

# BAKERY REOPEN KIT

## Retail Bakers of America



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Recommended policy and procedures for bringing your staff back to the bakery.

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### **MESSAGE FROM THE RBA**

The Retail Bakers of America (RBA) is dedicated to helping bakeries flourish and is committed to the success of the baking industry. We are a robust and dynamic community of retail bakeries, allied suppliers, educators, students and other industry partners.

This checklist provides general guidelines for reopening a bakery and does not supersede any laws under which your bakery operates. Always follow the health and sanitation regulations established by your local, state or national governments. All RBA guidelines, templates and resources should be reviewed by your legal counsel prior to use and distribution to ensure they are in compliance with the laws of your respective governing body. The checklist is meant to be customizable with applicable components being used as deemed appropriate by each individual bakery location.





## STAFF POLICIES

- Establish necessary changes to employee scheduling patterns. Consider grouping staff together (i.e. Group A, Group B, Group C, etc.) with no work hour overlap in the event that staff members need to be quarantined due to COVID-19 symptoms or diagnosis
- Set social distancing standards for employees in communal staff areas (i.e. break rooms, lunch areas, hallways, etc.)
- Provide staff with a FAQ list and talking points on how to handle guest inquiries employees regarding sanitation, new policies, etc.
- Identify the protocol for employees to follow if they or a guest become ill or present signs of illness
- Determine how social distancing requirements will be monitored and the process for managing guests who do not follow the requirements
- Determine how capacity restrictions will be monitored and who will be responsible for monitoring

## STAFF TRAINING & EDUCATION

- Thoughtfully welcome back employees
- Educate staff about updated sanitation practices and policies, including handling guest inquiries about those practices and policies consider highlighting the following information be - 1) distinction between cleaning, 2) disinfecting and sanitation, 3) measures for protecting themselves including effective hand washing practices, proper PPE use including accepted face mask types
- Proper use of disinfectants, including: local, state, or national regulations, appropriate disinfectants for various surfaces, appropriate mixing of bleach or alcohol solutions
- Evaluate additional health and sanitation certification opportunities for staff
- Establish staff areas of responsibility for cleaning and sanitation
- Develop sanitation schedule corresponding to areas of responsibility
- Provide proper hygiene stations for employees and moisturizers for their comfort to eliminate dry, chapped hands
- Review and communicate your employee policy relating to sick leave and sick pay
- Establish wellness and sanitation "check-in" procedure at start of shift, including temperature check if applicable

## LAWS & REGULATIONS

- Familiarize yourself with new laws and ordinances at the local, state and national levels
- Familiarize yourself with new regulations and guidelines from relevant professional governing bodies
- Identify practices and policies that will need to be adjusted as a result of any new laws or regulations
- Provide employee training to educate them on new laws or regulations applicable to their role

## HUMAN RESOURCES

- Establish process and timeline for rehiring or re-acclimating laid off or furloughed employees
- Amend job descriptions to include sanitation duties and other changes
- Review compensation models and policies to determine if changes are required in the case of employee illness, late cancellations, etc.

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## ORDERS AND PAYMENT

- Select date when online ordering will be available
- Share date and menu with customers
- Review cancellation policies, especially as they relate to illness or suspected illness
- Inform guests in advance of new safety measures, changes to the facility, procedures, etc. they will experience when arriving at the bakery
- Forecast anticipated business levels for the next six to nine months to establish baselines for re-hiring, scheduling, hours of operation, etc.
- Evaluate and adjust appointment scheduling to allow implementation of updated cleaning and sanitation practices, social distancing, etc.
- Evaluate cancellation policy and determine if changes need to be made (i.e. not penalizing those who cancel due to being sick, etc.)
- Review policy for staff when a guest cancels an order, is late, or is asked to leave due to illness
- Evaluate payment options and processes
- Implement touchless payment options when available
- Consider a temporary cashless model and communicate this with guests in advance

