

# M A D R E

Dear Friends,

We have missed you so very much and cannot be happier that on August 5, 2020 we will be re-opening for service on our new outdoor area for walk ins. Reservations will available for parties no larger than 4.

First and foremost, we are tremendously grateful for your support and patience as we reopen. Above all else, our first priority is your health and safety. To that effect, we are implementing a comprehensive set of sanitation and service procedures that follow the state and city guidelines.

That said, we are working as hard as we can to offer you and your families a great dining experience again. As we adjust to this new world, we kindly ask for your patience and cooperation.

All of our table availability will be reflected on Resy. Walk ins are also welcomed. All diners will be required to give personal contact information for COVID-19 tracking and tracing purposes. This is to ensure the health and safety of our staff and guest, in the case of an outbreak.

We hope and envision our dining room to reopen at some point this

## A ROOM 11 PRODUCTION

year. We will continue to follow the guidelines, per the CDC and city officials to navigate these uncertain times. We look forward to providing you with positive news regarding indoor dining in the future.

As you can imagine, it has been very hard to be closed for business for so long. We look forward to taking care of you all again and pushing through this pandemic safely together.

Sincerely,

MADRE Family



# I N T R O D U C T I O N

The health and safety of our staff, guest, and their families is the most importance to us.

We are closely following the guidance and recommendations from NY state and the CDC, while continuing to elevate our standard operating procedures.

It is our responsibility to be proactive during these challenging times in a united effort to keep everyone safe and healthy.

## INTRODUCTION: ACTIONS TO PREVENT COVID-19

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### Stay home if sick:

- » Stay home if you are sick unless you are leaving for essential medical care (including ---testing) or other essential errands

### Physical distancing:

- » Stay at least 6 feet away from other people

### Wear a face covering:

- » Protect those around you
- » You can be contagious without symptoms and spread the disease when you cough, sneeze or talk
- » A face covering will greatly help reduce the spread of COVID-19

### Practice healthy hand hygiene:

- » Wash your hands often with soap and water or use hand sanitizer if soap and water are not available; clean frequently touched surfaces regularly; avoid touching your face with unwashed hands; and cover your cough or sneeze into your sleeve, not your hands

# CLEANING OF OUR FACILITIES

## CLEANING | SANITIZING | DISINFECTING BEFORE AND AFTER SERVICE

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Our facilities will be deep cleaned with sanitizing solutions every night by our staff.

In addition, before the restaurant opens each day, the following will be undertaken:

- » Thorough disinfection of all tables, chairs and shared surfaces
- » Disinfection of all door handles and windows
- » Disinfection of all bathroom surfaces (door handles, sinks, mirrors, toilets)
- » Disinfection of all kitchen equipment surfaces

All restrooms, FOH and BOH stations will be properly stocked with:

- » Hand sanitizer
- » Disinfectant wipes
- » Disposable face masks (FOH and BOH stations)
- » Disposable gloves (FOH and BOH stations)

\*All duties will be logged into a digital journal with time, date and area

# CLEANING | SANITIZING | DISINFECTING

## DURING SERVICE

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During service it will be essential to keep cleanliness and disinfection procedures ongoing. We will frequently disinfect (every 30 minutes):

- » High-touch, non-food contact surfaces and equipment
- » POS, pens, door handles, light switches, soap dispensers
- » Wait stations and bar
- » All food contact surfaces and equipment
- » Bathrooms

\*All duties will be logged into a digital journal with time, date and area

\*Dining tables, chairs and booths will be cleaned and disinfected after each party

# PROTOCOLS FOR OUR STAFF

## STANDARD OPERATING PROCEDURES

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To ensure that our employees and our guests are protected we are following a number of precautionary initiatives

Mandatory health screening procedures:

- » Mandatory hand wash/temperature check before clocking in.  
[results will be logged daily]
- » Employees are highly encouraged to get tested for COVID-19 and anti-bodies every 3 weeks.

This health screening (100% confidential) will be implemented daily to help keep our staff safe.

