

# Corona

This handbook describes the existing and new guidelines and instructions for health and safety measures in Cafe Analog during the Coronavirus.

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# Introduction

Welcome to yet another semester in Analog!

We have carefully tried creating guidelines which makes it safe to be a volunteer barista in Analog during corona while still leaving room for Analog hygge and good vibes.

The guidelines changes the way the cafe is arranged, how customers order their coffee and how we work in the kitchen. We know some of them will take more time to comply with and we will communicate to the customers that they should have patience. You should not stress about them as a barista but take the time it takes. Your safety and comfort is more important than customers waiting a few minutes.

Analog is one of the few student organizations at ITU who will open up, at least in the beginning of the semester. We are proud of the trust Analog is given by the management - a trust which we are confident that we can live up to. We know that the management will follow how Analog handles this, so we really want to show that we can have a fantastic student environment and stay safe at the same time.

The guidelines of how Analog will operate during corona are all based on the guidelines from Danish Health Authorities, ITU guidelines and the well-known principles of social distancing and focus on hygiene.

In the subsequent pages you can read more on

- Changes for customers and self service
- Cleaning instructions when you are starting your shift
- Only baristas on shift and max 2 baristas in the kitchen at a time
- What to if you feel sick, have symptoms of corona or are tested positive

We suggest you brew yourself a good cup of coffee and then continue reading. Should any questions or clarifications arise, feel free to contact any board member or member of the kitchen/operations team, and we'll be more than happy to answer.

Happy reading!

# Changes for customers and in the cafe

Please encourage our customers to comply with the guidelines and restrictions in the cafe if you see a situation you find unsafe. FM and the board are happy to help out if you do not want to approach a customer yourself.

Several initiatives like queue management, space between chairs and in couches, hand disinfection and disinfection wipes are set up in the cafe, to encourage our customers to stay safe and take good care of Analog.

ITU management requests that we guide our customers should they not comply. Posters will guide and nudge customers. Nobody likes policing but while you are on shift, you should help our customers to comply with the guidelines.

## Max 74 people in the cafe

Rearranging Analog by e.g. moving around chairs or couches or bringing in new chairs is not allowed.

Like all other rooms on ITU, the number of people who are allowed to be in the room is reduced. We have removed many chairs and created more space in couches, to ensure customers can keep a proper distance in Analog.

There must be no more than 74 people in Analog. That is split by max 20 people in queue and 54 seats available.

We expect that the max number of seated people should work just fine but there might be situations where there are too many in queue. We will try communicate on Facebook that our customers should try to come outside rush hours and e.g. wait outside Analog if there are too

many people in queue.

## Coffee self service

The black coffee self service stations has been moved over to the windows near the canal and queue barriers have been set up to form a queue. This is to create a better room for our customers to keep a distance while waiting for a filter coffee. Arrows in the floor guide customers to exit the cafe when they have taken their cup.

## Lids, sugar and syrup

We will try to reduce the different customer touch points. Therefore the following applies:

- **Only lids for large cups are provided at the self service station.** Customers must use a tongue ("tang") to take one.
- **Other lids (small cups and ice coffee lids) are provided by baristas.** Same goes for ice coffee straws.
- **Syrup are added to the drink by baristas and not as self service.**
- **Sugar will be available in small bags.**

# On shift

While you are on shift we will have to do some things differently because of corona. You will find updated procedures and changes in this chapter.

# Changing shifts, starting your shift

We expect that these tasks can take some minutes, so please do not stress but do take the time to get everything cleaned. Put up the *Kitchen is being cleaned*-sign to notify our customers that they'll have to wait a few minutes.

We want to keep a safe working environment for the baristas on shift. Therefore the kitchen must be cleaned when changing shifts, so the new shift can start with a clean environment. Achieving this includes hand hygiene and disinfection of barista and customer contact points.

As the very first thing when you start your shift, we ask that the new shift do the following tasks:

1. Wash your hands
2. Take a disinfection wipe and clean customer touch points:
  - Hot water dispenser tap and outside of the container
  - Coffee thermo tap and handles
  - Milk jug handles
  - The tongue ("tang") used for taking a lid
3. Take a new disinfection wipe and clean the following barista touch points
  - iPads and card terminals
  - Portafilter and steamer handles
  - Pitcher handles
  - Fridge handle
  - Grinder buttons
4. Change milk
  1. Throw out all milk from the milk jugs

2. Fill up jugs with new milk
5. Check in on your shift on the iPad (it's really important for contact tracing)
6. Wash your hands again and enjoy your shift!



