizing SOP_{iv}.

COVID-19 Training to Employees

- ServSafe Food Handler Certification
- Review of food safety best practices
- Step by step review of Aliveschool COVID-19 Protocol
- How to wear/maintain face mask
- New requirements (daily prescreen questionnaire/enhance cleaning & sanitation)
- Individual workstation requirements
- Tools/equipment sharing



COVID-19
Prescreening Home Questionnaire

Symptom	YES	NO
Fever or chills		
Mild or moderate difficulty breathing		
New or worsening cough		
Sustained loss of smell, taste, or appetite		
Sore throat		
Vomiting or diarrhea		
Aching throughout the body		
None of the above		



COVID-19 Screening Questionnaire
Questionnaire to be fill before returning to work

In the last 14 days?	YES	NO
I have traveled internationally		
I have traveled outside the island of Puerto Rico. If so, where?		
I live with someone who has COVID-19		
I've had close contact with someone who has COVID -19 (I was within 6 feet of someone who's sick, or I was exposed to a cough or sneeze)		
I've been near someone who has COVID-19 I was at least 6 feet away and was not exposed to a sneeze or cough		

GLOVE AND UTENSIL USE SOP (updated 06/29/2020)

Policy: Gloves or utensils will be used for handling all foods.

Procedures: All employees handling food or utensils must:

1. Wash hands thoroughly prior to putting on gloves and when gloves are changed.
2. Change gloves when:
 - a. Beginning each new task.
 - b. They become soiled or torn.
 - c. They are in continual use for four hours.
 - d. Finished handling raw meat and before handling cooked or ready-to-eat foods.
3. If hands or fingers are bandaged, clean gloves should be worn at all times.

The unit supervisor will:

1. Purchase powder-free, non-latex gloves in appropriate sizes.
2. Purchase appropriate utensils.
3. Observe all employees daily to ensure that they are following proper procedures.
4. Follow up as necessary.

ii **EMPLOYEE HEALTH AND PERSONAL HYGIENE SOP (updated 06/29/2020)**

Policy: All foodservice employees will communicate health concerns and maintain good personal hygiene practices.

Procedure: All employees must comply with the following

Grooming

1. Arrive at work clean with clean hair, clean clothing, teeth brushed, bathed and daily use of deodorant.
2. Maintain short, clean, and polish-free fingernails. No artificial nails are permitted in the food production area.
3. Wash hands (including under fingernails) and up to forearms vigorously and thoroughly with soap and warm water for a period of 20 seconds, following Handwashing SOP:
 - When entering the facility before work begins.
 - Immediately before preparing food or handling equipment.
 - As often as necessary during food preparation.
 - Before putting on gloves to start a task that involves working with food.
 - In the restroom after toilet use and when you return to your workstation.
 - When switching between working with raw foods and ready-to-eat or cooked foods.
 - After touching face, nose, hair, or any other body part, and after sneezing or coughing.
 - After cleaning duties.
 - Between each task performed and before wearing disposable gloves.
 - After eating or drinking.
 - Any other time an unsanitary task has been performed – i.e. taking out garbage, handling cleaning chemicals, wiping tables, picking up a dropped food item.
4. Wash hands only in hand sinks designated for that purpose.
5. Dry hands with single use towels or forced air dryer. Turn off faucets using a paper towel, in order to prevent recontamination of clean hands.

Fingernails

1. Fingernails should be trimmed, filed, and maintained so edges and surfaces are cleanable and not rough.

Proper Attire

1. Wear appropriate clothing – clean uniform and clean non-skid close-toed work shoes that are comfortable for standing and working on floors that can be slippery.
2. Wear apron on site, as appropriate.
 - Do not wear apron to and from work.
 - Take off apron before using the restroom.
 - Remove apron when leaving the foodservice area.
 - Change apron if it becomes soiled or stained.
3. Follow Glove Use SOP
 - Only gloves approved for foodservices should be used.
 - Wear provided, disposable gloves to cover any bandaged cuts, sores, rashes, or lesions.
 - Wear gloves when handling
 - Gloves should be worn when serving food.
 - Change disposable gloves between tasks or every four hours if uninterrupted work on continuous task has occurred. Note that opening a refrigerator door to place pan of prepared product is considered a new task.
 - Wash hands before donning and after discarding gloves. Do not blow into gloves, roll gloves, or wash and reuse gloves.