## MENU OFFERINGS

- Evaluate current menu for items that may need to be removed or altered based on availability
- Determine if production staff and ingredients will be available to produce the menu items
- Consider eliminating bakery products that are no longer profitable and/or do not have the shelf life needed
- Establish guidelines for in-store pickup and/or curbside pickup:
  - PLACE YOUR ORDER ONLINE OR BY CALLING THE BAKERY
  - PROVIDE YOUR PAYMENT OPTION PRIOR TO PICK UP (Implement touchless payment options when available)
  - CHOOSE CURBSIDE PICKUP AT CHECKOUT
  - PROVIDE YOUR NAME, CAR TYPE, COLOR & LICENSE PLATE NUMBER
- To ensure proper sanitation protocols are in place, identify new resources available to assist with educating both guests and employees

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## FACILITY

- Conduct a physical review of the space to ensure all essential systems are operational, including: Electrical, Water, HVAC, POS systems, Ovens, Mixers, and Refrigerators, and Music/sound systems
- Evaluate your space to determine how social distancing will be managed (if applicable) in areas including: Entry/lobby, Customer Check Out, Bakery cases and viewing areas, Café and/or restaurant seating, Back of house and staff break areas

*Sanitation Note: The following guidelines are intended for in-house staff use. If your bakery uses an outside sanitation service, review their protocols to ensure sanitation standards are met or exceeded.*

## COLLECT & PREPARE MATERIALS

- Materials - Collect and prepare sanitation materials
  - Soap and hand sanitizer
  - EPA-registered disinfectant (or equivalent, if outside U.S.)
  - Disposable gloves
  - Disposable gowns
  - Face masks
  - Household bleach (if applicable)
  - Additional PPE (if applicable)

## BAKERY WORKSTATIONS

- Clean and disinfect area, including items on desks/counter surfaces, equipment and inside drawers
- If workstation is shared, print and post sanitation checklist to be completed during or before end of shift
- If possible, ensure workstations follow social distancing guidelines
- Clean and disinfect hard surfaces and high-touch areas
- Establish occupancy limits/station arrangements for local/government requirements (social distancing, etc.)
- Remove shared publications, newsletters, etc.

## PURCHASING & SUPPLIES

- Perform an inventory of essential supplies, including:
  - Personal protective equipment
  - Sanitation items, including those required for increased or heightened sanitation practices
  - Retail items
  - Employee uniforms
- Review uniform policy to determine if changes are required regarding the wearing masks, additional uniform available on site, etc.
- Evaluate need and budget for new purchases, including plexiglass shields, additional uniforms, motion sensors for lights, touchless faucets, more robust PPE, etc.
- Ensure vendors and resource partners are open and able to fill orders to meet demand
- Identify order lead time required by vendors that provide necessary resources for reopening
- Engage technology vendors to determine if touchless (or reduced touch) technology features may be available (i.e. touchless ordering, payment, etc.)

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## LOBBIES & CAFES

- Clean and disinfect high touch areas
- Hard surfaces and high-touch areas (i.e. door handles, light switches, phones, counters, furniture, screens, keyboards, walkie-talkies, lockers, vanities, benches, etc.)
- Soft surfaces (i.e. carpeted floors, rugs, drapes, furniture, etc.)
- Evaluate changes that need to be made to shared amenities offered in communal areas
- Evaluate seating areas and distance or remove seating if necessary, to meet local/government requirements (i.e. social distancing, etc.)
- Evaluate need for floor markings to assist guests with navigating the bakery if necessary, to meet local/government requirements
- Develop a process for guests who want to forgo access to any communal areas and go directly to check out
- Evaluate high traffic areas that require the opening of doors and determine if they can be propped open to prevent repeated touch

## RESTROOMS

Clean and disinfect hard surfaces and high-touch areas

- Door/stall handles
- Light switches
- Sinks
- Faucet and handles
- Toilet paper/paper towel dispensers
- Toilet handles
- Toilet seats/tanks

