

# **COVID-19 Preparedness Plan for Crazy Uncle Entertainment, LLC.**

## **dba The Caddy Shack Indoor Golf and Pub**

*Updated 11-13-2020*

Crazy Uncle Entertainment, LLC (CUE) is committed to providing a safe and healthy workplace for all our workers and patrons. To ensure we have a safe and healthy workplace, CUE has developed the following COVID-19 Preparedness Plan in response to the COVID-19 pandemic. Managers and workers are all responsible for implementing this plan. Our goal is to mitigate the potential for transmission of COVID-19 in our workplaces and communities, and that requires full cooperation among our workers and management. Only through this cooperative effort can we establish and maintain the safety and health of all persons in our workplaces.

The COVID-19 Preparedness Plan is administered by Stephanie LaFleur, who maintains the overall authority and responsibility for the plan. However, management and workers are equally responsible for supporting, implementing, complying with, and providing recommendations to further improve all aspects of this COVID-19 Preparedness Plan. CUE's managers and supervisors have our full support in enforcing the provisions of this plan.

Our workers are our most important assets. CUE is serious about safety and health and protecting its workers. Worker involvement is essential in developing and implementing a successful COVID-19 Preparedness Plan. We have involved our workers in this process by soliciting feedback on what a safe return to work looked like, continuing to ask those workers who are returned to work what helps them feel safe and where they feel we could improve (either in our operations or our communication of expectations to patrons), and ensuring that each concern/suggestion is discussed within management and, potentially, implemented in a timely manner. Other concrete examples include:

Frequent discussions between key staff and managers will continue to occur; a suggestion box for anonymous collection of concerns or suggested improvements has been set up in the workplace (and all workers notified of its existence); and we have designated a COVID-19 Workplace Resource Person.

CUE's COVID-19 Preparedness Plan follows the industry guidance developed by the state of Minnesota, which is based upon Centers for Disease Control and Prevention (CDC) and Minnesota Department of Health (MDH) guidelines for COVID-19, Minnesota Occupational Safety and Health Administration (MNOSHA) statutes, rules and standards, and Minnesota's relevant and current executive orders. We will continue to monitor any new mandates/guidance as supplied by the CDC, MDH, St. Louis County, and the State of Minnesota.

Our COVID-19 Preparedness Plan addresses:

- ensuring sick workers stay home and prompt identification and isolation of sick persons;
- social distancing – workers must be at least six-feet apart;
- worker hygiene and source controls;
- workplace building and ventilation protocol;

- workplace cleaning and disinfection protocol;
- drop-off, pick-up and delivery practices and protocol; and
- communications and training practices and protocol.

CUE has reviewed and incorporated the industry guidance applicable to our business provided by the state of Minnesota for the development of this plan, including the following industry guidance for restaurants and bars. Other conditions and circumstances included in the industry guidance and addressed in the plan that are specific to our business include:

- additional protections and protocols for customers, clients, guests and visitors;
- additional protections and protocols for personal protective equipment (PPE);
- additional protections and protocol for access and assignment;
- additional protections and protocol for sanitation and hygiene;
- additional protections and protocols for work clothes and hand-washing;
- additional protections and protocol for distancing and barriers;
- additional protections and protocols for managing occupancy;
- additional protocols to limit face-to-face interaction; and
- additional protections for receiving or exchanging payment.

### **Ensure sick workers stay home and prompt identification and isolation of sick persons**

Workers have been informed of and encouraged to self-monitor for signs and symptoms of COVID-19. The following policies and procedures are being implemented to assess workers' health status prior to entering the workplace and for workers to report when they are sick or experiencing symptoms. Using our timeclock application, workers must respond to a survey including these questions:

- whether or not they have a cough;
- whether or not they have a fever of 100.4 or higher;
- whether or not they have chills and/or repeated shaking;
- whether or not they have a headache;
- whether or not they have a sore throat;
- if they feel ill;
- if in the last two weeks they have visited a place where COVID-19 is spreading;
- if they have washed their hands before starting work;
- and whether or not they've had contact with someone diagnosed with COVID-19.

