

ELEPHANTS CATERING & EVENTS

COVID-19 HEALTH & SAFETY EXPECTATIONS



For the safety of staff, vendors, and guests, Elephants Catering & Events has adopted the new safety policies outlined below. Please review these and acknowledge your agreement with a signature. We appreciate your time and attention!

Elephants Delicatessen has implemented the following changes at our venues and offices, including Leftbank Annex, the Garden Room at Elephants Delicatessen, and the Corbett Room at Elephants on Corbett.

- 1. Social distancing and traffic flow markers.** We observe six-foot social distancing at each location and include floor markers and arrows to ensure proper distancing and safe traffic flow through our venues.
- 2. Face masks are required.** Face masks are required by the county.
- 3. The highest sanitization standards.** Our managers have trained with industry-leading experts. Our employees wash their hands even more frequently now. We routinely receive 100% on our health inspections at all locations (pre-COVID mandates) and are determined to maintain safe and excellent service.
- 4. Dedicated cleaning role at each location and our kitchens and offices** to deep clean high-frequency surfaces and touchpoints throughout the day.
- 5. Hospitality and safety ambassadors at each location.** Each location has a Hospitality and Safety Ambassador to ensure that customers and employees are maintaining distance and also directing the flow of traffic and answering questions.
- 6. Extra sanitization options for customers,** including sanitizing stations.
- 7. Contactless employee temperature checks** with infrared contactless temperature scanners at the beginning of each shift and prior to the employee interacting with any food or equipment.

8. **Employees who are sick stay home.** We provide our employees with sick leave so they can stay home when they are unwell. We hope you do the same. Let's help each other stay healthy.
9. **Contactless delivery and curbside service.** We encourage customers to order ahead on our website for contactless delivery or pre-order a meal to pick up at your local Elephants.

OREGON HEALTH AUTHORITY (OHA) GUIDELINES–GUESTS/ VENDORS:

- **Masks to be worn at all times, by onsite guests, staff, and vendors.** The exception being when you are seated to consume food or beverage. Mask must be put back on when a staff member approaches your table (ex: when a server is bringing your meal or beverage).
- **Guests adhere to social distancing guidelines;** maintain a six-foot distance between those outside of your household. Please do not mingle within close proximity to those outside of your household.
- **A seating chart and floor plan,** showing guests grouped by household and appropriate social distancing placement.
- **Confirmation from client of the number of guests and non-catering vendors prior to event date.**
- **Curfew restrictions be followed.** Event must end at least 30 minutes prior to curfew, to ensure guests exit by the time established by the county.

OHA GUIDELINES–CATERERS:

ALL catering teams (Elephants full-serve staff as well as the Leftbank Annex catering vendor list) must follow the below guidelines:

- Appetizers, meals, and desserts must be served as individual portions – either in their individual containers or plated and served on china by staff.
- Standard buffet-style service is not allowed.
- No passed appetizers, desserts, or beverages.
- No bulk beverage stations or pre-poured beverages.
- **Cake Service:** If a full cake is provided, it must be cut by catering staff and delivered to guests. If only a couple's cake/ cutting cake is provided, then separate individual desserts will be needed for guests.
- Silverware must be pre-wrapped on tables in napkin or plastic, or brought out with the meal.
- China and glassware may not be pre-set on the tables.
- Personal protective equipment (masks and gloves) required for servers and bartenders

OFF-SITE CATERING GUIDELINES & INFORMATION

At this time, Elephants Catering is available for delivery-drop off for all event types.

Staff onsite is possible, under certain circumstances. These may include:

- Confirmation that event type and guest count is allowed within the government mandates in effect for the event date.
- Event is hosted at an approved partner venue (ie: Elephants has worked with venue since COVID and is confident of their current policies and/or has met with them to ensure current venue requirements are met).

Please note: *Venue must have someone onsite throughout the event to monitor social distancing, sanitize restrooms & hot spots, etc. Elephants is not currently providing staff onsite for events at residences, parks, or select event venues due to this policy.*

- A clean and clutter free workspace (preferably kitchen) that is separate from guests and other vendors. Please no traffic thru this area by people other than Elephants staff.
- Meeting with venue and other key, onsite vendors prior to the event to confirm guidelines and responsibilities.
- Client and venue acknowledgement of this document and current guidelines, mandates, etc.
- Elephants Catering is not currently sending out china, glassware, etc. All items must be obtained by a rental company. Elephants is happy to source these items from one of our rental partners and include them on your catering contract.

