

NATICK, MASSACHUSETTS

COMMUNITY & ECONOMIC DEVELOPMENT DEPARTMENT

COVID-19 TEMPORARY OUTDOOR DINING PERMIT

Statement of Facts:

Zaftig's Natick Delicatessen restaurant (the Applicant) requested a COVID-19 Temporary Outdoor Dining Permit on June 8, 2020 to create a temporary outdoor dining area in the parking lot opposite their facility in the Sherwood Plaza shopping center at 1298 Worcester Street. The proposed space will measure at least 2,233 square feet in a north-south axis over fourteen parking spaces ("Plan A") with a capacity for 48 diners at eight (8) tables placed eight (8) feet apart. An alternative layout spanning a similar area on an east-west axis ("Plan B") in the Sherwood Plaza parking lot is preferred, but is not currently permitted by the property owner. Access to outdoor dining will be through the existing shopping center parking lot, and the proposed area will be demarcated by traffic barrels, crosswalk and traffic signs.

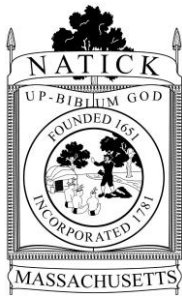
Meeting:

The Natick Temporary Outdoor Dining Review Committee reviewed Zaftig's application for a COVID-19 Temporary Outdoor Dining Permit on June 11, 2020. After analysis and deliberation of the facts of the case, the Committee rendered a decision on the application.

Findings:

After considering all of the information and material submitted, including plans, supporting documents and comments made during the review meeting, the Temporary Outdoor Dining Review Committee makes the following findings:

- A. Pedestrian walkways: The applicant's plan provides sufficiently unobstructed access to and from the proposed outdoor dining area that exceed the minimum required width of four (4) feet.
- B. Table spacing: The applicant's plan provides tables that are eight (8) feet apart and at least six (6) feet from commonly used pathways, service stations, or other locations where customers or staff may congregate.
- C. Table capacity: The applicant's plan calls for eight (8) tables with a maximum of six (6) diners per table.
- D. Borders: The applicant's proposed outdoor dining area has clearly demarcated boundaries, consisting of large traffic barrels, that prevent entry other than by an established entrance on the southern edge of the existing parking bay.
- E. View sheds: The applicant's proposed dining area is directly opposite and within view of its restaurant space in the Sherwood Plaza shopping center at 1298 Worcester Street. A travel lane for the parking lot separates the two spaces.
- F. Parking lots: The applicant's proposed outdoor dining area is located in the Sherwood Plaza parking lot, and will be protected from vehicular access by the aforementioned traffic barrels.
- G. Traffic signage: The applicant's proposed outdoor dining area is located in the Sherwood Plaza parking lot, which will have a crosswalk sign at the existing crosswalk between the Zaftig restaurant and the outdoor dining area, to be used by staff serving outdoor patrons. A 5 mph traffic sign will also be erected by the entrance to the outdoor dining area, near the crosswalk.



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Decision:

After deliberation and consideration of all of the foregoing, and after making the specific findings as set forth herein, the Temporary Outdoor Dining Review Committee, at its meeting on June 11, 2020, voted to GRANT the Temporary Outdoor Dining Permit, subject to the following conditions:

1. That the applicant maintain the table configuration and operations in conformance with the submitted application.
2. That the applicant maintain operations consistent with the Governor's workplace safety standards and protocols for restaurants as they may be updated.
3. The Committee also approved "Plan B", an equally sized outdoor dining area on an east-west axis across the Sherwood Plaza parking lot which is the preferred layout. If the applicant is able to secure permission of the property owner to implement Plan B, the applicant will submit a new plan showing that layout, and request an inspection by the Building Commissioner, Public Safety Officer and Fire Inspector, who may make adjustments.

Temporary Outdoor Alcohol License Recommendation

The Temporary Outdoor Dining Review Committee recommends approval of the Temporary S12 On Premise Outdoor Alcohol license.

