

# Eat, Drink, *& stay healthy* & Be Married!

## **JAM COVID-19 PLAYBOOK**

These health and wellness protocols are subject to change according to new information and new CDC and state government guidelines emerging as the current public health crisis evolves. **With every new version of this Playbook, new or changed items are indicated in green text.** Revision date is indicated at the top and the latest version is always available at [www.jamcater.com](http://www.jamcater.com). Note that slightly different protocols apply to venues located in Pennsylvania, Philadelphia (specifically), New Jersey, and Delaware, and these differences are indicated as needed.

# JEFFREY A. MILLER

**BY HAND, WITH HEART**

# Love Makes Us Stronger

---

To our esteemed clients, colleagues & friends,

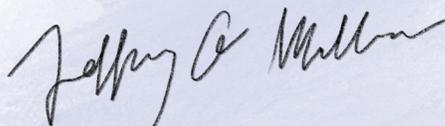
We sincerely hope this message finds you and yours safe and in good health. The covid-19 pandemic has sure turned the world upside-down, but we're taking comfort in how people all over the world and in local communities continue to carry on while working hard to "flatten the curve." It's truly been teamwork on a global scale, and that's something we can get behind!

Our Jeffrey A. Miller catering venues in Pennsylvania, New Jersey, and Delaware are gradually reopening. It's still going in fits and starts, but we're just happy to be getting back to doing what we do best, which means putting out great food for joyful celebrations in amazing settings. The pandemic is far from over, though, so we're continuing to pursue every new health and wellness protocols we possibly can. Some are government-mandated, others are what we feel is best to our guests and each other safe. Nobody could possibly be all that thrilled about having to jump through so many hoops, but we agree that such measures are necessary in fighting the good fight against covid-19 together.

This ever-changing JAM Covid-19 Playbook gives an overview of these various measures. It's certainly not very exciting reading. But it does contain the latest info on how we're making our events as safe as possible, while still delivering great food and warm, friendly service. We'll stand firm with each and every one of our clients through these tricky times, right through to that last joyous dance and that last delicious slice of wedding cake!

Thank you for your continued support and trust. We're definitely looking forward to seeing you at the party!

Warm regards,



Jeff Miller & The JAM

# Keeping Our Catered Events Safe

---

Covid-19 is making it a challenge to have catered events be as carefree as we're all used to—but that doesn't mean they can't still be a lot of fun! With a few common-sense measures, everyone's still going to have a great time!

The sections that follow give a general overview of the measures we'll be taking to keep everyone at our events as safe as possible in light of the dangers of the covid-19 pandemic. Every event is different, of course, and regulations in different locations tend to differ, too, so please communicate with your event designer to iron out the specific details.

Then join us in following our new party mantra:

**“Eat, Drink, & Be Married—*and* Stay Healthy!”**

## EVERYONE DO THE WAIVE(R)!

All JAM staff, guests, and vendors must complete and sign a simple health screening waiver—available online—a few days prior to arriving at any JAM event. We're unhappy to have to require this waiver, but we understand and agree with the idea behind it. Please review the following details carefully to ensure the waiver-signing process doesn't trip up or delay your event. Your JAM event designer will fill you in on all the details, but don't hesitate to reach out to them if you have any questions or concerns about it before or after that conversation.

### WHAT'S THIS WAIVER FOR?

- To comply with CDC guidelines for ensuring the health and safety of all those attending catered events.
- By asking specific health screening and covid-19 exposure declarations, the waiver draws people's attention to the real dangers of attending an event while sick. It also indirectly suggests they avoid attending if they feel their presence might present a health hazard to others.
- The waiver system generates a list of every person present at each event, along with their contact information, which will be useful if contact tracing becomes necessary.

### HOW IT WORKS

1. About 10 days before your event, we'll send you a link to the online waiver, along with instructions on how to access it.
2. You forward the link and instructions to everyone on your guest list (vendors as well).
3. Your guests (and vendors) fill out the waiver online. We compile a list of everyone.
4. We will check your guests in at our Welcome Table, and then they can go right in.
5. Guests and vendors who show up without having completed the waiver online will be asked to do so on the spot. Then they can go in and enjoy your event

### IT'S ACTUALLY PRETTY EASY...

- This whole waiver business is an extraordinary measure for these challenging times, just one of the many measures we've been putting in place to keep everyone attending our catered events as safe as possible.
- Fortunately, we've made the waiver process fast, easy, and convenient. It takes just a minute or two on any computer or handheld device. We kindly ask for your cooperation, collaboration, and kind understanding in making the process as smooth as possible.

