



My House Events Safety Manual

Approved by Tulane's BRACE FOR COVID 19

The purpose of this manual is to outline our COVID-19 safety procedures for My House Events (MHE) staff, venues, chefs, clients, and partners to follow for the safety of themselves and others.

As restrictions are being lifted, it's time for us to start making plans for upcoming events in the safest way possible. We are looking forward to working with all parties as we create memorable events and move into this new world of operations. It is beyond critical that we use this manual as our compass.

While we cannot anticipate every question or concern, we have compiled a number of different resources in an effort to provide comprehensive direction in hosting events again.

Our purpose of **bringing people together over a meal** isn't going anywhere, but it is adjusting to make sure people are brought together in the safest way possible.



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About My House Events

My House Events is a culinary curation company that breaks the mold of traditional event services, bringing to the table personalized menus and logistics that highlight the best of New Orleans chef talent and celebrate food as a means through which meaningful connections are fostered.

In addition to our catering curation services, we also provide Event Management, tailored to fit the needs of your special day.

My House Events' mission ensures that every meal we produce is a platform for creativity and economic growth for the local chefs and culinary resources that we work with. Specifically, we work to create a more inclusive events industry by providing women chefs, black chefs, and chefs of color additional catering opportunities through our work.

Our Mission & Core Values

My House Events is moved by a mission to create economic and creative work opportunities for our chefs, specifically women chefs, black chefs, and chefs of color that not only give back to the individual chefs but impact the larger culinary community as a whole. In addition to exposing chefs to new audiences and giving them a new platform to showcase their talent, we offer chefs opportunities to generate incremental revenue.

Our Core Values:

- The Sky's the Limit
- Transparency & Accessibility
- Culture + Inclusion
- Growth

Our Ecosystem

Our ecosystem is made up of the following important parties:

- Our Team
- Our Chefs/Bar Partners
- Our Partner Venues
- Our Clients and Their Guests



This manual will discuss how we plan on keeping everyone safe. We all must do our part to make this a reality and put safety above all else.

Our Team

To keep everyone safe and healthy, for events and to minimize daily risk, our team is working remotely and is not in an office setting.

When meeting with any partners or meeting internally, we are taking the following precautions:

- Outdoor meetings (when possible), we may request a meeting to be moved to an outdoor space or a time when we can meet outdoors
- All parties must wear masks
- All parties must be socially distant, 6 feet minimum
- No one will attend any function, meeting, event, etc with a fever. Those showing any symptoms of illness or those that have a fever will be sent home and will need to be quarantined at home.
 - Each team member must check their temperature **before** going on-site to a meeting or an event.
- Virtual meetings are encouraged if meetings in person create discomfort
- Return-to-work policy - if you contract coronavirus, you will not be allowed back on-site until you are virus-free. You may return back to work when you have either a doctor's note or a negative COVID test

Our Chefs & Bar Partners

To keep food preparation safe, we have outlined the following safety precautions:

Food Preparation & Kitchen Safety:

- All staff will be limited in their job duties. For example, one person will handle one main task and will not be multitasking through the kitchen or serving AND cooking without proper sanitation in between.
- Hand Washing - all staff will wash and sanitize hands upon entry and every 30 minutes when in the kitchen or serving guests. Additional handwashing is done::
 - After visiting the restroom
 - Before and after eating
 - Before, during, and after preparing food



- After cleaning dirty plates from a guest table
 - After handling or adjusting your mask
- Social distancing measures will be in effect whenever possible - this includes kitchen staff as well.
- No one will be working if they have a fever or are showing any symptoms of illness. If they come to work showing any symptoms they will be sent home.
- All staff will wear masks and disposable gloves - this applies to both Back of House and Front of House staff.
 - Disposable gloves and masks are worn in food preparation and through the duration of the event, including clean up.
 - Although gloves are not required 100% of the time, we ask that you wear them when handling raw proteins, when handling ready to eat foods, when clearing dishes/silverware/glassware, and when switching to another task. After gloves have been used for 30 minutes, please remove and wash your hands. Gloves are not a substitute for handwashing!
 - Back up glove storage should be consolidated into one area.

Please review the glove safety image below on how to properly remove your gloves.



1. Grab the outside lip of the glove near the wrist area
2. Holding your arms pointed downward, peel the glove away from the wrist and turn it inside-out.
3. Pull the glove away until it is removed from the hand and hold the inverted glove with your gloved hand.
4. With your ungloved hand, slide your finger(s) under the wrist of the remaining glove and pull the glove down to remove it from your hand. Be careful not to touch the outer surface of the glove.
5. Dispose of the used gloves in a garbage bin and wash your hands.

