

Ada's Café Closure & Reopening Plans

Where Good Food and Community Meet!



Timeline of Events



Closed

- **Ada's Closed on March 9, 2020** before the Santa Clara County mandate in order to preserve the health and safety of our employees and customers



Reopened

- **Ada's reopened for takeout meals in early May** with curbside pickup into trunks of cars

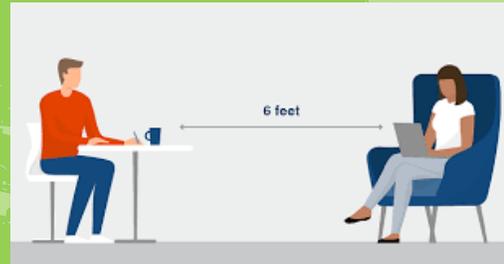


Why?!

- **We reopened in order to keep some employees paid and to serve our community!**

Reopening Plan

We will reopen for Patio & Open-Air Service the Weekend of June 13, 2020.



Café Ordering

- Customers will order through a screened window.
- Customers will be given a number
- Customers will be served at an outdoor table that is at least 6 feet away from other tables



Weekly Plan

- Ada's will continue to prepare take-out meals 2x / week

Limitations!

- Our Café menu will be limited because we need to maintain social distancing within the food and beverage preparation area

Employee Guidelines

For a Safe Restart to Our Business:



Scheduling

Scheduled Employees will be contacted 12- 24 hours prior to their shift to ask if they are healthy and if they have been exposed to anyone with COVID-19

Protection

Employees will be provided a regulation face mask, disposable gloves and a clean apron. They will also be provided a face shield if they are taking orders or delivering food/beverages to customers

Screening

Employees will be screened for fever as they arrive to work and asked if they are feeling healthy.



Safety Policies

- Employees will be asked and reminded to wash their hands for 20 seconds with soap and hot water as they arrive to work and after every new interaction with a new customer
- Employees will be asked to leave work if they are exhibiting any signs of illness. If they have signs of the COVID-19 virus they will be asked to go to the nearest testing center. They will be paid for their time
- If any employees have been exposed or if they have been diagnosed with COVID-19, all employees who have worked together will be notified and asked to quarantine
- Employees are required to maintain 6 feet of social distancing within the café space

Customers

Customers Will Be Asked to and/or Provided:

Wear Face Masks

- Customers are Required to Wear Face Masks when Ordering and After they have Finished their Food(s) and Beverage(s)



Use Hand Sanitizer

- Ada's Will Provide Hand Sanitizer for Customer Safety and the Safety of Others



Safe Eating Spaces

- All Food and Beverages Will Be Served in Disposable / Compostable Serveware
- Food is Served at Tables and Chairs that are Cleaned + Sanitized using EcoLab products after Every Guest Leaves and Before New Customers are Seated



Cleaning/Sanitizing Plans for Café and Kitchen

For a Safe Employee and Customer Experience



Process

- Cleaning and sanitizing of all surfaces in the café and kitchen spaces with EcoLab products will happen before and after every shift



Reduction of Retail Hours

- The café and kitchen will be opened for reduced hours in order to enable staff the appropriate amount of time to clean



Safety

- We care about all our employees and given that many are mission-based employees with disabilities and are immunocompromised, we want to make the safest decisions possible. We care for our customers and want to keep them safe.



Employee Training

Training Before Our Retail Café Opens

Inform

- Overview of the Covid-19 Virus to provide employees with facts, information and seriousness and contagion of the virus.



Role Play

- Role playing of various scenarios with employees so they understand the invisible dangers that exist. They will be trained how to safely engage with customers to reduce the spread of germs.



Training will emphasize:

- Importance of staying home if you're sick with fever, cough, chills, aches, headache, sore throat, or loss of taste and smell
- Importance of regular, consistent, and frequent hand-washing
- Importance of physical distancing at work, home and in public
- Importance of face coverings, masks and shields
- Importance of not spreading the virus

What Help Do We Need?