On shift

# On shift

Everyone will need to use additional time and patience during these unusual changes. This includes baristas taking good time to do a thorough cleaning job **but also customers** who need to wait patiently. Cleaning > Customer service

Once you have done a thorough wipe-down of kitchen and café as described in the [changing shifts procedure](#), you should be ready to begin your shift in a safe working environment.

We know it sometimes can be a bit cramped and busy in Analog but in these corona times, we must prioritize to keep a safe environment. Therefore we are applying several initiatives and guidelines to create a clean and safe environment for everyone in Analog. These are to be followed at all times during your shift.

## Maintain a good hygiene

We must keep a good hygiene in the kitchen. Follow the below guidelines for a good hygiene:

- Wash your hands regularly
- Sneeze in your elbow
- Be aware of touching non-clean surfaces like your phone, laptop, iPad, or even your own face.

It is important to wash your hands continuously and always when you are changing from one 'work station' / role to another (e.g. going from taking orders to making coffee, for more info, see how to [organize yourself on a shift](#)).

## How to wash your hands

When it comes to hand hygiene the Danish Food Authorities says that hand disinfection does not replace washing your hands. We therefore recommend to always wash your hands and

then sanitize them afterwards.

Below is a video from the Danish Health Authority showcasing how to properly wash your hands

## Only baristas on shift must be in the kitchen and max two at a time

The kitchen is reserved for the baristas on shift. If you are not on shift, you can not enter the kitchen. You will have to stand in line with the customers to get a cup of coffee or ask the baristas on shift to e.g. get your cup from the kitchen.

*The only exemption from this, are baristas who are called to e.g. fix a technical issue, adjust the grinder (QAs, board members, kitchen managers). This is non-negotiable, not even if the kitchen is otherwise empty.*

The kitchen is where we normally stand the closest. To ensure there is a safe distance between the baristas on shift, there can be **no more than two baristas in the kitchen at a time**.

We know this will create a disruption on how we normally work. In the board we therefore suggests that you organize how you the work on the shift. For ideas on how to organize yourself in the kitchen under these circumstances, [please see here](#).

## Disinfect touch points and self service station regularly

Every time the coffee and tea thermos are switched, you must clean the thermo with a disinfection wipe on the tap, handle and sides.

We have many guests through Analog on a daily basis. We must therefore keep an extra focus on disinfecting customer touch points regularly; e.g. tables, handles and the taps of the thermos.

When we are changing shifts, we are cleaning the self service station and all touch points -  
see [separate guideline](#).

Disinfection wipes are provided to the customers to clean the tables and chairs when they leave them.