### BE SURE TO READ THIS PART...

- Responsibility for informing guests about the waiver and how to access it online falls necessarily on the contracting client. We would love to be able to do this for you, but we can't—because we don't have your guest list. Only you have your guest list, so only you can alert everyone on it about the waiver. Your event designer will have all the details about how to do that—and once again, it's pretty easy.

### AND THIS PART, TOO...

- *Waivers should most definitely be completed online in advance.* Why? Because guests who've done the waiver online will be ushered into the event almost immediately, with very little wait. Those who haven't done their waiver will need to stop at the Welcome Table to do it on the spot, inevitably clogging the entry point and potentially delaying the event starting time. And nobody wants that!

## EXAMPLE OF WAIVER

# JEFFREY A. MILLER

BY HAND, WITH HEART

### HEALTH SCREENING WAIVER

Each attendee must complete one waiver within 10 days prior to the event. Waivers submitted more than 10 days before the event date cannot be accepted.

Individuals needing assistance to complete this form may have another person complete and submit it on their behalf. If you are completing this form for someone else, please add your name in the space indicated and also sign the form on behalf of the attendee.

**Event Name \***

  
For example: "Smith Wedding" or "Pascal Bar Mitzvah."

**Event Date \***

 /  /   
MM DD YYYY

**Event Location \***

**Are you completing this form on behalf of someone else?**

No, it's for me  
 Yes, I'm filling it out for someone else

**Attendee Name \***

    
First MI Last  
Enter the name of the guest, staff or vendor here.

**Attendee Type (Guest | Staff | Vendor | Other) \***

#### DECLARATION – COVID-19 EXPOSURE

I make the following statements, which are true and correct to the best of my knowledge:

- I am not experiencing any symptoms of illness such as cough, shortness of breath or difficulty breathing, fever, chills, muscle pain, headache, sore throat, or sudden loss of taste or smell.
- I have not been exposed to a person with a suspected or confirmed case of COVID-19, or, I work in a health care facility and have properly used "personal protective equipment" (PPE) at all times while working with patients.
- I have not been diagnosed with COVID-19 without being cleared as non-contagious by state or local health authorities.
- I am following all CDC-recommended guidelines as completely as possible in order to limit my exposure to COVID-19 and the spread of COVID-19.

I affirm that I make the statements in the Declaration, above, and that they are true and correct to the best of my knowledge.

#### WAIVER

I also understand that attendance at any large gathering at this time carries certain risks. In exchange for admittance into the event and use of the facility, I therefore accept the risk of attending this event and relieve the organizers, host, venue owners and event management company and any assigns, successors and/or heirs from any loss, damage, claim and/or demand on account of injury, sickness or death arising from attending the event or use of the facility.

Yes, I affirm

#### INFORMATION PRIVACY

I agree that information submitted via this form may be shared with any governmental agencies, if required. I also agree that information submitted via this form will be stored temporarily by Jeffrey A. Miller Catering, until it is no longer required as part of our ongoing covid-19 health protocols.

Yes, I agree

**Please check this box if you are under 18 years of age**

I am under 18 years of age

**Attendee Signature (or signature of the person who completed this form on behalf of the attendee) \***

[Clear](#)

Parent/Guardian/Assistant may sign on behalf of individuals under 18 years of age or individuals requiring assistance to complete the form.

**Email Address \***

  
Please enter your email address here. A record of your signed waiver will be emailed to you, along with a list of new health and wellness protocols we've put in place for all of our events. The email address will be kept on file temporarily in case we need to contact you with any covid-19 related information.

**Phone Number \***

 -  -   
### ### ####  
Please enter your phone number. The number will be kept on file temporarily in case we need to contact you with any covid-19 related information.

**SUBMIT**



## FEELING HOT? NOT COOL!

As everyone surely knows, running a fever is one possible symptom of covid-19 infection (although many carriers are entirely without symptoms, which is what makes the spread of covid-19 so hard to deal with). In any case, we'll be checking body temps among our staff, just as an additional preventative measure.

- Prior to the start of each shift and before entering any JAM venue (or before entering vehicles when car-pooling), all staff will undergo a contact-less body temperature screening to check for possible fever. Employees found to have a body temperature of 100.4°F or higher will be sent home and advised to self-quarantine and seek medical treatment and/or testing. Employees will practice physical distancing while waiting for their temperature screening (thought honestly it takes about 10 seconds per person, so probably not much waiting).
- We've decided NOT to check guest temperatures, but we do ask that any guest who realizes they are running a fever to please refrain from attending our events. The stakes are just too high!