I have inspected this Temporary Outdoor Dining facility and found that it has been implemented in accordance with the permit and approved plan:

Building Commissioner: _____

Date: _____

A copy of this application form must be retained and available for review by municipal staff for the duration of the Temporary Outdoor Use permit, or until November 1, 2020.



**Covid-19 Re-opening
Action Plan with specific
detail for
Outdoor Seating**

iii. Description of the proposed outdoor dining area with dimensions and and seating capacity.

-The outdoor seating area would be 2,223 square feet. It would encompass 11 parking spaces on the left side directly in front of Zaftigs Delicatessen. (see the aerial view in part i)

-There would be 8 picnic tables with attached benches. Each table would have a secured umbrella. The tables would not move and would be separated by 8 feet of spacing.

-Maximum seating would be 48.

-A QR code is attached to each table minimizing the amount of servers required. Two staff people would man the eight tables; one would instruct the guest to call from their table and place their order. The second would prevent trash from flying and disinfect the tables and benches after use.

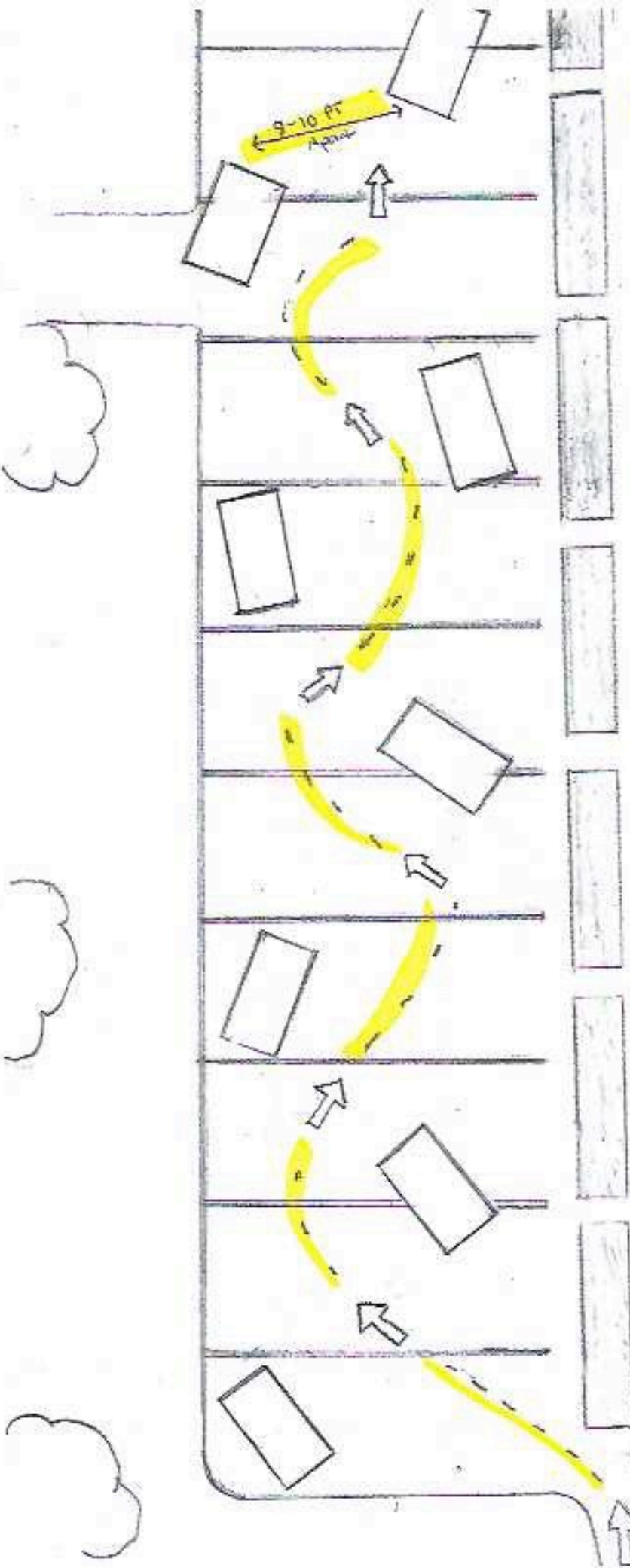
-Guests do not need to enter the restaurant or cross the street to order, pay or receive their food.