## RETAIL AREAS

- Clean and disinfect shelves and items in hard surface containers
- Remove shared shopping bags/baskets that may cause sanitary concerns
- Store uncommonly used items in a sealed, disinfected container in an accessible location not visible to guests
- Print and post sign notifying guests that items are available upon request (if applicable)
- Evaluate the addition of individual sealed samples when available
- Evaluate the addition of individually packaged snacks and/or beverages if communal food and beverage amenities are no longer offered
- Evaluate curbside pickup and/or mail order options for guests visiting solely for retail needs

## PURCHASING & SUPPLIES

- Perform an inventory of essential supplies, including:
  - Personal protective equipment
  - Sanitation items, including those required for increased or heightened sanitation practices
  - Retail items
  - Reusable replacements for shared amenities no longer being offered
  - Employee uniforms
- Review uniform policy to determine if changes are required regarding the wearing masks, additional uniform available on site, etc.
- Evaluate need and budget for new purchases, including plexiglass shields, additional uniforms, motion sensors for lights, touchless faucets, more robust PPE, etc.
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## INTERNAL COMMUNICATION

- Print and post new sanitation guidelines
- Communicate with employees about the reopening strategy
- Communicate with employees about new internal employee policies or role changes
- Evaluate a potential soft launch reopening to gather feedback from a specific audience prior to opening to the public (i.e. loyal customers, members, first responders, family members, etc.)
- Set up a process to gather feedback from employees during a minimum of the first four weeks of reopening to identify areas that need to be adjusted or revisited.
- Identify ways to visibly promote sanitation/cleaning activities (i.e. door hangers noting that sanitation is in progress and tent cards highlighting how often a space is sanitized.
- Distribute talking points to employees to ensure consistent messaging when responding to guest inquiries

## EXTERNAL COMMUNICATION

- Communicate reopening timeline with resource partners/vendors and third-party partners.
- Distribute a press release announcing the reopening and the bakery's commitment to guest safety and high sanitation standards
- Identify a way to thank loyal customers for returning to the bakery
- Send "Welcome Back" emails to customers outlining:
  - new sanitation practices and policies
  - advertised reopen date
  - expectations on what may visually be different when they enter the bakery
  - changes to payment process
  - changes or new guidelines relating to the use or availability of communal spaces/amenities
  - updates to order forms (if applicable)
  - occupancy limits and spacing requirements (if applicable)

## MAINTAIN A HEALTHY BUSINESS

- Maintain healthy business operations
- Designate a person who is responsible for responding to COVID-19 concerns. Employees should know who this person is and how to contact them. Consider using a hotline for employees to voice concerns anonymously.
- Implement flexible worksites (telework) for office staff to the extent feasible.
- Limit travel for multi-store personnel to only what is required for critical facility functions.
- Whenever possible, conduct conversations through phone calls.
- Provide information on who to contact if employees become sick. If an employee is confirmed to have COVID-19 infection, employers should inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA).
- Implement a system in which relief workers rotate into the cashier station to allow cashiers to leave the station to wash their hands regularly.
- Consider decreasing open business hours to perform more frequent deep cleans.

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A note from RBA: These templates provide general guidance for communications and does not supersede any laws under which your bakery operates. Always follow the health and sanitation regulations established by your local, state or national governments and seek legal counsel as necessary. These templates are meant to be customizable with applicable components being used as deemed appropriate by each individual bakery location.

[Contact Name and Title] , [Bakery Name]  
[Phone Number] . [Email Address] . [Website]

### HEADLINE EXAMPLE:

## [YOUR BAKERY NAME] SET TO REOPEN FOLLOWING COVID-19 SHUTDOWN

[CITY, STATE, DATE]- [INSERT BAKERY NAME] will reopen on [INSERT DATE] in accordance with the regulations and guidelines put forth by [INSERT GOVERNMENT ENTITY AND/OR PROFESSIONAL BODIES]. Management and staff have worked diligently during the bakery's closure to update its already rigorous sanitation and hygiene standards and implement new policies and procedures to promote the health and safety of customers and staff.