## LET'S GIVE EACH OTHER SOME SPACE!

Infectious disease experts all agree that the second-best way to mitigate covid-19 transmission is simply to put space between people, so that potentially infectious aerosolized droplets have much less chance of going from one person's nose to landing in somebody else's nose. Most people call this "social" distancing, but we prefer "physical" distancing—because everyone can be plenty social, even at a distance of 6 feet! It's a party, after all, and what's more social than a party?

Here's what you can expect in terms of measures to put a little space between all the people gathered at our events:

- Occupancy limitations on venues have been drastically reduced across the board, using a complex combination of floor plans and local fire codes. What this means in practical terms is that the number of guests allowed at any event may, for the time being, be significantly less than what you originally planned. This is the only way to remain in compliance with government requirements in each relevant jurisdiction.
- We do have a few options for expanding occupancy limitations using additional tenting. It's never an optimal solution, but your event designer can help you decide if it's a direction you want to take with your event.
- Clients will need to work with their JAM event designers to re-design seating and other event spatial arrangements to ensure compliance with state, CDC, and other official guidelines pertaining to physical distancing.
- If your event is a wedding, you'll have to consider the ceremony seating. We have several options for this, including widely spaced rows, distributed chair clusters, self-positionable seating, and standing-style "seating." Your event designer will have all the details and options.
- JAM team members will adhere to physical distancing guidelines to the greatest extent possible, both on the event floor and in staff areas.
- Guests are respectfully requested to do the same, including at the bar and on the dance floor (both of which tend to get too crowded for these covid times). Physical distance reminders in the form of signage and floor decals will be part of both dance floors and bars

- Dining room setups will be arranged so that all tables are least 8 feet apart, resulting in the desired 6 feet in between chair backs. (Seated guests apparently average one just foot thick!) Such table spacing will require floorplans to be designed specifically for each venue and event. Fortunately, our event designers have already done all of the floorplan wizardry to figure out the best options for each venue.
- Most dinner tables are 60" rounds, but your event designer will be able to provide a list of further options.
- Stanchions may be used to create wider separation of guests accessing buffet tables, bars, etc.
- Bands, DJs and other vendors should be prepared to set themselves up in such a way that they maintain at least six feet of distance from guests and staff. We'd also like to have them work a few physical distancing reminders into their routines.

### **MASK-QUERADE PARTY!**

By far *the best way* to inhibit covid-19 transmission is for everyone to wear masks (especially indoors). Nobody likes wearing masks, but the medical science is behind them as an effective means of preventing the transmission of potentially infectious "aerosolized droplets" among noses and mouths. Many covid-19 carriers are entirely without symptoms, so it's best to err on the side of caution by consistently wearing a mask. Because mask wearing is so key to preventing covid-19 spread, it is currently Pennsylvania state law that masks be worn at all times at indoor gatherings (except when seated at a dining table) and even outdoors whenever appropriate physical distancing cannot be achieved.

Remember the Public Gathering Mantra for 2020 into 2021:

My mask protects you  
 Your mask protects me  
 Our masks protect all of us

- Government regulations politely require guests, staff, and vendors to wear masks at all times while entering, exiting, or otherwise moving about within the event venue—including at the bar and on the dance floor.
- Masks may be removed while seated for cocktails and/or dinner, or while outdoors and able to maintain appropriate physical distancing.
- All JAM staff will wear masks for the duration of their shift. Front-of-the house staff will be provided with company issued masks and these will be a required part of their uniform.
- Venues are supplied with signage politely reminding everyone about the current mask-wearing rules.
- Individuals who cannot wear a mask due to a medical condition (as well as children under the age of two) will not be required to wear masks.
- Nobody likes any of this mask-wearing business—not you, not your guests, not our staff, nobody—but it's necessary under the circumstances. It's also the currently mandated law in the state of Pennsylvania, New Jersey, Delaware and elsewhere.
- Consider making your event a masquerade party...? If you can't beat it, why not join it?

## FOOD GLORIOUS FOOD!

Surprisingly, most food service options during covid-times are not so different from “normal” times. This is because covid-19 seems to be rarely transmitted through contaminated food (which is why you can still order takeout from just about every place on earth). Your event designer can talk over all the options in detail, but here’s a quick round up of some of them.