-A crosswalk sign will be placed at the Zaftigs entrance to the parking lot. This crosswalk will be

utilized by a staff person to bring out the ordered food when it is ready.

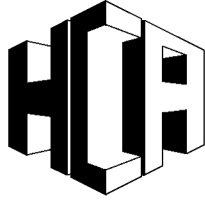
Area 2,223 sq ft

Tables 8-10' Apart



← Traffic Barrels
Concrete Dividers
or
Large planters

Entrance



HAROLD COHEN ASSOCIATES, INC.

MANAGEMENT AND DEVELOPMENT
393 TOTTEN POND ROAD
WALTHAM, MASSACHUSETTS 02451-2013

June 8, 2020

Town of Natick, Massachusetts
Board of Selectmen
13 East Central Street
Natick, MA 01760

RE: Zaftig's Delicatessen
Sherwood Plaza - Natick, MA

Dear Madam or Sir:

I am writing this letter to you as an agent for the Owners of Sherwood Plaza. Due to the unique exigencies resulting from the Covid-19 Pandemic, we have granted Zaftig's Delicatessen the right to occupy the proposed area (see attached plan) in the parking lot of Sherwood Plaza for the purposes of an outdoor dining area. This one-time, temporary right will expire when the Governor of Massachusetts rescinds Order 35 or October 15, 2020, whichever comes first.

If you have any question, please feel free to contact me.

Sincerely,

Bruce J. Leader
BJL/me
Enc.

**Property Information**

Property ID 24-0000089A
Location 1298 WORCESTER ST
Owner of Record HC ATLANTIC DEVELOPMENT LP
Current Owner (After January 1) HC ATLANTIC DEVELOPMENT LP

**MAP FOR REFERENCE ONLY
NOT A LEGAL DOCUMENT**

Town of Natick, MA makes no claims and no warranties, expressed or implied, concerning the validity or accuracy of the GIS data presented on this map.

Geometry updated 02/07/2019
Data updated 01/08/2019

vi. Customer Tracking Log

Zaftigs has begun using Waitlist.Me . This is a virtual waitlist that can track all of the guest information including name, address and phone number

vii. Pictures/Descriptions

We are hoping to use the traffic drums or planters, but we are open to alternatives. Jersey barriers have proven difficult to rent and pricing is preventative, but if the town had an affordable recommendation we are amenable.

Minimum of 18" wide throughout its 36" height, regardless of orientation. Tapered design allows stacking with or without barricade lights for easy handling and storage. Drum and base remain "snapped together" until impacted or separated for transportation and storage. Gentle curves throughout drum eliminate sharp edges or corners that crack and break when impacted. Built-in carrying and dragging handle.



Supplies Ordered

428 May 13, 2020

You should be well stocked with the following to last 2-4 weeks maybe longer depending on the supply chain:

1. Non-contact thermometers to monitor employees' temperature (this may be required by some health departments) **(Ordered & in house) Use daily upon entrance**
2. Gloves (may be color-coded for different tasks – such as white for handling food and clean equipment and black for handling soiled dishes/equipment.) **(Stocked and in all sizes)**
3. Facemasks **(Required for all employees/Ordered back ups, distribute to employee if needed/Fun Branded Masks ordered for front of house.)**
4. An EPA approved disinfectant for use against coronavirus (see information on EPA list of approved Disinfectants for use against coronavirus below). **(Hydrogen Peroxide disinfected cleaner/ Clorox Bleach Solution in well labeled spray bottle)**
5. A clean-up kit for vomiting and diarrheal incidents **(Wall unit installed in back of kitchen.)**
6. Goggles – these may be needed if an employee needs to respond to an ill customer or another employee. These can often be found in clean-up kits for vomiting and diarrheal incidents. **(Stocked and available for use.)**
7. Non-contact hand sanitizing wipes or gel for employees and customers. **(Wall unit hung and stocked in entrance, exit, Dining Room Entrance, Restrooms, and server's area.) Additional bottles on counter tops.**
8. **We will supply hand sanitizer on the outdoor dining tables for customer use.**

