



SSAsafety
first

TEAM MEMBER TRAINING

LAST UPDATED JUNE 5, 2020

The content of this training is subject to change, without notice, as the CDC continues to update its guidelines on COVID-19.



Your mission. Together.



SSA'S Commitment to #SSAFETYFIRST

SSA is committed to keeping YOU – our team – and our guests safe. And in times of uncertainty, SSA is taking an abundance of caution to reinforce team member and guest confidence and prevent the spread of COVID-19.



FACILITY CLEANING

Enhanced cleaning and sanitation procedures are being implemented to provide a safe environment for our team members and guests.



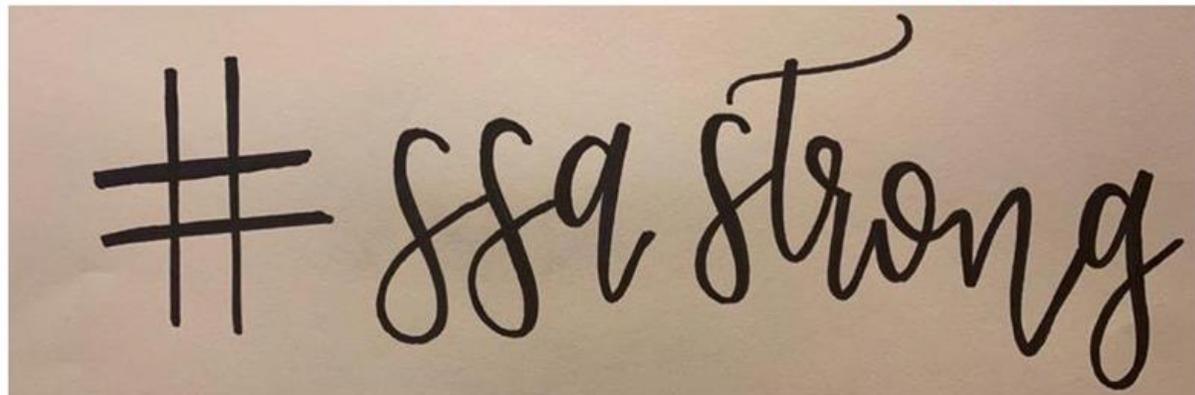
PERSONAL PROTECTIVE EQUIPMENT (PPE)

PPE, including masks and gloves, are being provided to all team members.



GUEST SERVICE

SSA is adapting its procedures for guest service, including packaging, guest service spaces, spaced queuing lines, mobile ordering, and more.



#SSAStrong – Messages above from our Executive Leadership Team



Coronavirus: Overview

What is it?

In December 2019, a coronavirus called SARS-CoV-2, which causes the COVID-19 disease, was first identified in Wuhan, China. It has since rapidly spread across the world and is now an ongoing pandemic.

How does it spread?

According to [the CDC's website](#): The virus that causes COVID-19 is thought to spread mainly from person to person, mainly through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. Spread is more likely when people are in close contact with one another (within about six feet).

Symptoms

- Please see the poster to the right. Note that [symptoms listed](#) on the CDC website have been updated regularly as new information comes out; please check the CDC website daily.

For more information, please review the below links in full:

- [CDC Coronavirus FAQ page](#)
- [Who is at high risk for severe illness and associated CDC recommendations](#)
- [Prevention tips for not getting sick, both at work and outside of work](#)

Symptoms of Coronavirus (COVID-19)

Know the symptoms of COVID-19, which can include the following:



Symptoms can range from mild to severe illness, and appear 2-14 days after you are exposed to the virus that causes COVID-19.

***Seek medical care immediately if someone has emergency warning signs of COVID-19.**

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.





Stop Germs: Handwashing & Hand Sanitizer

HANDWASHING

- In addition to the CDC guidelines to the right, SSA is also having team members:
 - Wash their hands every 30 minutes (and as needed); and
 - Wash their hands or sanitize after every cash transaction.
- Check out this how-to video as well [HERE](#).

