



Board of Supervisors Special Hearing on Safe Re-Opening

Randy Musterer - Founder/CEO

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Randy Musterer - Career background

Research Scientist

- BS in Biology – Cal Poly San Luis Obispo
- 12 years experience as a Cancer Research Scientist
- 5 Years experience with other infectious diseases - specifically GLP and GMP Safety Testing Studies for the FluMist Quadrivalent vaccine including the development of the H1N1 (A/California/07/2009) AKA Swine Flu vaccine

Restaurateur

- 20 + years in the sushi industry (simultaneously while a scientist)
- 8 years – Founded Sushi Confidential (2012)
- Currently 2 locations (San Jose & Campbell)
- Concessions at SAP/Shark Tank & Shoreline Ampetheatre

Plan to Re-Open Sushi Confidential

Continually Assess and Adjust to Current Situation

- Keeping Customer and Employee safety top-of-mind
- Laid off 120 in March (kept 15) and re-hired 15 more since May 15th
- Successful C19 model since March for Campbell
- Open for take-out, curbside pickup, and delivery (Campbell first, and SJ 2 weeks)
- Opening San Jose patio this week (Campbell to follow in a soon)
- Continue to read indicators, make adjustments moving forward

Plan to Re-Open Sushi Confidential

Continue Implementing and Adding Safe Dining Practices

- Signage notifying guests, employees rules upon entry
- Hand sanitizer dispensers throughout restaurant (entrance, tables, etc.)
- Disposable plates, napkins, utensils
- Employee masks, customers masks when not eating
- 4-6 people maximum per table
- Increased training for employees (health/safety for viruses) and guests
- Temperature checks for employees and possibly customers
- Disposable menus and/or use of phone apps/online to view menus, order, pay
- Tables separated between parties to insure social distancing
- Plexiglass barriers providing separation at appropriate touch points
- Processes to disinfect dirty tables, high touch points, and to monitor seating and capacity
- No congregating around bar areas. Must be seated for eating and drinking
- Possibly utilize additional public, outdoor space

Needs from Local Governments

Immediate Needs for Us

- Spanish version of Health Department County Protocol template
- More detailed Health Department guidance on opening requirements, or advise if loosely defined and will slowly change over time to a more standard policy
- Support in sourcing PPE, disinfectants, hand sanitizers, and other, such as plexiglass, etc.

Needs from Local Governments

Recommendations for Industry

- Understanding and flexibility in applying requirements
- Reduced regulatory and tax burden to assist in recovery (at least for some period of time)
- Realistic demands aligned with understanding of real threat of any possible virus moving forward, vs. reactionary policies and edicts without real data or accurate assessments; adjustment to what's really necessary after good data/analysis (C19 0.26 Death Rate)
- Support in our delivery of effective safety with great customer experience
- Roundtable with Restaurant Owners to Evolve to Successful Model for all

**QUESTIONNAIRE RELATING TO THE ECONOMIC RECOVERY
PHASES OF COVID-19 AND PLANS, GUIDELINES, AND NEEDS
RELATIVE TO THE SAFE OPENING OF BUSINESSES AND OTHER
INSTITUTIONS**

Company/Organization Name: Sushi Confidential (Campbell and San Jose)

Industry/Sector: Restaurant

Date: 05/29/20

1. Are you open or partially open? **YES**
 - a. Are you an essential business? **YES**
 - b. Are you open under an exception such as: **YES**
 - i. Outdoor Business?
 - ii. Pickup/Delivery?
 - iii. Curbside Retail?
 - iv. Food Distribution?
 - c. Have employees and customers cooperated with the health safety protocols? **YES**
 - d. To your knowledge, have employees or customers become infected with COVID-19? **NO**
2. How many of your activities can be moved outdoors? **Curbside pickup - we do not allow customers into the restaurant.**
3. For indoor activities:
 - a. How can social distancing be maintained at points of ingress and egress, where people normally cluster? **We don't allow any customers to enter the building.**
 - b. How can employees and visitors be protected from transmission of the virus (e.g., no-touch temperature checks, hand sanitizer, masks, and face shields)? **All of the above that you stated. along with plexi-glass barriers and social distancing.**

- c. How will Personal Protective Equipment (such as face covering and gloves) and hand sanitizer be provided before entry? **They are provided for all staff as they enter the building.**
- d. Can the times of activities be staggered to reduce the amount of people gathered at any one time? **NO**
- e. Can customers make appointments to gain entry while inside capacity is restricted? **NO**
- f. How can social distancing be maintained inside your premises? **We don't allow customers inside the restaurant. Only allow minimal employees to work at one time.**

4. What is your plan to acquire and distribute Personal Protective Equipment (like masks and gloves) and testing to your employees? **We are in the process to sourcing additional PPE to make sure we do not run out. We do temperature checks daily for each employee.**

5. How can you adapt to accommodate different size gatherings that may be allowed by the Public Health officer? (Smaller gatherings are likely to be allowed before very large ones.) **Continue to focus on take-out and delivery orders.**

6. To meet the need for possible contact tracing, how would you maintain lists of employees and visitors with their contact information for contact tracing? (It is understood that lists of attendees would only be provided in the event of an infection that needed to be traced, and then only to public health personnel trained in medical confidentiality.) **We would only have a list for employees, however, we could possibly track credit card payments as well.**

7. In order to assist safe and productive re-opening, what are your needs relative to:
- a. Regulation? **Clear communication**
 - b. Licensure? **No cost.**
 - c. Childcare? **N/A**
 - d. Housing? **N/A**
 - e. Digital Inclusion? **We are using internet and cell phone based ordering**

f. Commute-Free Working? N/A

8. If you have been opened or partially opened, what challenges have you experienced? **Pivoting to a new model for take-out and delivery Staff scared to come back to work PPP Loan program has tight restrictions - unable to utilize to the maximum potential.**

9. If you have been opened or partially opened, how has the community's adherence and response to the COVID health safety protocols been?

60/40

70% adhere, 30% don't really seem to care or believe

Most 3rd party delivery service drivers do not follow or adhere to the policies