



# NYC/Long Island Event Industry

## **REOPENING AND SAFELY HOSTING PRIVATE EVENTS IN COMPLIANCE WITH PHASE 3 NYS RESTAURANT GUIDELINES**

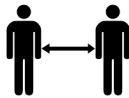
We've addressed the logistics of events and how we will reopen, including guest arrival, registration, food & beverage service, disinfecting & sanitizing, front and back of house procedures, culinary service and event vendors. Our protocols will continue to adapt based on the newest information and relevant guidelines.

*Flowerfield*

# Guest Experience

## VENUE PREPARATION PRIOR TO ARRIVAL

- Any non-guest entering the building will be required to complete a Health Verification Form which includes temperature taken upon entry
- Update floor plans based on social distancing spatial adjustments
- Rearrange public space furniture to promote social distancing
- Review overall event traffic to maintain good flow and social distancing guidelines
- Dedicated staff consistently disinfecting high touch areas prior to and during the event including but not limited to door handles, elevator buttons and stair railings
- Signage reviewing recommended guidelines for handwashing, face coverings, and social distancing
- Hand sanitizing stations available throughout the venue



## ARRIVAL / CHECK-IN / REGISTRATION PROCESS

- Dedicated entrances and exits available to enter the building
- Guests to wear face coverings on arrival aligned with current guidelines
- Require an accurate guest list of each event to keep on file for contact tracing
- Client will be encouraged to utilize digital collateral versus printed materials
- Promote to client to have PPE available to provide their guests masks, and hand sanitizer
- Venue will provide masks if necessary
- Plan and coordinate with client the arrival and departure time of guests



## COAT CHECK

- Guests encouraged prior to the event to limit what they need to check on-site
- Coat Check Attendants will wear masks, gloves, and change gloves throughout the duration of the event
- Consistently disinfecting all high touch surfaces



## ELEVATORS AND STAIRS TO EVENT SPACE

- Limit number of guests per elevator according to the size of elevator
- Floor markings in elevator and/or stairs to promote social distancing



## RESTROOMS

- Signs displayed reminding guests to wash hands properly
- Restrooms will be cleaned and disinfected throughout event duration
- Limit number of guests using the restroom at the same time
- In the Men's Restroom, provide access to urinals which promote social distancing. For example, if there are three urinals in a row, block access to the middle urinal or Limit number of guests using the restroom at the same time. Same procedure with sinks in both the men's and women's restroom, to allow for proper social distancing. Dedicated staff member to ensure protocols



# Culinary/Food & Beverage

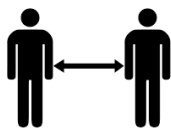
Exceed standards of hospitality, including guest service practices and maintaining quality, variety, quantity, and service of food & beverages along with complying with State/City/Health Department guidelines.

## BAR SET UPS



- Bartenders to wear gloves and masks
- Social distancing markers to be placed in front of each bar
- Back bar setup where all products are safely distanced away from guests
- Eliminate use of open pitchers for juices and water
- Bar fruit and garnishes stored in enclosed containers
- Individually wrapped straws
- No snacks on bars unless they are individually wrapped

## COCKTAIL RECEPTIONS



- Elimination of self-serve stations
- Proper spacing placed between food and guests
- Flatware rolled in napkins
- Food Stations to be spaced 8-10 feet apart
- Cocktail tables will be spaced at least 6 feet apart while adhering to Phase 3 Indoor/Outdoor guidelines

## CONFERENCES



- All setups in accordance with relevant guidelines
- Barriers encouraged for registration tables
- Presentations can be live streamed to multiple rooms to promote social distancing
- All stationary food & beverage items served by staff
- Menu engineering to accommodate grab and go/bento box type meals that are pre-plated, wrapped, and individually packaged
- No self-serve coffee or beverage services; all chilled beverage in individual containers

## TABLE SETTINGS



- Physical distancing based on guidelines for seating capacities & floor plans
- Recommended hand sanitizer packs/bottles at tables (*client to provide*)
- Silverware rolled in napkin and eliminate napkin re-folding
- Glassware placed upside down or use disposable beverage lids if pre-poured
- Bread will be served tableside or incorporated into first course
- Eliminate open butter
- Salt and pepper on request( single serve packet)
- Wine should be served by staff to avoid extra handling
- Tables will be set with a maximum of 10 guests per table

# *Culinary/Food & Beverage*

## **PLATED EVENTS**

- Coordinated entrance and departure to maintain social distancing
- Staff positioned to direct guests to their designated area with all doors open
- Accessible hand sanitizing stations
- Staff to change gloves at each course
- Guests encouraged to remain seated while service is taking place
- Eliminate family style dishes
- Incorporate use of plate coverings where possible
- Recommended coffee service to table, servers to offer creamers and individually packaged sweeteners