During these past months of uncertainty and change, we have been looking forward to the day when we can welcome customers back to [INSERT BAKERY NAME]. We are excited to announce that we are reopening our bakery on [INSERT REOPENING DATE] and will operate based on the reopening guidelines established by [INSERT GOVERNMENT ENTITY AND/OR PROFESSIONAL BODIES]. Our new hours of business will be [INSERT HOURS].

Our top priority has always been to bring an unparalleled safe experience to our customers, and our resolve is stronger now than ever before. Our team has been hard at work to raise the bar of hygiene and sanitation, as well as considering every step in the ordering process to ensure we meet your needs in a focused and safe manner.

A selection of the menu updates and ordering adjustments [INSERT BAKERY NAME] has made can be found below. [use bulleted list to detail the most critical updates made to your bakery's menu and ordering; see example below]

Revised Bakery Menu: [your bakery name] has revised its menu to include a simplified selection of bakery items

1. [item #2]
2. [item #3]
3. [item #4]
4. [item #5]

Revised guidelines for in-store pickup and/or curbside pickup:

1. PLACE YOUR ORDER ONLINE OR BY CALLING THE BAKERY
2. PROVIDE YOUR PAYMENT OPTION PRIOR TO PICK UP (Implement touchless payment options when available)
3. CHOOSE CURBSIDE PICKUP AT CHECKOUT
4. PROVIDE YOUR NAME, CAR TYPE, COLOR & LICENSE PLATE NUMBER

[INSERT QUOTE FROM OWNER/MANAGEMENT/CORPORATE FOCUSED ON GUESTS' PEACE OF MIND, GUEST EXPERIENCE, EXCITEMENT TO SERVE GUESTS AGAIN, ETC.]

[INSERT BAKERY NAME] will continue to follow local, state and national regulations regarding the safe operation of our bakery. As the bakery receives additional guidance, its policies and practices will be updated accordingly. Additional details can be found at [INSERT WEBSITE WITH HYPERLINK].

Customers interested in online ordering can do so via [INSERT DETAILS (i.e. booking website, phone number, etc.)].



## STAFF MEMO...

### Memorandum to Employees Regarding Temperature Screenings Template

MEMORANDUM TO: [INSERT BAKERY NAME]

Employees From: [INSERT SENDER NAME AND TITLE]

Date: [INSERT SEND DATE]

Re: Employee Screening Procedures

The health and safety of our employees and guests remain our top priority. As of [INSERT START DATE], [INSERT BAKERY NAME] will implement body temperature screening for all employees prior to the start of their work day as a precautionary measure to help reduce the spread of COVID-19. {if this is a mandate by your state/governing body cite those details here}

When you arrive to work, please immediately report to [INSERT LOCATION] before visiting any other areas of the facility. Private screenings will be conducted by [INSERT NAME OR POSITION TITLE] using a touchless forehead/ temporal artery thermometer. The employee's temperature and answers to respiratory symptom questions will be documented, and the record will be maintained as a private medical record.

Any employee who has a fever at or above 100.4 degrees Fahrenheit or who is experiencing coughing or shortness of breath will be sent home. [INSERT LANGUAGE ABOUT SICK LEAVE/PAY HERE FOR YOUR RESPECTIVE COMPANY]. The employee will be responsible for determining if a doctor's visit or call is necessary.

An employee sent home under this policy may return to work when he/she has been fever free with no respiratory symptoms for at least three (3) days without taking a medicine to reduce the fever. If a doctor confirms in writing that it is safe for the employee to return, they may be allowed to return earlier than the three-day period.

If you have any questions regarding this new process, please contact [INSERT CONTACT NAME, PHONE NUMBER AND/OR EMAIL].

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**PARTNER**

**WE ARE STRONGER TOGETHER**

Thank you to the leadership staff with the International SPA Association for their partnership and guidance with the Bakery Reopen Kit. In a time when we could all use a massage and a cupcake, we are proud to be their new partner.