On shift

# Organize yourself on a shift

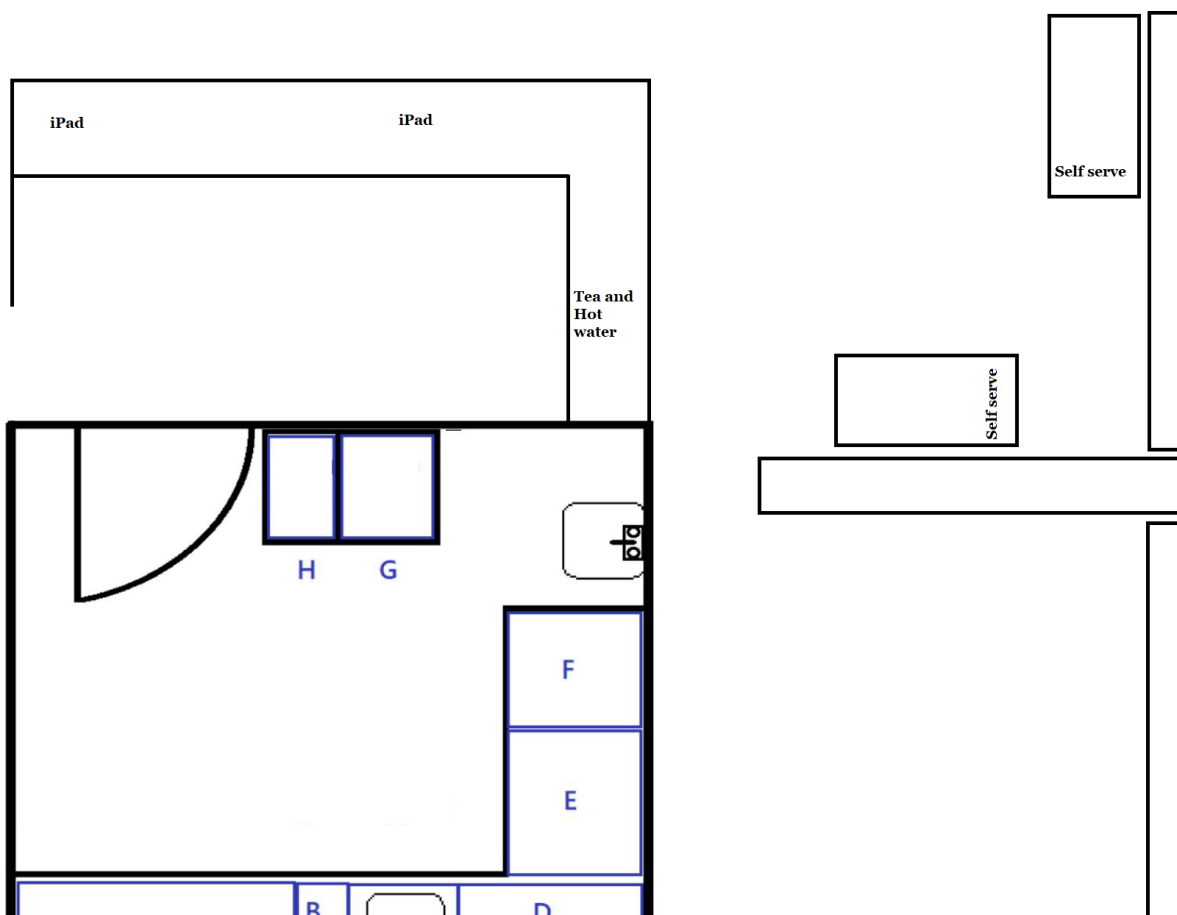
The following should be read as good tips on how to organize yourself into roles on a shift to both keeping a distance and avoiding sharing too many of the same touch points.

You are welcome to invent your own ways of organizing around current corona limitations.

You will be between three and four baristas on shift at a time. As we all know, our kitchen and counter facilities can become a bit cramped. The board therefore suggests that you give each roles and organize yourself on your shift.

For whatever kind of roles you decide to implement on your shift, we encourage you to maintain the roles quite strictly. If you are tired of one role, you are of course welcome to do a role rotation and clean touch points accordingly.

## The board's suggestion to organize a shift



*Figure: A rough sketch on how the cafe will look like during corona*

**Barista A** takes orders, handles the iPad and writes down orders on post-its. Post-its are then put on the kitchen door, or the tabletop by the door (H on drawing). When the order has been made, barista A hands out the coffee.

*Tip: Remember to use the same iPad all the time.*

**Barista B** makes espresso orders based on post-its left by *Barista A* and puts them back on the tabletop (H on drawing).

*Tip: Remember to use the same side of the Espresso machine as your own, to reduce touch points.*

**Barista C** primarily makes filter coffee, manages the self service station and helps out with espresso orders in between.

**Barista D** (if four baristas on shift) is the joker who can help with any of the above task. It would be nice if this person can help with some of the activities located outside the kitchen, to avoid cramming the kitchen (e.g. cleaning, filling milk, bringing thermos from self-serve, handing out coffees made by kitchen baristas).

*Tip: You can help with stuff in the kitchen, but remember not to be more than two at a time.*

*Additionally, remember that if you are the "joker" who helps with a lot of different things, you are likely also touching the most touch points, so be extra aware of your hand hygiene!*

# New face mask requirements

As of September 17th, Analog must comply with the new corona restrictions for cafes since there is public access to the cafe.

The new restrictions enforce Analog to ensure that all guests, baristas and baristas not on shift wear a face mask or visor when standing up or walking around in the cafe.

## Face mask restrictions

Analog is legally bound to make sure that all persons in the cafe comply with the new restrictions unless they are covered by an exemption.

A guest **cannot** enter the cafe and **must not be served** unless they wear a mask or visor.