## **SOCIAL EVENTS**

- Suggest passing covered pre-poured drinks
- Larger areas for escort, place card table, or boards
- Staff to direct guests via multiple access points if possible
- Have doors open to the ceremony area, if possible, for additional space
- Ample distancing of ceremony chairs per guidelines for seating
- Pre-place any ceremony items on chairs and/or display tables
- Dinner service to follow plated dinner guidelines as listed above
- Celebratory cake display socially distanced
- Increase dancing space to encourage social distancing



## **CONTACT TRACING**

- Venue will maintain a master guest list for each event which will be provided by host or possibly an app. Most are private events, such as weddings—list provided by guest to contain name and email/telephone number
- Seating assignments in advance for all guests
- All data will be easily accessible and can be shared with government or medical professionals



## **NON-ACTIVE DAYS**

All appropriate procedures shall be followed during non-active days, including client event menu tastings, recipe testing, load-in, load-out, cleaning, maintenance, or other activities

# *Cleaning & Sanitization*

## HYGIENE AND PERSONAL PROTECTION EQUIPMENT (PPE)



### FACE MASKS

- Face masks to be worn according to guidelines
- Employees will sign in at designated entrances to receive PPE
- Disposable face masks are one-time use only



### GLOVES

- Gloves to be worn at all times
- Wash hands between each glove change
- Staff to change gloves at designated intervals



### HAND WASHING

- All employees and vendors are required to use hand sanitizer or wash hands thoroughly with soap and water before starting work and as often as necessary including after using the restroom, smoking, sneezing, coughing, eating, drinking, etc. before returning to work
- Hand washing protocol should be followed including 20 seconds of lathering rubbing, include the palms, backs and fronts of fingers, thumbs, under nails, and wrists
- Posters and information guidelines posted in designated locations



### CLOTHING

- No street clothes to be worn by staff during work shift
- Staff including vendors to wear clean uniforms when starting shift
- Clean chef coats and/or aprons to be worn by all kitchen and sanitation staff and changed as needed
- Dressing and locker areas shall be regularly cleaned and sanitized
- If applicable, in-house laundry to be cleaned in accordance with relevant guidelines

# *Cleaning & Sanitization*

Ensuring the health and safety of team members, guests, and creative partners by implementing thorough cleaning and sanitization protocols that aim to eliminate the presence of COVID-19 and other safety related pathogens



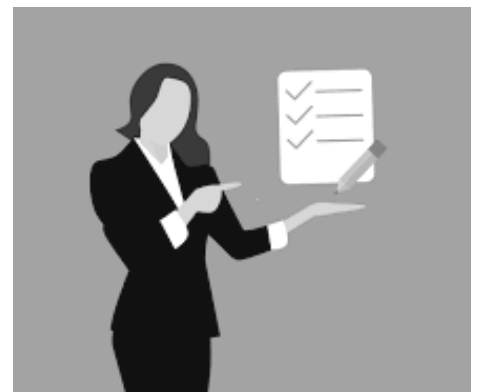
## **EMPLOYEE HEALTH**



- Employees are encouraged to take their own temperature prior to reporting to work, notify their supervisor and stay home if they are sick or showing any signs of illness
- Employees who have symptoms of acute respiratory illness are required to stay home until they are free of fever (100.4° F) and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants)
- Per the State of New York, implement mandatory health screening assessment (e.g. questionnaire, temperature check) before employees begin work each day and for all Event Vendors, asking about
  - COVID-19 symptoms in past 14 days,
  - Positive COVID-19 test in past 14 days, and/or
  - Close contact with confirmed or suspected COVID-19 case in the past 14 days
- Assessment responses must be reviewed every day and such review must be documented by HR or Management

## **EMPLOYEE RELATIONS**

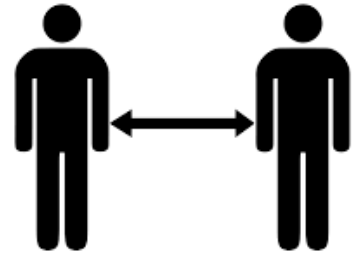
- Work with all relevant organizations to develop best practices for all staff to feel safe at work
- Pre-shift safety review conducted
- Re-train staff on how to approach and address clients and guests
- Training on recognizing COVID-19 symptoms and implementing a reporting process to management
- Managers to conduct self-assessments of their areas for each shift to ensure all criteria are met
- Staff to wear appropriate PPE and trained in its usage and disposal



# *Cleaning & Sanitization*

## **PHYSICAL DISTANCING**

- All work and storage areas shall have unobstructed aisles and working spaces of sufficient width to permit employees to perform their duties readily and without contaminating food or food-contact surfaces
- Staff to adhere to relevant guidelines of social distancing
- Create stations or lanes for service & food pick up during service
- Deliveries should be done in trucks sanitized prior to leaving the warehouse (off premise caterers)
- Non-essential personnel shall not be allowed in food preparation, food storage, or ware washing & sanitation areas