HAND SANITIZER

- Hand sanitizing stations have been placed throughout the operation for team and guest use. CDC guidance on hand sanitizer use (which should be alcohol-based with at least 60% alcohol) can be found [HERE](#).
 - Food Team Members: Remember, hand sanitizer doesn't substitute for handwashing when working directly with food! See SSA's Fundamentals of Food Safety training [HERE](#).

Stop Germs! Wash Your Hands.

When?

- After using the bathroom
- Before, during, and after preparing food
- Before eating food
- Before and after caring for someone at home who is sick with vomiting or diarrhea
- After changing diapers or cleaning up a child who has used the toilet
- After blowing your nose, coughing, or sneezing
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage



How?



Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.



Lather your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.



Scrub your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.



Rinse hands well under clean, running water.



Dry hands using a clean towel or air dry them.

Keeping hands clean is one of the most important things we can do to stop the spread of germs and stay healthy.

LIFE IS BETTER WITH

CLEAN HANDS



www.cdc.gov/handwashing



This material was developed by CDC. The Life is Better with Clean Hands Campaign is made possible by a partnership between the CDC Foundation, GDUO, and Staples. HHS/CDC does not endorse commercial products, services, or companies.

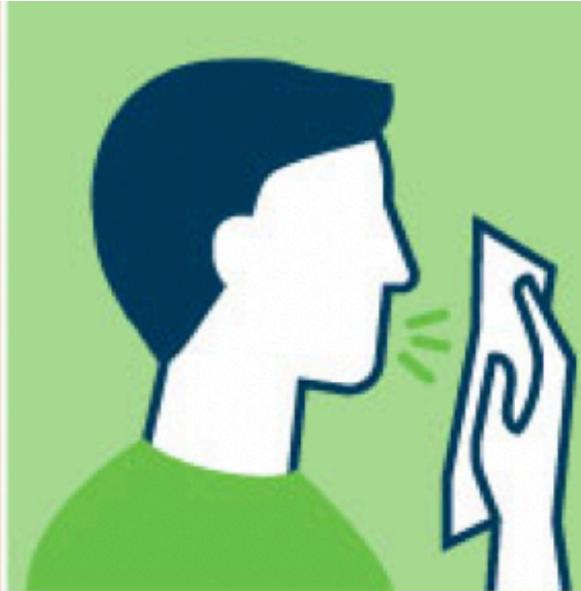
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Stop Germs: Respiratory Hygiene/Cough Etiquette



Avoid touching your eyes, nose, and mouth.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

- It's important to limit the transmission of respiratory pathogens spread by droplet or airborne routes.
- If coughing or sneezing, be sure to cover your mouth and nose with a tissue. Put your used tissue into a waste basket.
 - Note that with a face mask worn, the cough or sneeze may be covered by the mask; however, you may need to change to a new mask if it is soiled.
- If the cough is consistent and dry, it may fall under symptoms of COVID-19 and will be reassessed if you are working.

Remember to wash your hands after coughing or sneezing! For more information, review the CDC's guidance [HERE](#).



A #SSAFETYFIRST Workday: Personal Hygiene



- SSA's “Appearance, Uniforms, and Personal Hygiene” standards can be found in the SSA Group Employee Handbook. Our professional appearances are important in leaving a favorable impression with our guests.
- **A few reminders:**
 - Wear a clean uniform every day;
 - Bathe regularly and maintain personal cleanliness;
 - Keep fingernails short and clean (and for Food team members, no fake nails and no nail polish); and
 - For Food & Beverage employees, hats must be worn (*if applicable to location uniform expectations*) and long hair above the shoulders must be pulled back.

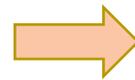


A #SSAFETYFIRST Workday: Check-In Procedures

To ensure the #SSAFETY of our team members, SSA has implemented check-in procedures, which will include temperature-taking. Please review the below:

STEP 1: CLOCK IN

Sanitize (with specified product) the timeclock before and after you clock in.