## Guests and baristas *not* on shift

- All guests, also baristas not on shift, **must** wear a face mask or visor when entering the cafe, standing up or walking around in the cafe. The restriction applies even if a guest is just entering the cafe to get a coffee and would leave again, pick a board game etc.
- **When seated**, the face mask or visor can be removed but must be put on again when standing up.
- Customers and baristas not on shift can buy a face mask at the entrance for 3 kr.

## Baristas *on* shift

- All baristas on shift must wear a face mask or visor while on shift.
- If a barista only works in the kitchen and has no customer interaction, a face mask is not required.

- We will buy plenty of face masks for baristas on shift. They will be available in the kitchen.
- When you enter the cafe to start your shift, you can enter without a mask but must then put one on from the kitchen.

## Exceptions

If people say they have e.g. a medical reason for not wearing a mask, you should do a friendly assessment if the reason seems creditable. Ask in a nice way and remember that the cause might not always be visible. We cannot require them to show documentation but must rely on people telling the truth.

If you're exempted from wearing a mask as a barista, please contact the board so we have an overview and tell your shift mates in advance.

There can be legitimate medical reasons for not wearing a mask. In certain cases wearing a face mask or visor is exempted:

- People with medical or psychological conditions which make them unable to wear a mask
- People with a creditable purpose, e.g. needs to take their medicine, respiratory difficulties etc.
- People are allowed to remove the mask temporarily when drinking or eating but should take it back on afterwards.
- Children under the age of 12

## How to wear a face mask

The face mask or visor must fully cover the mouth and nose

1. Wash your hands or use hand sanitiser before putting on the face mask
2. Put on the face mask by holding the elastic ear loops. Make sure it fits tightly to your face and covers both your nose and mouth
3. Remove the face mask by holding the elastic ear loops, and discard it immediately

4. Wash your hands or use hand sanitiser after use

# Guidelines for shifts

When you are on shift **you have the responsibility for the cafe together with your shift mates and must make sure all corona restrictions are upheld.** You must help our customers to comply with the corona restrictions and make sure they wear a face mask, keep a safe distance etc.

Nobody likes to police but Analog is legally bound to ensure that all persons in the cafe comply with the regulations.

No one is allowed to enter the cafe without a face mask and must not be served without one (unless they're exempted).

## Approaching a customer

We assume that no customer acts in a bad will. If you see a customer entering the cafe without wearing a face mask, approach the customer in a nice manner; tell them about the new restrictions and ask the customer to put on a mask. If the customer does not have a face mask, they can buy one.

## Should the customer refuse

Should the customer refuse to wear a mask and is not exempted, **you must ask them to leave.** If a conflict arises or you feel uncomfortable to approach them, we suggest you get help from one of your shift mates or ask for help from FM. They will happily help out.

In the worst case, a customer can receive a fine for not complying with the corona regulations.

# Mask sale

We will have a mask sale at the entrance to Analog, so customers still have an option to get a coffee if they have forgotten a mask. They can pay in the Analog app or put one on and pay at the counter.



# Outside opening hours and in weekends

Only baristas are allowed in the cafe outside opening hours. When the cafe is closed, masks are however not required.

As long as there is public access to the cafe, the mask requirement must be upheld. We do not have the resources to do so after opening hours. Therefore the cafe room will be closed for non-baristas when Analog closes.

The closing shift should walk around in the cafe and ask everyone who is not a barista to leave and close the door to Analog when they leave the room.

When the cafe is closed and only accessible for baristas, masks are not required.

# Access to Analog in weekends

During weekdays the cafe room is open and accessible for everyone at ITU, also after opening hours. Extra cleaning efforts are made by ITU and the baristas on shift.

## Only baristas can be in Analog during weekends

Remember also to keep a high hygiene standard in the kitchen and cafe in weekends

In weekends, there is no extra cleaning and ITU management has decided that only baristas with card access to Analog are allowed to stay in the cafe room. This is so ITU can retrieve a list of people who have accessed Analog from the access system should they need to trace people in case of positive corona case.

You are still welcome to make yourself a cup of coffee as usual but non-baristas can not enter the cafe and must wait outside the cafe while you make your cup.

# Illness, symptoms and corona positive

During corona we need to take extra precautions as advised by the Danish Authorities. Analog is following the [official guidelines from ITU](#) on how to act, should you have symptoms for or be tested positive for corona. It is of high importance that every barista conform to these guidelines!