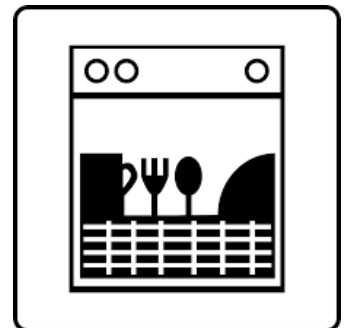


## **CONTACT SURFACES AND SANITATION PROCEDURES**

- Handrails, elevator buttons, door handles, light switches, tables, chairs, trash receptacles, cabinet handles, sink faucets, etc. will be disinfected according to the frequency of its use and / or the volume of traffic
- Floors, walls, ceilings, and other non-food contact surfaces shall be kept free of accumulations of dust, dirt, food residue, grease, and other debris and shall be cleaned regularly to prevent such accumulations
- Food contact surfaces, including food contact surfaces on equipment, and utensils shall be clean to sight and touch and shall be kept free of dust, dirt, food residues, grease deposits, and other contaminants

## **DISHWASHING AND WARE-WASHING**

- All vessels will be cleaned according to DOH Standards
- All glass & disposable vessels should be stored upside down



# *Outside Client Contracted Event Vendors*

Protocols for Event Vendors who are participating in event production and execution including but not limited to audio visual and technology services, design & décor, entertainment, event planners, parking, rentals, photography, and videography



## **ALL Event Vendors**

- Contact list of anyone entering the premise provided to management prior to start of shift for contact tracing
- Vendors are encouraged to remain onsite for the duration of their setup
- All staff or contracted persons are to sign a provided health verification form at the start of each shift before they enter
- Hand sanitizer will be readily available and utilized during shifts
- Face masks will be worn by all staff and event vendors
- Coordinated load-in and load-out times for every event vendor
- Crew meals to follow venue protocols
- Each event vendor to have a designated compliance officer to oversee their staff and contractors to ensure rules are followed



## **AUDIO VISUAL AND TECHNOLOGY SERVICES**

- High-touch surfaces such as, speaker podiums, microphones, microphone stands, handrails, etc., will be disinfected frequently during the event
- Timelines for presentations/performances will be designed to accommodate additional time for disinfecting of handrails, podiums, microphones, etc.





# Event Vendors



## OFF PREMISE CATERERS

- Must vet the source of any products that are outsourced to ensure outside products are following relevant guidelines
- Food containers, equipment, & vehicles are sanitized before and after each use with FDA approved food-safe products
- Venue load-in to be conducted by pre-designated receiving staff & the exterior of each item (proofing cabinets, coolers, containers) to be thoroughly disinfected upon entry



## DESIGN & DECOR

- Work in a designated area (s), when applicable, delineated with tape to adhere to social distancing protocols
- All breaks will be on site in a designated area (s)



## ENTERTAINMENT

- Earlier staff call times prior to event/performance in case replacements are necessary
- When not performing, talent shall stay in their green rooms or designated area
- All high-touch equipment to be wiped down prior to and during event
- Increase dancing space to encourage social distancing



## PARKING

- Self-Parking is the preferred method
- Valet company must have an "employee wellness protocol" in place
- Valet attendants required to wear PPE
- Valet equipped with hand sanitizer and disinfectant wipes and required to wipe down steering wheel, seat, keys, and door handles upon collection and retrieval of vehicle



## PHOTOGRAPHERS AND VIDEOGRAPHERS

- Upon arrival to venue staff will change into clean proper attire
- Disinfect cameras, light stands and place equipment in designated area



## RENTALS (Off Premise)

- Appropriate cleaning, sanitizing, disinfecting of all products prior to delivery
- Deliveries will be done in trucks sanitized prior to leaving the warehouse



## ***In Conclusion:***

Our collective mission is to provide lasting memories for our guests, in a safe and healthy environment. The end result of this mission is it provides a platform for charities to further their respective causes; to allow a corporation to show its gratitude to valued employees; and for people to be able to celebrate their new union and lifelong journey. In summary, we want to be able to bring people together and create these societal bonds, while practicing the prescribed social distancing measures which will allow us all to eventually reach a level of normalcy.

We are committed to being able to provide these valuable experiences and put people back to work, while implementing updated standards and protocols, collecting data to conduct meaningful contact tracing and taking all necessary measures to safeguard the health of our clients, guests and employees. We fully understand the seriousness and gravity of the current pandemic; yet believe that our services are an important part of the social and economic fabric. And we would like to endeavor to continue to be part of that fabric, even during these extraordinary times.