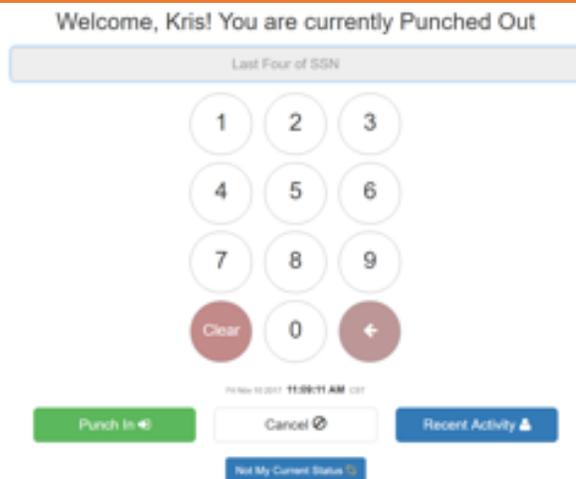
STEP 2: CLEAN YOUR HANDS

Wash or sanitize your hands.



STEP 3: GRAB PPE

Get one mask and one bag of gloves (marked for size). These will be in individual bags for safety purposes. Put on your mask – but don't put on your gloves yet!



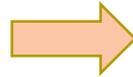


A #SSAFETYFIRST Workday: Check-In Procedures (Continued)

Review the rest of the check-in procedures below. Your General Manager and/or Senior Leadership team will share any unit-specific procedures outside of the below as applicable.

STEP 4: SYMPTOM-CHECKING

Check in at the area designated for your location; you will be asked if you are sick or have had recent exposure to potential or confirmed COVID-19, and your manager will take your temperature using a non-contact thermometer.

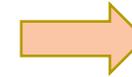


STEP 5:

ACKNOWLEDGMENT

Sign the board with your name acknowledging that you've gone through the check-in steps. Sanitize prior to and after signing! Food team members proceed to wash your hands.

Daily Onsite Employee Sign In & Confirmation		
Employee Name - PRINT ONLY	Employee Signature	Date



STEP 6: START WORKING

Put on your gloves. You are now ready to start your workday!





A #SSAFETYFIRST Workday: Personal Protective Equipment (PPE) - Masks



Disposable masks* will be provided to the team during check-in each day.

Click [HERE](#) to [check out the TikTok video](#) of Connor, our Food & Beverage Manager at the Denver Zoo, showing the do's and don'ts of wearing masks properly.

*Salaried managers will receive cloth masks and are responsible for cleaning them at night and wearing a clean mask each shift.

HOW TO WEAR A MASK?

Use surgical masks instead of N95 masks.



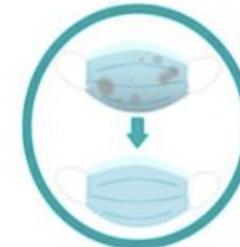
It should **COVER YOUR MOUTH, NOSE AND CHIN**, with the coloured side facing outwards.



PINCH THE METAL EDGE OF THE MASK so that it presses gently on your nose bridge.



Remove a used mask **HOLDING ONLY THE EAR LOOPS**.



To be effective, **CHANGE YOUR MASKS REGULARLY OR IF SOILED OR WET.**



WASH YOUR HANDS WITH SOAP AND WATER after disposing the soiled mask properly into a bin.



A #SSAFETYFIRST Workday: Personal Protective Equipment – Gloves

Disposable gloves will be provided to the team during check-in each day. Gloves will be available throughout the day as necessary for glove changes. [Check out the Tik Tok video linked here](#) of Denver Mart General Manager, Marty, showing the do's and don'ts of proper glove wear.