### FOR SELF-SERVE BUFFETS

- The only real problems with buffets are shared utensils and crowding at the buffet table. The one is easily mitigated with hand sanitizer stations positioned all over the place. The other can be addressed by asking people to keep some space between each other, just like you do at the grocery store and everywhere else these days.
- To further limit contact with serving utensils, we can convert buffet stations to pre-portioned single-serving “grab-&-go” plates, for example using disposable bamboo vessels, or putting everything on easy-to-grab skewers.
- Add staff to a buffet to change the service style from “self-serve” to “served,” eliminating shared utensils.

### A NEW KIND OF COCKTAIL HOUR

- Cocktail hour presents a major problem these days. The very definition of cocktail hour involves people *standing* around mingling, eating and drinking and chatting. That’s a problem in light of current regulations requiring face masks except when seated at a dining table. We can’t legally offer butlered hors d’oeuvres to guests who are not seated, because they’d need to remove their masks to eat them, thus resulting in non-compliance. If this all seems pretty dumb to you, you would not be alone in thinking that. But those are the rules at the moment, so we’ve come up with few “work-arounds.”
- One option is to add lots of tables so people can sit down during cocktail hour.
- Another option is to skip cocktail hour altogether, but fold certain elements of it into a longer, more elaborate sit-down dinner, with the various courses broken up with speeches, dances, and other gathering rituals. Your event designer can give you details on how all that might work.

### PLATED DINNER SERVICE

- Plated dinner service can go on as usual, the only new limitation being no more than 10 guests per table, unless they’re all from the same household. \*8 guests per table in New Jersey, unless they’re all from the same household.

## **BELLY UP TO THE BAR! NOPE, SCRATCH THAT! “MAKE TIDY, WELL DISTANCED LINES AT THE BAR”!**

If you’ve ever been out on a Saturday night (yes, you know you have), you know that bars can be tricky when it comes to maintaining physical distancing. We’re minimizing the risks through the following measures, designed to protect both guests and our bartenders.

- Bars are configured to increase physical distancing between guests, and between guests and bartenders. Instead of one big crowd lunging up to the bar for glasses of red and double martinis, we’re using stanchions and ropes to create more orderly bar scene, with clear entrance and exit points and other physical distancing arrangements. If you’ve ever lined up at a Trader Joe’s, then you’ll quickly get the hang of this.
- Like most service counters these days, bars are equipped with clear acrylic barriers between bartenders and guests, limiting airborne transmission of those naughty aerosolized vapors back and forth over the bar.
- Bartenders may opt to wear N95 masks and face shields, just like any other “healthcare professional.” (Okay, sure, bartenders aren’t really healthcare professionals... Or are they...?)
- Speaking of masks, for the moment our bars have a “no mask, no drink” policy. Nobody will be allowed to order a drink at the bar without a mask, and unmasked guests will be refused bar service. This is to keep our events in compliance about current state law. The requirements will be plainly spelled out via signage, and we’ll try to have DJs remind everyone about it from time to time as well.
- Guests will be expected to maintain physical distancing while in line for the bar. Stickers on the floor will suggest where to stand, and we’ll ask the DJs to mention this, also.
- When planning the drink options, keeping them simple will speed service and minimize crowding at the bar.
- Clients may opt to add bar staff for table-side wine service, or to butler trays with pre-filled glasses of wine, beer, and/or signature drinks.

## **CLEAN HANDS & SURFACES!**

Next to masks and physical distancing, the third best way to minimize potential covid-19 transmission is for everyone to keep both hands and touchy surfaces clean. Good ol’ soap and water work best, but we have LOTS of hand sanitizer, too. For several months now we’ve all been washing up, spritzing down, and wiping away many more times a day than we ever did before—and so it shall be at JAM events.

- Upon arrival at any JAM work site, employees are required to wash their hands with soap and water for at least 20 seconds. Any employee serving any kind of food or drink will certainly wash and/or sanitize their hands prior to doing so.
- Hand sanitizer stations will be available near every food and beverage station, as well as at entrances, in restrooms, etc.
- Signage will remind everyone to sanitize their hands before and after using shared serving utensils.
- All service locations (stations, bars, etc.) will have hand sanitizer available for team members and guests.
- Frequently touched surfaces such as handles, doorknobs, railings, light switches, and countertops get sanitized regularly by one or more staff specifically responsible for this duty,

once upon arrival, again midway through, and once again following the main meal.

## DANCING THE NIGHT AWAY!

As with many other things, events with dancing (which is most weddings) are necessarily going to look a little different....