COVID-19 Posters

375 June 4, 2020

One of the newest requirements since the emergence of COVID-19 requires the posting of the Labor Department's Families First Coronavirus Response Act (FFCRA) notification. The poster can be ordered from the link below and must be posted in a conspicuous place on the premises. An employer may satisfy this requirement by emailing or direct mailing this notice to employees, or posting this notice on an employee information internal or external website.

The Families First Coronavirus Response Act (FFCRA or Act) requires certain employers to provide their employees with paid sick leave and expanded family and medical leave for specified reasons related to COVID-19. These provisions will apply from April 1, 2020 through December 31, 2020. See if your business meets these requirements.

- Required Posting: <https://www.laborlawcc.com/federal-families-first-coronavirus-response-act/>
Posters Required for Massachusetts' Businesses
The state of Massachusetts requires that all businesses have written control plans and self-certification that the plans are being followed. In addition, the following three posters must be posted in the work-site. **(On Employee info wall)**

- **Compliance attestation poster** – Poster that customer facing businesses are required to print, sign, and post in an area within the business premises that is visible to workers and visitors **(Located at the front Entrance. Hand washing signs posted by bathrooms and work areas.)** (<https://www.mass.gov/doc/compliance-attestation-poster-english/download>)
- **Employer and Worker posters** – Posters that businesses can print and display within the business premises to describe the rules for maintaining social distancing, hygiene protocols, and cleaning and disinfecting. **Employer:** (<https://www.mass.gov/doc/employer-reopening-poster-english/download>). **(Front Entrance)**
- **Worker:** <https://www.mass.gov/doc/worker-reopening-poster-english/download> **(Portuguese, Spanish; Kitchen Areas, English, Servers Area.)**

“Before Entering” Employee Poster

319 May 13, 2020

Employees must be reminded of your specific procedures when entering work. It is recommended that they wear a facemask or face covering before entering the building and wash their hands immediately upon entering the building. If a hand-washing sink is not accessible where the employees enter, hand sanitizing gel (with an alcohol content of 60-95% alcohol is recommended) or wipes should be available. Also, some jurisdictions may require employee temperature checks for all employees. Check with your local regulatory authority. **(Before Entering Posters on employee info board and on entrance to the back door.)**

Develop Procedures for Entering Establishment

198 May 13, 2020

Procedures should be developed for when employees (which includes owners, managers and contractors), delivery and maintenance personnel enter the establishment to prevent contamination of the kitchen, equipment/utensils and food. It is recommended that they wear a facemask or face covering before entering the building and wash their hands immediately. If a hand-washing sink is not accessible at the entry point, hand-sanitizing gel (with an alcohol content of 60-95% alcohol is recommended) or wipes should be available. You may also want to stagger employee departure and arrival times to prevent close contact in the narrow space. **(Executive order in place from state #31, masks required, and signage on door along with sanitizer at exit & entrance.)**

Procedures for Disinfecting Menus

132 May 13, 2020

It is highly recommended to use single-use paper menus (that must be discarded after each use) or “electronic” menus for touchless ordering. Your menu could be downloaded onto your customers phone or you can allow your customers to order when making reservations eliminating the need for menus altogether. **QR codes are on the outdoor ding tables. The guest will use these QR codes to access the menu on their cell phone and call in their order from their table. Single use Disposable paper menus will be available upon request.**

Developing Procedures for Disinfecting Frequent-touch Surfaces

144 May 13, 2020

cleaning/disinfecting schedule. **A Dishwasher will be responsible for disinfecting inside restrooms. An hourly log will be provided daily.**

For Inside: A Disinfector is scheduled daily. Employee will follow cleaning routine that encompasses high touch areas. They will be using Clorox [Hydrogen Peroxide Disinfecting Cleaner] With a 1 min contact time for effectiveness, if not available the back up cleaner will be a solution of Clorox [1/4 cup Bleach and Gallon Water]. These products are housed across from dishwasher and are clearly labeled. Disinfectors are trained with this information and instructed to wear gloves while disinfecting and wash hands and change gloves after each round of cleaning.)