Any worker with COVID-19 symptoms is to be sent home immediately (if leaving immediately is not an option, said worker will be isolated in a closed-door room until they are able to leave safely), and advised to quarantine; and encouraged to seek testing as soon as possible.

Workers have also been notified of the creation of a designated COVID-19 Workplace Resource Person, designated to maintain communication with and gather information from workers who may be ill, as to ensure the privacy of workers is maintained.

Workers who are ill or experiencing symptoms - or who have a sick family member at home - will report either to the designated COVID-19 Workplace Resource Person, or to their manager on duty. If the ill/symptomatic worker is currently clocked in, the manager on duty will follow MDH guidelines as outlined above. If the ill/symptomatic worker is not currently in the workplace, the designated COVID-19 Workplace Resource Person will reach out to the worker directly in order to gather the information necessary to create a log of the illness/symptoms per the MDH.

Before returning to work, all CUE workers will be advised to reference the latest MDH Guidance ([www.health.state.mn.us/diseases/coronavirus/returntowork.pdf](http://www.health.state.mn.us/diseases/coronavirus/returntowork.pdf)). Workers will be required to assess whether they are:

- Not sick and have not been in contact with someone with COVID-19,
- Not sick, but someone in their household is unwell,
- Were in close contact with someone with COVID-19 but are not sick,
- Are sick with COVID-19 symptoms such as fever, cough, shortness of breath, chills, headache, muscle pain, sore throat, or loss of taste or smell but have NOT been tested for COVID-19 or
- Are sick and have been told by a health care provider that they have COVID-19 (based on lab test or symptoms).

Based on how workers identify within these five options their return to work guidelines will vary from returning to work and implementing PPE use, sanitization standards, and social distancing to quarantining at home for 2 weeks (14 days) with 3 days of no fever (without fever reducing medicine) and improvement of respiratory symptoms.

CUE will follow all CDC guidelines and will enlist the services of St. Louis County and MDH for any and all contact tracing as necessary.

Any and all high risk or vulnerable populations will be accommodated for in our thorough sanitization schedule. All surfaces will be sanitized at the start and end of shift with a COVID-19 specific cleaner, with high-touch areas being continually sanitized during a given shift. UV lights will be used overnight to further sanitize the workplace to help mitigate any risk of contamination. Additional to increased surface sanitization, a new HVAC system has been installed with the highest quality UV and HEPA/MERV filters.

CUE has implemented leave policies that promote workers staying at home when they are sick, when household members are sick, or when required by a health care provider to isolate or

quarantine themselves or a member of their household. CUE follows all applicable local, State, and Federal policies regarding sick leave for workers.

CUE has also implemented a policy for informing workers if they have been exposed to a person with COVID-19 at their workplace and requiring them to quarantine for the required amount of time. The designated COVID-19 workplace resource person is responsible for informing workers and implementing quarantines, as well as appropriate follow-up.

In addition, a policy has been implemented to protect the privacy of workers' health status and health information; CUE follows all HIPPA rules.

### **Social distancing – Workers must be at least six-feet apart**

Social distancing of at least six feet will be implemented and maintained between workers and patrons in the workplace through the following engineering and administrative controls:

- all those who are able are encouraged to work from home as possible, and ensuring social distancing for any and all workers who are able and chose to return to work,
- sneeze guards have been placed on the bar top in the two locations where patrons are directed to order/pay;
- markers have been placed on the floor to indicate the flow of traffic within the workplace, with waiting points indicated for those in line to order/pay;
- our patio area (weather permitting) has been intentionally set up to allow at least six feet between each table, as well as a wide enough aisle between the two rows of tables so as to allow a larger buffer zone for patrons/workers walking between the tables;
- bar seating has been removed, replaced with bar-side tables that seat only two patrons and give an extra buffer between patrons and staff behind the bar;
- in the instance that a worker is not able to stay at least six feet apart from patrons, face shields and extra PPE are available to them by request, and workers will be advised to attempt serving patrons from behind or from the side as possible;
- signs have been placed in numerous spots in the workplace as part of CUE's CRUSH COVID campaign, with reminders about wearing masks, maintaining physical distance, hand washing, and staying home if you're feeling sick (image available at end of document);
- pens and other behind the bar tools will be sanitized after each use, or put in a space designated for used items (i.e. taking a pen from the "Clean" jar, and placing it in the "Used" jar after use);
- encouraging workers to speak to the designated COVID-19 Workplace Resource person or write to the anonymous suggestion box with any and all suggested improvements or concerns with our current plan and its implementation.