Please review the hand washing safety image below on how to properly wash your hands.



Please review the mask-wearing safety image below on how to properly wear your mask.



Drop Offs & Safety

- When dropping off meals please ensure the following procedures are being followed:
 - Wear a mask and gloves for the entire duration of dropping off food. This includes when you meet your contact onsite.
 - When meeting your contact onsite, please refrain from shaking hands, giving a hug, high-fiving, etc.
 - Drop-offs will occur outside when possible - call your contact upon arrival and meet them outside so that you do not have to go inside. If this is not an option, request a cart or dolly to carry in as much food as possible at once to eliminate extra time spent inside.



- Please ensure all meals, if applicable, are individually packaged with individually packaged silverware.
 - If this does not apply to the type of drop off you are doing, please consult My House Events staff/team on the safest way to deliver items.
- Please make sure all items are labeled well. This will eliminate opening and closing packaged food and thus exposing it to more germs.

Tastings & Safety

- Tastings will occur outside when possible.
 - If tasting cannot happen inside, please keep doors/windows open to promote airflow when possible
- Due to staffing constraints and the need to limit people to fewer duties, there may be a minimizing of the items tasted.
- Tastings will be limited to 4 people, but this is subject to change. (This does not include MHE staff).
- My House Events Staff may sit at a socially distant table to maximize the safety of the meeting.
- Physical contact will be banned during this time, please refrain from:
 - Handshakes/high fives
 - Hugs
 - Handling guest phones

In addition to our routine pre-shift meetings at events, we will hold pre-event safety calls to review the floor plans and all other event-specific safety measures.

Bar Safety

- Bar staff will follow the same mask, glove, hand washing, and delegating duties procedures.
- Bar tops and frequently touched/visited areas will be regularly cleaned/sanitized.
 - Every 30 minutes, cleaned by additional staff on site. Discuss with the venue and/or staffing in advance. Create a rotating system for cleaning.
- No self serve stations - all beverages, including water, will be poured from behind the bar to eliminate frequent touching on water pitchers or self serve items.



- Dirty/used glassware will not be accepted/returned to the bar. Cleaning staff will collect glassware (with gloves) and return to the Autochlor OR to the dish pit. Additionally, bartenders can designate a “dirty glassware area” for guests to bring their glassware to when approaching the bar, which is close to the bar but separate (maybe one end of the bar).
 - Encourage the use of individual water bottles or individually packaged sodas to eliminate more contamination and touching.
- Clean glassware to be used for each drink.
- If disposables, discard after each use.
- For table service (wine and water)
 - Full water and wine bottles are visibly wiped down with sanitizer before given to guests. Peroxide disinfectant will need a 2 minute contact time.
 - Guests pour their own water and wine throughout their experience. Should they require another bottle, the same procedure should be followed with a new bottle. If possible, place hand sanitizer on guest tables so they can sanitize between uses.
 - A small side table or waiter tray stand (an example) should be placed at each table. To notify staff when a table needs more water or wine, guests will place the empty bottle on the side table.
 - If wine glass service - wines are pre-poured into glasses at the bar and brought to the tables. A new glass should be brought for all repeat orders.
- Glassware count - if the venue does NOT have proper sanitation equipment available to clean glassware, glassware cannot be reused. We will work with bar staff and clients to make sure enough glassware is ordered in advance.

Our Venue Partners

In the spaces that we work regularly and also push our clients to work in, they are working to implement strict safety guidelines as well to ensure all guests and events are safe. This will include the following measures:

- Venue space (including public areas and staff areas (kitchen space)) is cleaned and sanitized before vendors load in.



- All public areas are disinfected and sanitized throughout the day by venue staff or cleaning staff on site. This includes the door handle, restrooms, bar tops, countertops, guest tables, microphones, etc.
- Strategically placed additional hand sanitizer stations throughout the space for all guests, team members, and staff to use.
- All tables are strategically and thoughtfully placed 6 feet apart
 - If we are working with a client on floor plans we will ensure that social distancing measures are represented in these plans and that rental items needed to make sure they occur are added to the rental invoice
- If the venue hosts a bar, there will be markers to ensure guests stand 6 feet apart when awaiting drinks, we will do the same for buffets.
- MHE will comply with all restrictions regarding guest count size and capacity of the venue.
- MHE staff will wear a mask at all times. We ask our venue partners and their staff to also wear masks.
- Guests should be briefed on policies before arriving for an event (email to clients so that they can email to their guests) and then given a brief introduction with expectations upon arrival
 - Will determine a plan for this with the planner or venue involved.
- We would like venue partners to consider incorporating a plexiglass sneeze guard that spans the length of a buffet to prevent the spread of germs. If this is not something a venue can do, we will turn to the client and rental companies to see if this can be rented.