## Feeling ill

Should you feel ill or have symptoms of corona, you should stay at home. If the symptoms appear while on shift in Analog or at ITU, you must leave ITU immediately.

ITU guidelines says that students who feel ill or have symptoms, should stay at home. This also applies for baristas in Analog.

Should you become ill prior to or during a shift in Analog, you **must leave Analog and ITU**. Please inform your shift mates and try to find a substitute by writing in the Facebook group.

## Get tested if you have symptoms of corona

### Symptoms of corona

Among several, these are the most typical symptoms of corona:

- Dry cough
- Sore throat
- A high temperature
- Headache
- Breathing difficulties
- Muscle pain

Read more on what to do if you have symptoms of corona in this [leaflet from the Danish Health Agency](#)

# Tested positive for corona

If you are tested positive for corona, you must **inform SAP** (remember to say that you are a Analog barista) and then **Andreas Frost** or **Jonas Anker Rasmussen** so the Board can take relevant initiatives.

## *Contact info*

Andreas Frost +45 4230 8171 / [afro@itu.dk](mailto:afro@itu.dk) / [Facebook](#)

Jonas Anker Rasmussen +45 2275 6709 / [anjr@itu.dk](mailto:anjr@itu.dk) / [Facebook](#)

If you are tested positive for corona, it is important that you inform SAP and then the board, so we can work together with ITU management to contain the virus. When you call SAP, please tell them that you are a barista in Analog.

You must stay at home until you have been **without any symptoms for 48 hours**. Have you not shown symptoms, you must stay home **until 7 days after you was tested positive**. Hereafter we look forward to have you back on board in Analog. **Read more in the ITU guidelines.**

## Shift mates of a barista tested positive for corona will be sent home

Even though we all try our best to keep a good social distance in Analog, it might be more difficult to do with your shift mates. Therefore the board assess that fellow shift mates can be considered to be a *close contact*.

SAP will make the final assessment and contact those who are considered a close contact directly.

Fellow shift mates who are sent home will have to show a negative corona test before they can return to Analog. This is in accordance with ITU's guidelines.

## If you are a close contact of a person who has tested positive for corona

If you are informed that you are a close contact of someone who has tested positive for corona, you should have a test done, even if you have no symptoms. **You must stay home until you have tested negative.**

You can according to the Danish Health Agency be considered a close contact if you e.g. are sharing a home with an infected person, have had direct physical contact with an infected person (e.g. through hugging) or have had close face-to-face contact (at a distance of less than one metre for more than 15 minutes).

You are considered a close contact if you have had close contact with an infected person from 48 hours before the person started displaying symptoms until 48 hours after the symptoms have ceased.

If the person who has tested positive has no symptoms, you are considered a close contact if you have had close contact with the infected person from 48 hours before they were tested positive until seven days after the test.

Read more in this **leaflet from the Danish Health Agency**.

# FAQ

## Frequently Asked Questions

Do not hesitate to contact a board member or kitchen/operations manager if something is unclear or you have a new question. We are happy to answer them.

All the new corona initiatives guidelines raises a lot of questions which we are happy to answer. The board have done our best to prepare the guidelines but it is very likely that something might be unclear or there are situations we have not thought of.

We will update this page with the frequently asked questions.

### **I am not able to take my shift, what do I do?**

Coordinate with you fellow shift mates and try find a substitute by asking in the Facebook group. No changes to that :)

### **Do I need to wear a mask or gloves?**

Face masks are not mandatory at ITU and we tried creating a safe environment while on shift. However we have bought some masks as a offer to those who want the extra safety.

### **Is self service coffee safe for the customers?**

Latest guidelines from Danish Food Authorities says that we are allowed to have self service coffee as long as we will more clean the customer touch points frequently.

### **Do I still need to perform cleaning tasks on shift?**

Even though we know some of the new corona guidelines put more work on you as a barista, we are unfortunately not able to remove the cleaning tasks on shift since Analog is still required to uphold the Food Administration requirements.

**Will Analog take in penguins during corona?**

Penguins are a really important part of Analog and we will still take some penguins during corona but we will postpone the intake to a bit later on the semester.

**We're out of hand disinfection, how do we get more?**

Hand disinfection and table disinfection wipes are provided by FM. Go ask for more in the reception.

**Can we have self service outside opening hours?**

No, during corona there can be no unmanned/unwatched self service.