## **Worker hygiene and source controls**

Basic infection prevention measures are being implemented at our workplaces at all times. Workers are instructed to wash their hands for at least 20 seconds with soap and water frequently throughout the day, but especially at the beginning and end of their shift, prior to any mealtimes and after using the restroom. All patrons to the workplace are required to wash or sanitize their hands prior to or immediately upon entering the facility. Touchless hand-sanitizer dispensers (that use sanitizers of greater than 60% alcohol) are at entrances and at the entrance to the back bar so they can be used for hand hygiene in place of soap and water, as long as hands are not visibly soiled.

Source controls are being implemented at our workplaces at all times. All workers will wear a face-mask for the entirety of their shift (those who show up to work without a face-mask will be supplied with one) with additional PPE (face shields) available upon request of the worker. Likewise, all patrons entering the workplace are required to keep a face mask secure during their entire visit, only removing their mask briefly to take a sip of a beverage or a bite of food. In addition to the mandatory use of face-masks for workers and patrons, CUE has installed sneeze-guards to be placed at the order point on the bar top to create a physical barrier between workers and patrons on either side of the bar.

Workers and patrons are being instructed to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing, and to avoid touching their face, particularly their mouth, nose and eyes, with their hands. Workers and patrons are expected to dispose of tissues in provided trash receptacles and wash or sanitize their hands immediately afterward. Respiratory etiquette will be demonstrated on posters and supported by making tissues and trash receptacles available to all workers and other persons entering the workplace.

## **Workplace building and ventilation protocol**

Operation of the building in which the workplace is located, includes necessary sanitation, assessment and maintenance of building systems, including water, plumbing, electrical, and heating, ventilation and air-conditioning (HVAC) systems.

Per Industry guidelines, CUE has made the investment to improve our HVAC system to ensure that we are:

- Replacement of the furnaces with new high efficiency units,
- Utilizing UV and MERV-13/HEPA filtration within the air ducts to sanitize circulating air,
- Continuously maximize fresh-air into the workplace,
- Maintain relative humidity levels of RH 40-60%,
- Keep systems running longer hours (24/7 if possible) to enhance the ability to filter contaminants out of the air.
- Add a flush cycle to the controls of the HVAC system, and run HVAC systems for 2-hours before and after occupancy.

- Create a negative pressure environment, and
- Check and rebalance the HVAC system to provide negative air-pressure whenever possible.

Our system has been replaced and improved upon through consultation with our local commercial HVAC contractor.

### **Workplace cleaning and disinfection protocol**

Regular practices of cleaning and disinfecting have been implemented, including a schedule for routine cleaning and disinfecting of work surfaces, equipment, tools and areas in the work environment, including restrooms, the bar, simulator rooms, our kitchen area, and checkout stations. Frequent cleaning and disinfecting is being conducted of high-touch areas, including phones, keyboards, touch screens, controls, door handles, railings, copy machines, credit card readers, delivery equipment, etc. Before every shift, the manager and/or workers will sanitize every table and shared space with a COVID-19 specific cleaner, as they will at the end of a shift as well. UV Lights are used each night to further disinfect the indoor workplace while it is empty.

Appropriate and effective cleaning and disinfecting supplies have been purchased and are available for use in accordance with product labels, safety data sheets and manufacturer specifications, and are being used with required personal protective equipment for the product.