Hair Restraints and Jewelry

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1. Wear a hair net or bonnet in any food production area so that all hair is completely covered.
 2. Facial hair (beard) restraints are required in any food handling area.
 3. Do not wear false eyelashes.
 4. Refrain from wearing jewelry in the food handling area to prevent physical and microbial contamination of foods.
 - No necklaces, bracelets, or dangling jewelry are permitted.
 - No earrings or piercings that can be removed are permitted.

Illness

1. As per directed by COVID 19 Protocols, employees must perform a self-health assessment prior to reporting to work duty.
2. If necessary, during work hours, report any flu-like symptoms, diarrhea, jaundice, sore throat with fever, uncovered open wounds with fluid, boils, and/or vomiting to the unit supervisor. Employees with these symptoms will be sent home.
3. Instances of illness or recent exposure to *Norovirus*, *Hepatitis A*, *Nontyphoidal Salmonella*, *Salmonella Typhi*, *Shigella*, or *Shiga Toxin-producing Escherichia Coli* must be reported to the unit supervisor. Employees with these illnesses must get medical clearance before returning to work

Cuts, Abrasions, and Burns

1. Bandage any cut, abrasion, or burn that has broken the skin.
2. Cover bandages on hands with gloves and finger cots and change as appropriate.
3. Inform unit supervisor of all wounds.

Smoking, eating, and gum chewing

1. Smoking is strictly forbidden in all and any areas of school campus and Aliveschool areas. Eat and chew gum only in designated areas.
2. A closed beverage container with a straw or a sip-lid top may be used in the food preparation area if the container is handled to prevent contamination.
Prevention must include:
 - non exposure to food, clean equipment, utensil, and unwrapped single used articles
 - employees gloved hands during food preparation. For those employees that are performing food handling such as serving and packaging the use of a closed beverage container with a straw or a sip-lid top will be stored in a separate but accessible area if necessary.
3. Refrain from chewing gum or eating candy during work.
4. Follow approved tasting procedures such as single use disposable technique.

The restaurant manager will:

1. Monitor to ensure employees are following proper hygiene requirements when they report to work.
2. Maintain signed statements from employees agreeing to report illness.
3. Post signs reminding staff to notify managers when sick.
4. Work with local regulatory agency to monitor reportable illnesses.
5. Follow up as necessary.

iii Handwashing SOP (updated 06/29/2020)

Policy: All food production and service personnel will follow proper handwashing practices to ensure the safety of food served to all patrons.

Procedure: All employees in the foodservice company should wash hands using the following steps:

1. Wash hands (including under the fingernails) and forearms vigorously and thoroughly with soap and warm water (a temperature of at least 100°F is recommended) for a total time period of 30 seconds.
2. Wash hands using soap from a dispenser.
3. Lather soap between fingers and on hands thoroughly for 10-15 seconds
4. Use only hand sinks designated for that purpose. Do not wash hands in sinks in food production area.
5. Dry hands with single use towels. Turn off faucets in a sanitary fashion using a paper towel in order to prevent recontamination of clean hands.

The supervisor will:

1. Monitor all employees to ensure that they are following proper procedures.
2. Ensure adequate supplies are available for proper handwashing.
3. Follow up as necessary.

iv Equipment Cleaning and Sanitizing SOP (updated 06/29/2020)

Policy:

Equipment is washed, rinsed, and sanitized after each use to ensure the safety of food served to patrons.

Procedure:

Employees who use equipment will be responsible for washing and sanitizing removable parts and equipment after each use.

Steps include:

- Disassemble removable parts from equipment.
- Use the three-sink method to wash, rinse, and sanitize all parts. Verify sanitizer concentration for each meal period and document on log as per company's policy.
- Wash, rinse, and sanitize all food contact surfaces of the equipment that are stationary.
- Allow all parts of the equipment to air dry

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- After being rinsed and sanitized, equipment and utensils should not be rinsed before air-drying, unless the rinse is applied directly from a ware washing machine or the sanitizing solution calls for rinsing off the sanitizer after it has been applied in a commercial ware washing machine.
 - Re-assemble the equipment.

The supervisor will:

1. Conduct a visual inspection of all equipment to be certain that it is being cleaned properly.
2. Monitor concentration levels of sanitation agents.
3. Follow-up as necessary.