- Even on the dance floor, physical distancing is still a thing. That might require a little “creativity” on the part of your dancing guests. Everyone will still be able to “Floss Like a Boss,” but may we suggest that a few new dance moves might enter the mix? “The 6-Foot Shuffle,” anyone? Maybe the “No-Touch Mambo”?
- At most of our venues we’re installing attractive floor decals to help your guests understand where it’s best to boogie and where it’s best not to.
- We’re hoping to enlist the help of the MC in reminding everyone to give a little space on the dance floor.
- Unfortunately, dance floors, per se, are still not allowed in certain localities (New Jersey, for example). If you happen to be in one of these locations, your JAM event designer can discuss the various options and alternatives pertaining to dancing at your event.

## ENLISTING THE HELP OF YOUR MC

Holding a large gathering during a pandemic requires some give and take all around. We’ve all had to get used to waivers and distancing and masks and all the other measures needed to keep everyone safe while still having a good time. All these new ways of doing things are also requiring more teamwork and better communication than ever, to make sure everybody stays on the same page and knows what to do.

One **key player** in keeping that communication loud and clear will be the person you’ve entrusted to MC your event (typically a DJ or band leader). That person is in a perfect position to remind guests about what’s expected, so we’ll want to engage them even more than usual to get the word out.

JAM event designers always end up talking to the MC on the day of any event, to go over the details of timing and such; but now that things are so much more complicated, we’d like to start that communication somewhat more in advance.

Specifically, your JAM event designer would like to schedule a 3-way phone call (planner, you, and your MC) to touch base about the new regs and also go over how to work a few friendly health and safety reminders into the MC’s program.

# Keeping Our Production Kitchen Safe

---

We already have very solid health and sanitation protocols in our commissary kitchen, but we've added the following guidelines to ensure that JAM culinary team members stay as safe as possible in the kitchen in light of the current risks.

- All JAM team members complete an online health screening survey before every shift, with responses assessed in real time by the kitchen management. Any JAM team member indicating any sign or symptom of illness is required to stay home until symptom-free for 72 hours. They are also encouraged to self-quarantine and to seek medical treatment and/or testing. All screening data is logged and tracked by the kitchen management.
- All JAM team members are wearing masks at all times, especially indoors, until CDC guidelines indicate it's safe to unmask. The mantra is: "My mask protects you, your mask protects me, our masks protect us all."
- All JAM team members wash their hands prior to beginning work and in between every task. (They've always done this, but even more so now!)
- Lots of hand sanitizing going on, too. In the "JAM by HAND" spirit, we've even made our own sanitizer using Chef Angelo's "secret" recipe!
- All team members stay physically distanced throughout the day, and production areas have been modified to accommodate this.
- Kitchen production staff is been divided into two alternating teams who never come in contact with one another. This reduces the staff density in each area, reduces risk in case a team member does become sick, and also makes quarantine and contact tracing easier if it becomes necessary.
- Surfaces throughout the kitchen, offices, warehouses, and vehicles are sanitized regularly throughout each day by team members assigned to the task.
- Doors in frequently trafficked areas have been outfitted with foot-operated door openers wherever possible. Doors that still use handles and doorknobs have hand sanitizer nearby. Other doors are simply being left propped open (or removed if they're not actually necessary).
- Deliveries from outside contractors are received using no-contact delivery protocols.
- That one UPS guy who used to crash our staff meal every day around noon now must unfortunately be excluded from doing so. Hopefully we'll be able to have him back eventually!

# Meetings In The Time Of Covid

---

There's a lot of planning that goes into catering events, and that means meetings and more meetings, not only between clients and event designers, but also internally among our various departments. To keep all of that as safe as possible we've changed up our meeting protocols quite a bit.

- JAM is now a handshake-free organization. (No hugging or kissing, either!)
- Most meetings are now held virtually, using the same kinds of phone and software tools we've all become waaaay too familiar with these past several months.
- Event designers can provide all clients the option of virtual consultations and venue visits via Zoom, FaceTime, or other virtual meeting software familiar to both parties.
- All in-person planning and other discussions will take place in spaces allowing an appropriate amount of physical distancing.
- JAM team members, guests, and visitors to any JAM property or venue will maintain physical distancing for the duration of the meeting.
- JAM team members, visitors, and guests may need to wear masks as required by CDC, state, or other guidelines.
- Hand sanitizer will be placed at venue entrances and throughout venue spaces as deemed appropriate, for use during tours and other visits.
- Tables and other meeting surfaces will be sanitized before and after in-person meetings.