### **Delivery practices and protocols**

All deliveries made to The Caddy Shack Indoor Golf & Pub are contactless, with workers keeping a distance of 6-feet or more during interactions while receiving or exchanging deliveries. Whenever possible, workers will accept deliveries without using shared scanners, pens or other tools.

### **Communications and training practices and protocols**

This COVID-19 Preparedness Plan was communicated via our staff scheduling/communication application, Homebase, as well as being made available in laminated hardcopy in the bar (to be sanitized after each use/referral) to all workers on June 1st, 2020, and necessary training was provided. Additional communication and training will be ongoing, with leadership from Stephanie LaFleur or other qualified managers on duty. Training will be provided to all workers who did not receive the initial training and prior to initial assignment or reassignment.

Instructions will be communicated to all workers, including employees, temporary workers, staffing and labor-pools, independent contractors, subcontractors, vendors and outside technicians and patrons about protections and protocols, including: 1) social distancing protocols and practices; 2) drop-off, pick-up, delivery and general in-store shopping; 3) practices for hygiene and respiratory etiquette; 4) recommendations or requirements regarding the use of masks, face-coverings and/or face-shields by workers and patrons. All workers and patrons will also be

advised not to enter the workplace if they are experiencing symptoms or have contracted COVID-19.

Our COVID-19 Preparedness Plan will be made readily available through all social media platforms, as well as on our website, and will be communicated in brief to all patrons when making their reservations over the phone. CUE has created a “Help Us CRUSH COVID” campaign in order to help educate patrons on their role in helping reduce the spread of COVID-19. Signage with the suggestions of how to safely enjoy visiting our establishment while reducing the spread of COVID-19 have been placed throughout the workplace. All patrons who are experiencing symptoms, and/or living with someone who has been/is experiencing symptoms will be asked to stay home.

Managers and supervisors are expected to monitor how effective the program has been implemented. They will be responsible for revising and improving the program as necessary.

All management and workers are to take an active role to collaborate in carrying out the various aspects of this plan, and update the protections, protocols, work-practices and training as necessary. This COVID-19 Preparedness Plan has been certified by CUE management and the plan was posted throughout the workplace and made readily available to employees **June 1, 2020**. It will be updated as necessary by **Stephanie LaFleur**.

### **Additional protections and protocols**

CUE addresses the additional protections and protocols included in the industry guidance specific to the conditions and circumstances of the business, such as:

- Payment must be made in a manner that allows for at least 6-feet of distance between the worker and client or customer. Pens that have been sanitized prior to the start of shift will be placed in a cup marked “Clean” and a cup labeled “USED” will be utilized to help
- During check-in and check-out, the configuration at the payment stations, and the space between the worker and the customer/client must allow for physical distancing of at least 6-feet, with a physical barrier installed on the bar to separate the patron from worker during such interactions.
- Capping indoor seating at up to 50% occupancy, with a maximum of 250 individuals is allowed. A maximum of 50 individuals is allowed at outdoor seating.
- Advising customer and clients of the added COVID-19 precautions that will be taken prior to arrival at the site. Use of web-sites, social media, pre-appointment phone calls and confirmations, and other outlets to educate customers and clients on the steps being taken for their protection and the protection of workers.
- Encouraging patrons of “high risk” to postpone appointment or reservation. Persons who may be at higher risk for severe illness should consider delaying seeking or providing these services (See [www.cdc.gov/coronavirus/2019-ncov/need-extraprecautions/people-at-higher-risk.html](http://www.cdc.gov/coronavirus/2019-ncov/need-extraprecautions/people-at-higher-risk.html) ).
- Posting signs at each business entrance outlining established protocols.

- Modifying our kitchen hours and set up to allow for maximum safety, removing any self-service containers and items that require frequent hand contact (i.e. condiment containers, unwrapped silverware grouped by type, etc.).

**Certified by:**

\_\_\_\_\_ on November 13, 2020

**Christopher LaFleur**

**CEO - CUE, LLC**

\_\_\_\_\_ on November 13, 2020

**Stephanie LaFleur**

**COO - CUE, LLC**