Please note: in-person tastings are not available as of right now. Please inquire with your event planner regarding other options available.

GATHERING SPECIFIC GUIDANCE & DETAILS FROM OHA

Below are the current capacity restrictions for social gatherings, at-home gatherings, and event centers. Each county is given a risk category which is re-evaluated bi-weekly by OHA based on the most recent data available. As of now (March, 2021) Multnomah County and surrounding counties are considered “Moderate Risk”.

Social and At-Home Gatherings

- Extreme Risk – 6 people indoors and outdoors
- High Risk – 6 people indoors and outdoors
- Moderate Risk – 8 people indoors; 10 people outdoors
- Lower Risk – 10 people indoors; 12 people outdoors

Indoor Entertainment Establishments

- Extreme Risk – Prohibited
- High Risk – 25% occupancy or 50 people; whichever is smaller
- Moderate Risk – 50% occupancy or 100 people; whichever is smaller
- Lower Risk – 50% occupancy

Outdoor Entertainment Establishments

- Extreme Risk – 50 people
- High Risk – 75 people
- Moderate Risk – 150 people
- Lower Risk – 300 people

**Capacity numbers are to include all persons onsite – guests, vendors, etc.



VENUE GUIDELINES & INFORMATION

Leftbank Annex, Elephants Garden Room, Elephants Corbett Room

Our venues are adhering to the following COVID-19 safety precautions, and are providing the following safety services:

- Safety and health signage is posted building-wide to direct proper physical distancing and directional movement.
- High traffic areas and commonly touched surfaces accessed by attendees and workers will be frequently sanitized by a dedicated venue employee.
- Upon arrival, staff and vendors are receiving temperature and symptom checks.
- Staff is frequently conducting proper hand-washing techniques and will observe proper distancing.
- Permanently installed hand sanitizer stations are onsite for guest and vendor usage.
- Venue staff manages pre- and post-event deep cleaning and sanitization including hourly monitoring of restrooms.
- Venue staff will oversee social distance monitoring and guests’ usage of face coverings throughout the building.

Our venues have tables, chairs, and bars available onsite (either included in the venue rental cost or available to rent from our in-house inventories). Additional items (linens, plexiglass barriers, etc) will need to be obtained by a rental company. Elephants is happy to source these items from one of our rental partners and include them on your catering contract.

OUTSIDE CATERING PARTNERS (AT LEFTBANK ANNEX):

- It is the caterer’s responsibility to create and submit a layout that allows for social distancing. The venue team will review for accuracy and adjust to meet COVID guidelines if required. The venue reserves the right for final layout approval and any necessary adjustments.

- Caterers must submit the number of staff persons and detailed timeline of arrivals/departures in order for the venue team to monitor capacity restrictions.
- First thing upon arrival, please have staff check-in at the Leftbank office, near the Greatroom catering kitchen/load-in doors. All catering teams will be asked symptom check questions and have their temperature taken.
- Catering teams are responsible for cleaning of the kitchen and catering spaces, in accordance with our preferred catering contract. Cleaning and sanitizing products are provided by the venue.
- Social distancing and face coverings - Ensuring COVID safety during events is a team effort. Catering teams are also responsible for ensuring guests are wearing face coverings during food and beverage service, and monitoring social distancing when appropriate during food and beverage service (example: bar service queuing; masks on during plated meal service).

ACKNOWLEDGMENT OF COVID-19 SAFETY TERMS:

I acknowledge that **Elephants Catering & Events** is responsible for following all COVID-19 reopening phase restrictions and mandates, and will comply with all expectations for COVID-19 safety protocol. I acknowledge that terms are subject to change based on Oregon Health Authority COVID-19 state guidelines.

Name: _____ Date: _____

Signature: _____

Our events team is here to support you in the safest way possible. The health and well-being of our clients and vendors are our highest priority!

Please reach out any time with questions or concerns.



LEFTBANK ANNEX
A PORTLAND EVENT SPACE