1. COVID-19 symptoms in the last 14 days
2. Close contact with a person who is positive for COVID-19
3. Temperature check log with a touchless thermometer
4. Any employee with temperature above 100 degrees fahrenheit will be sent home and asked to produce a COVID-19 test before returning to work

# PROTOCOLS

## CONT...

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All staff must follow social distancing as much as practicable (at least 6ft) mandatory health screening procedures:

- » To that effect, tightly confined spaces must be occupied by one individual at a time
- » Ban on all physical contact [no handshakes, high fives, hugging, kissing, fist bumps]
- » Avoid congregating and keep verbal interactions amongst each other to a minimum

All staff **MUST** wear face covering and/or face shields at all times

All employees must wear disposable gloves

- » Gloves must be frequently changed, and hands washed/disinfected with hand sanitizer before putting on a new pair

Signs reinforcing updated policies and procedures are posted throughout the establishment

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In addition, before full entrance to the property, staff must:

- » Disinfect hands with hand sanitizer provided by the restaurant
- » Proceed to change immediately in downstairs staff bathroom

\*staff will be asked to bring de-minimus belongings to the restaurant



## STAFF PROTECTIVE GEAR

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Every employee receives a disposable mask daily but is welcome to bring their own mask from home

The following must be used by staff at all times.

Front of House [servers, host, bar team]	Back of House [cooks, prep, chef, dish]
<ul style="list-style-type: none"><li>» Face mask</li><li>» Gloves</li><li>» Neatly-tied long-hair</li></ul>	<ul style="list-style-type: none"><li>» Face mask</li><li>» Gloves</li><li>» Neatly tied long-hair</li></ul>

# INTERACTING WITH OUR GUEST

## WHAT TO EXPECT

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In these unprecedented times we will be forced to ask our guests to comply with some guidelines that are in conflict with our approach to hospitality:

- » If guest need to use restroom facilities, temperature checks will be taken before entering premises. (temp checks will be taken by hostess)
- » A guest with the slightest fever (100 degree's fahrenheit or above) will be asked to leave the premises

\*No cash exchanged whatsoever!

## OPERATION GUIDE

Tables and seats will be disinfected thoroughly after a party has departed

Signage is posted to allow flow to and from the restroom without overcrowding

Hand sanitizer is available in multiple locations around the restaurant

Contact with guests will be kept to a minimum, to that effect:

- » Bottles of water will be left at table (and disinfected after use)

## TABLE SEATING

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1. Table must be separated by at least 6ft (table to table)
2. Parties of no more than 4 at a single table and must be all members of the same party (unless manager approved)
3. When not seated at a table all guests must wear face coverings
4. All guests must comply with social distancing requirements
5. Mis-en-place will be simplified and comply with regulations

\*QR menu codes will be posted on all seating areas (contactless menu)

# COMMUNICATION AND CONTACT TRACING

## COMMUNICATION

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This presentation will be available to all of you

- » If you have questions or are confused, please ask!

Signage will be posted around the premises to remind us of guidelines and everyone's safety

- » Hygiene
- » Social distancing
- » Rules
- » Cleaning and disinfecting
- » It's ok not to know, it's not ok not to ask!

## TRACING

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### Contact tracing and disinfection of contaminated areas

- » In case of an employee testing positive for COVID-19 the establishment will close immediately to the public and inform state and local health department
- » All areas are sanitized with EPA certified chemicals
- » We will trace everyone with whom that employee came to contact with
- » We will trace all areas that the infected person occupied

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# DELIVERY & PICKUP PROCEDURE

## PROCEDURE | VISITOR LOG

Pick up procedures (eventually when offered) will be carefully considered and observed in order to avoid delivery staff entering the facilities and keeping the employees safe from exposure

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We will keep a log of every person entering the premises:

- » Delivery couriers
- » Vendors
- » Handymen

\*Areas for pick up and delivery will be designated away from guest.

\*This excludes deliveries that are performed with appropriate PPE or through contactless means

## OPERATION GUIDE

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Thank you all so much for your continued efforts to keep everyone safe and healthy! Your hard work is very much appreciated. It is important to stay optimistic but also realistic about the future.

In adversity there is always opportunity to learn, to grow, and to do things better. Here at MADRE, we will do our best to pave the uncertain roads ahead. We look forward and accept the challenge to do our best in keeping everyone safe and healthy, while still putting smiles on everyones faces.

Tough times don't last but tough people do

Love,

MADRE