How To: Safely Remove Gloves

It's important to safely remove gloves to avoid contaminating the areas around you. This is done by carefully pinching the outside of the gloves and peeling them away, as shown in the screenshot below:

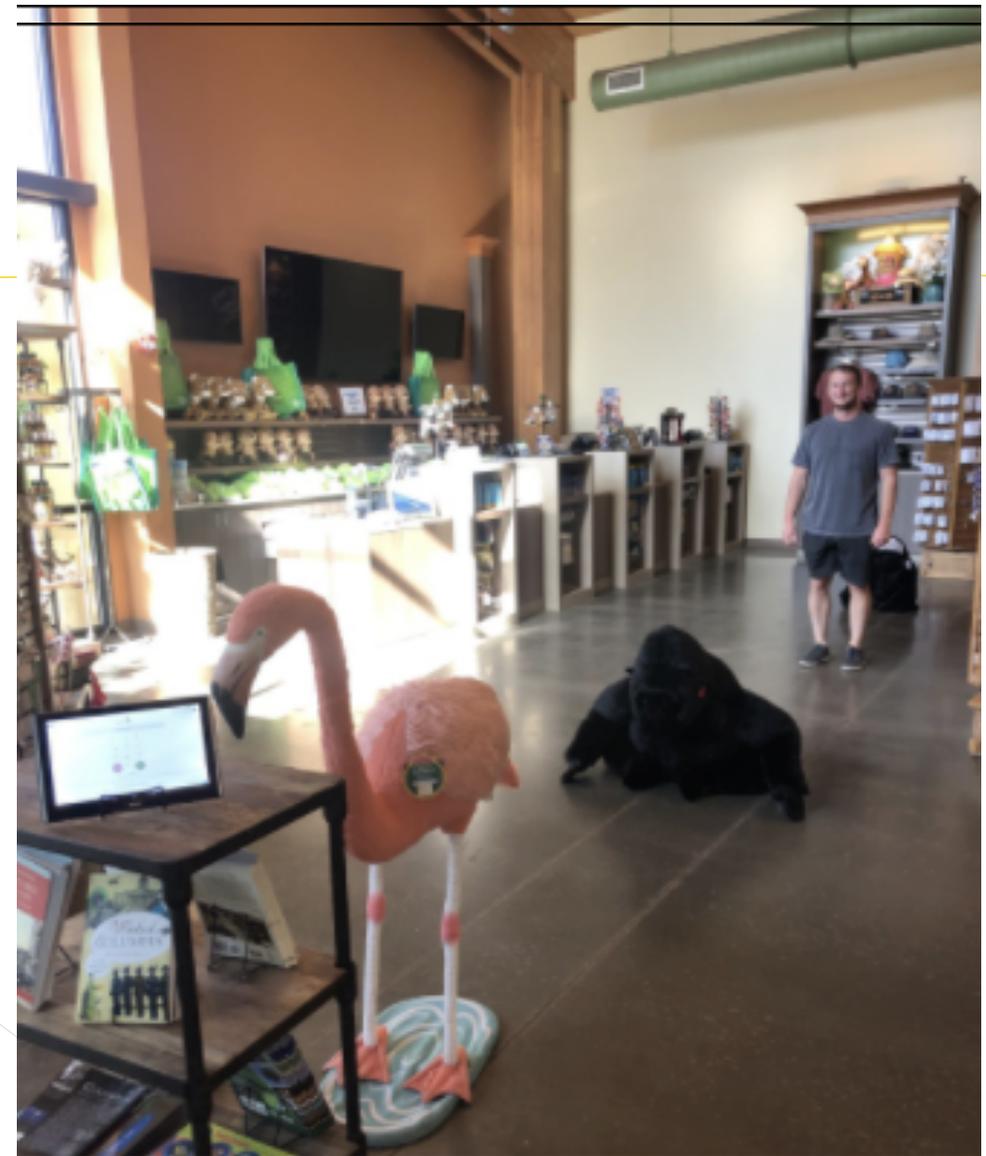


Review a detailed, step-by-step break-down [linked HERE](#).