For outside Patio: An employee is staffed during all opening hours. They will remove trash after the party has completed their meal and completely disinfect the tables, benches and umbrella stands. They will also make sure that trash does not fly around the parking lot.

Staff Training

774 June 2, 2020

It is critically important that all your staff are trained. Not only do they need to understand the symptoms and basic preventative measures for COVID-19, they also need to understand the new procedures put in place to help prevent the spread to other employees and customers and understand why these procedures are in place. The following is a sample agenda for the COVID-19 Training:

Agenda for COVID-19 Training

1. Symptoms
2. Personal Preventative Measures
3. Mitigation Procedures for Food Service Establishments
4. Hand Washing
5. Wearing Masks and Gloves
6. Social Distancing
7. Protecting Yourself and Others
8. Cleaning / Disinfecting Frequently Touched Surfaces
9. Managing Employee Health (including which underlying health conditions may make individuals more susceptible to contracting and suffering from a severe case of the virus)

You can also train your staff by showing the 20 minute "COVID-19 Reopening Action Plan Employee Training" video below. It is a a great place to start. It is meant for your employees and is about 20 minutes long and contains an overview of what your employees need for training . Just back it up with specific practices in your workplace.

The training video can also be found here: <https://vimeo.com/418946926/40eae0b1bd> (This link opens a new tab)

Click on the links for training tools.

- Hand Washing Video: <https://www.youtube.com/watch?v=d914EnpU4Fo>
- CDC Poster – Symptoms of Coronavirus (COVID-19): <https://www.cdc.gov/coronavirus/2019-ncov/downloads/COVID19-symptoms.pdf>
- CDC Poster – How to Protect Yourself and Others: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention-H.pdf>
- CDC Poster – Stop the Spread of Germs: <https://www.cdc.gov/coronavirus/2019-ncov/downloads/stop-the-spread-of-germs.pdf>

Zaftigs is making it mandatory for each employee to watch the Massachusetts “Covid-19 re-opening training video”. It is available in both English and Spanish. In addition, staff will have individual training per their specific job code, what to do in case of illness and be instructed as to our break/eating restrictions and new policies. Hand washing signs have been posted along with Covid 19 informational signs.

Table/Chair Spacing for outdoor Dining

343 June 2, 2020

The dining room’s tables and chairs must be set up so that there is at least 6 feet between each of the parties.

Outside seating has been approved by our landlord and we are positioning picnic tables 6’ apart with umbrellas for privacy. We are using picnic tables to prevent chairs from being moved. Outside tables will be staffed by a two person team at all times. One staff person will act as host and instruct the guest to order at our inside counter using our no touch QR online menu and make payment. The guest will sit at their assigned table and the food will be brought to them in completely disposable plating. Once they finish their meal, they leave and our second staff person will dispose of trash and completely disinfects the table and benches for the next party.

Hand Sanitizing Available at all Entrances

86 May 13, 2020

Hand sanitizers (either a wipe or a gel) must be available for anyone entering the restaurant. This includes employees (chef’s, general managers, servers, dishwashers, owners or contractors), vendors, delivery or maintenance personnel, and guests. These hand sanitizers must be approved by the FDA and must have a minimum of 60% alcohol and no more than 95% alcohol. . <https://www.cdc.gov/handwashing/show-me-the-science-hand-sanitizer.html>

This has been achieved with wall mounted units. We will also add bottles to outside tables for use by customers.