We Need Access to the Following:



Health Department

- On-site review of our physical setup and protocols



Signage

- State and County-wide signage that customers are used to seeing

PPE

- Sources for less expensive PPE including masks, gloves, face shields, sanitizer and cleaning equipment
- Are group discounts available?



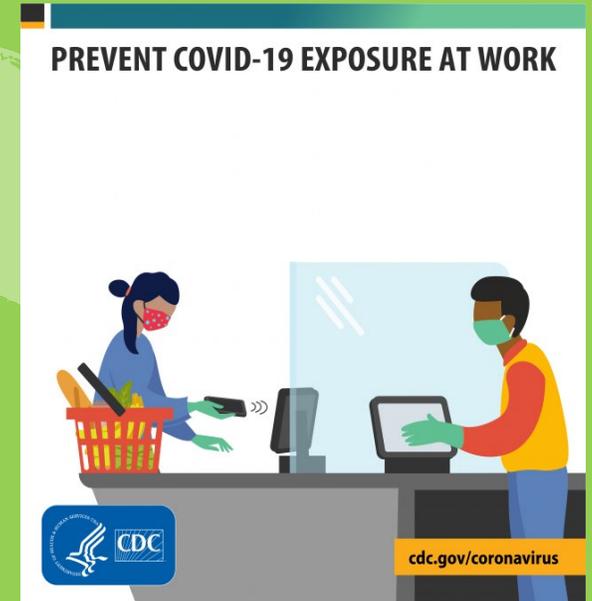
Multilingual Signage

- Multilingual signage for health and safety
- Spanish, Chinese, Japanese



Marketing

- Marketing and encouragement for county residents to support local, small businesses



**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: Ada's Cafe

Industry/Sector: Retail/Food/Non-Profit

Date: June 4, 2020

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? **Customer pick up and seating can be outdoors, no customers will come into our cafe or kitchen.**
3. For indoor activities:
 - a. How can social distancing be maintained at points of ingress and egress, where people normally cluster? **We cannot abide by the ingress and egress rules because of the size and layout of our cafe.**
 - 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)? **Ada's will provide: in-house, no-touch temperature checks; hand sanitizer; disposable gloves; masks; face shields; frequent hand-washing; paid time for getting tested; paid sick time.**

- c. How will Personal Protective Equipment (such as face covering and gloves) and hand sanitizer be provided before entry? **Personal Protective Equipment**
- 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? **YES**
- f. How can social distancing be maintained inside your premises? **We cannot inside so we are doing pre-ordered meals and will open our large patio with six-feet of distancing, provide hand sanitizer for customers and all disposable serveware.**

4. What is your plan to acquire and distribute Personal Protective Equipment (like masks and gloves) and testing to your employees? **We have been purchasing PPE, but it is expensive. Bulk ordering through the County could so that we can set up tables and chairs for social distancing. We cannot use our interior cafe.**

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.) **We can only have customers who want to sit on our patio so that we can set up tables and chairs for social distancing. We cannot use our interior cafe.**

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 will be keeping temperature records of employees and scheduling history. If someone contracts COVID-19 we will contact everyone. Because of the system we will institute for serving retail customers, with PPE, we are confident we will be providing safety for employees and customers.**

7. In order to assist safe and productive re-opening, what are your needs relative to:

- a. Regulation? **It would be helpful to be able to have a health department representative come and look over our plans and protocols.**
- b. Licensure?
- c. Childcare?
- d. Housing?
- e. Digital Inclusion? **We would be appreciative to be included in a listing of businesses that are meeting and exceeding standards AND OPEN for business.**
- f. Commute-Free Working?

8. If you have been opened or partially opened, what challenges have you experienced? **Getting employees receiving unemployment benefits to want to come back to work; generating enough sales and orders from customers to enable us to break even; accessing and getting reasonably cost-effective PPE; feeling reasonably certain that we are being very safe in the kitchen and cafe space and with our interface with customers but wanting clarity, as well.**

9. If you have been opened or partially opened, how has the community's adherence and response to the COVID health safety protocols been? **The community in Palo Alto has been very responsive and careful. We have signage at the curb so that customers stay in their cars. We have signage that requires masks and 6 feet of social distancing.**