Key Operational Notes & General Precautions

- Outerwear and personal items should be left in your unit's designated area to avoid contamination of the workspace.
- Stay in the position you are assigned to avoid cross-contamination to the extent possible. For example, if you are a cashier, stick to cashiering; if you're on the sales floor, stick to the sales floor; if you're a busser, stick to bussing. Note that sanitation and cleanliness will be expected of all positions and roles.
- Try to limit the number of people handling the same items as much as possible. Practice "no contact" transfers with both team members and guests: place items on a counter for the next person to pick up, rather than transferring back-and-forth.
- Prop open frequently used internal doors if space and operations allow. (Check with your management team to ensure the door may be propped open.)



Don't congregate by the timeclocks, breakrooms, cash office, or other small spaces.

To the extent possible, maintain a safe social distance from others (six feet).



Points-of-Contact

- During each shift, a senior manager will be designated as a #SSAFETYFIRST Manager-on-Duty (MOD). The #SSAFETYFIRST M.O.D. will be announced to the team each day; your General Manager will inform you on how to find out who the M.O.D. is each shift.
- You can contact your #SSAFETYFIRST M.O.D. or your General Manager with any questions or concerns. You may also contact the Headquarters' People Department at PeopleDepartment@thessagroup.com or 303.322.3031.

What to Do If You Are: Sick or Potentially Exposed to Coronavirus

- *If you believe you are sick with, or have been exposed to, coronavirus – please do NOT come into work. Reach out to your leadership team via phone call or email, as designated by your location's call-in procedure.*
- It's important to **immediately notify** your #SSAFETYFIRST M.O.D. and General Manager if:
 - You have symptoms, as listed on [this CDC link HERE](#), of Coronavirus;
 - If you've been formally diagnosed with Coronavirus;
 - If you've had *close contact with, or caring for someone at home with, a possible or confirmed Coronavirus infection; or
 - If you have recently, or are planning to, travel internationally; travel on a cruise ship or river boat; or have travelled domestically.
- Leadership will then work with you on next steps. In the meantime, you will be encouraged to follow CDC-recommended steps linked [HERE](#).
- **Close contact includes: Lived or stayed overnight with you, stayed within six feet of you for more than 10 minutes while not wearing a mask, or exposed you to direct contact to bodily fluids.*



Reminder: Take Care of Your Mental Health

- More trainings are coming your way. But before we continue, it's important to us at SSA that all of our team to take care of their mental health. In these uncertain times, it's more critical than ever.
- Check-out this service industry article [HERE](#) that discusses mental health strategies and resources, and this article [HERE](#) that provides information as well. This Behavioral Essentials blog [HERE](#) is a displays the importance of self-care.
- The CDC website also shows supportive information linked [HERE](#), including how to cope with stress.

Protecting Your Mental Health During the Coronavirus Outbreak

1 Separate what is in your control from what is not.

2 Do what helps you feel a sense of safety.

3 Get outside in nature—even if you are avoiding crowds.

4 Challenge yourself to stay in the present.

5 Stay connected and reach out if you need more support.

Crisis Text Line by texting TALK to 741741 or National Suicide Prevention Lifeline at 1-800-273-TALK

American Foundation for Suicide Prevention

Perimeter County Health Department
NCPH
North Carolina Public Health
Everywhere, Everyday, Everybody



What's Next?

- All team members will receive training on:
 - EXTRA Guest Service
 - Cleaning & Sanitation Procedures
- All food & culinary team members will receive training on:
 - Fundamentals of Food Safety
 - ServSafe COVID-19 Takeout Training
- All team members who handle money will receive insight on:
 - Cash Handling – COVID-19 specific
- All General Managers and Senior Salaried Managers will receive training on:
 - Team Member management under #SSAFETYFIRST guidelines

Your General Manager and senior leadership team will also give further in-person training on unit-specific procedures, including forming lines, placing orders, handling beverages, seating, sanitation, stocking, and more.