Our Clients

As always, the safety of our clients is of utmost importance and the items below outline the actions we are taking to keep live events safe so that clients can still celebrate occasions with their loved ones.

Floor Plans

- All floor plans will reflect social distancing measures.
 - For example - table sizes may be smaller to accommodate households to sit together but social distancing for others.
- We may have markers to signal appropriate distances to wait at the bar and buffet line



- If any food items were to be left out, such as cake, we may choose to put in a more low traffic area and most likely protected via a sneeze guard or other barrier
- If your venue has outdoor space, we urge you to use this as much as possible. Outdoor areas, as they are naturally more ventilated, help us with safety procedures.
- We will make sure that there are sanitization stations reflected in all floor plans that will include hand sanitizer.

Guest Counts

- We will follow all guidelines in regard to maximum capacity for your event. This will also dictate what is possible in regard to floor plans and service style.

Rentals

- Rental needs may increase due to increased safety measures
 - For example, sneeze guards may need to be added to orders as well as more serveware to ensure items are being switched out or markers to signify lines, etc.

Staffing

- Staffing will increase to account for all buffet stations being manned, more staff to assist with the service of meals as opposed to guest self-service, and more staff to assist in continuous cleaning of the space.
- Staff is required to wear masks and gloves at all times.

PPE

- All staff will wear masks throughout your event as will My House Events' staff.
- All front of house and back of house staff will wear gloves.
- We will work with your venue to ensure that your guests are as safe as possible and urge you to provide branded masks to facilitate this - we can help with this!
 - Masks should be worn at all times, except for eating and drinking.

Service Styles

- The service styles we are able to provide at this time are limited to ensure safety is our highest priority. We are able to provide the following styles, which are also dependent on your venue and budget



- Manned Buffet Stations
- Coured, Seated
- Manned Appetizer Stations
- Manned Dessert Stations
- Drop off
- At this time, will no longer be able to accommodate:
 - Family Style Service
 - Self Serve Buffets or Stations
 - Passed Appetizers
- All staff working at a manned food station are expected to wear masks and gloves while serving. Wash hands every 30 minutes, sanitize utensils, and change gloves every 30 minutes.
- We recommend you use the following table to think about the changes your event will require if you have a family-style dinner, passed appetizers, or self-service buffet.

Prior Service Style	Recommended Change	Notes
Passed Appetizers	Manned Stationed Appetizers	This can be one station or multiple stations throughout the space. Staff to fill up plates/bowls and hand to guests.
Self Service Buffet or Stations (includes grazing tables and dessert stations)	Manned Buffet or Stations	Staff to fill up plates/bowls and hand to guests.
Family Style Dinner	Manned Stations or Buffet OR Coured Seated Dinner	Staff to fill up plates/bowls and hand to guests.

We vow to keep these procedures as up to date as possible as new information is developed and policies continuously change/update. We will follow the CDC, as well as local and state guidelines. If there is something that you would like to discuss safety-wise or would like to see at your event, please let us know.



While we know that some of these changes are not what you had wanted to do, we ask for your assistance in keeping *everyone* safe. From those working the event to those attending the event, your efforts will pay off!

Additional Info & Resources

- <https://www.forbes.com/sites/danieldoderlein/2020/04/19/cards-are-germy-cash-is-wo-rse-can-we-flatten-the-covid-19-curve-using-our-phones/#34ae16bc1af3>
- <https://www.osha.gov/SLTC/covid-19/controlprevention.html>
- <https://www.cvent.com/en/blog/hospitality/safe-meetings-events>
- <https://ready.nola.gov/incident/coronavirus/safe-reopening/>
- GNO Pivot marketplace - <https://www.gnopivot.org/>
 - “GNOpivot Marketplace is your destination to explore and buy products for the “New Normal” economy. Here, we celebrate the ingenuity and resilience of our business community as we rebuild our local economy.”
- NOCHI hospitality training - <https://www.nochi.org/hosp>
 - “COVID-19 dealt a massive blow to every facet of the hospitality industry: to the owners and staff who rely upon restaurants for their livelihoods and to the clientele who frequent these beloved businesses. A successful reopening is one that is both safe and economically viable. That’s why we developed HOSP: a multi-tiered training for operators, staff, and patrons of foodservice establishments and bars. We’ve combed through the latest global, national, and local guidelines to provide teams with clear, comprehensive best practices for re-opening and operating in today’s new reality. Put simply, we’re eliminating the guesswork for anyone working in hospitality. In doing so, we’re instilling consumer confidence and fostering the economic (re)development of our industry.”