



Dear Valued Customer,

To ensure our customers and staff stay safe and healthy during the coronavirus (COVID-19) outbreak, we'll be implementing new, but temporary practices while the threat of spread remains. Our number one priority during this time is the health and wellbeing of both you and your family, as well as our staff and their families.

Our goal is to significantly mitigate any risk of COVID-19 exposure to both you and our staff, and for you to feel safe when visiting either of our locations. We're paying close attention to the information presented by the Center for Disease Control (CDC), which issued the following guidelines to help minimize any potential health risk:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose and mouth.
- Stay home if you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in a waste receptacle.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating and after blowing your nose, coughing or sneezing. If soap and water are not readily available, use an alcohol based sanitizer with at least 60% alcohol.

The virus is believed to spread mainly from persons who are in close contact with one another (within approximately 6 feet), and through respiratory droplets produced when an infected person coughs or sneezes. Based on the CDC guidelines listed above, here are some of critical steps we'll be taking at Aviano Coffee to insure your safety:

#### **Best Practices and Temporary Changes to Our Service Model – New Health and Safety Policy**

- We will only serve beverages in disposable cups while the threat persists.
- We will not be using porcelain cups, glassware, silverware or plates while the threat persists.
- We will not accept reusable personal cups while the threat persists.
- We will enhance and increase the frequency of cleaning to sanitize all high-frequency touchpoints.
- We will provide hand sanitizer dispensers at cash wrap counter when available.
- We will enable and require any staff member who is sick for any reason to stay at home.
- We will continue to monitor, share and implement best practices with our staff, customers, other businesses and our Cherry Creek North community as a whole.

### **Best Customer and Community Practices for Health and Safety:**

- If you have questions about any particular bean offering, please ask one of our baristas or educators. They're more than happy to assist you. We're taking additional protective measures by providing small smelling samples of each offering in order to minimize handling of retail bags.
- We do accept cash at our Detroit Street location, but if possible, please use your credit or debit card for all transactions. If you have Apple Pay or a contactless card, that is the safest and preferred method of payment.
- Please limit exposure and reduce risk to our staff by disposing of your own waste. This includes cups, tissues and other used disposable items. Wastebaskets are conveniently located by the store exits.
- We ensure sufficient stock levels of soap and paper towels in our restrooms, so please feel free to wash your hands upon arrival.
- Please avoid wearing perfume or heavy scents. Many of our customers and staff with fragrance sensitivity find strong scents problematic and exhibit allergy-like symptoms. These symptoms can easily be confused for illness, including COVID-19.
- Being a community hub in Cherry Creek North for the past 10 years, we've come to know many of you quite well. We're all friends and family. But while the threat of spread persists, we ask that you please refrain from shaking hands with, or "high-fiving" our staff members.
- Per CDC guidelines, please avoid touching your face, eyes, nose and mouth. This greatly reduces the risk of infecting yourself and others.
- Per CDC guidelines, if sneezing or coughing, please do so into a tissue, then immediately throw the tissue into the trash. If you do not have a tissue on your person, cough or sneeze into your arm and immediately wash your hands. Avoid coughing or sneezing into your hand.
- If you aren't feeling well or if you're displaying any symptoms of illness, including minor onset coughing, sneezing, shortness of breath or fever, please do not visit either of our locations until you are feeling better. We'll save a place for you, we promise.

We promise to share information and keep you informed of any new developments with respect to COVID-19, and any potential impact it may have on our community. If you have any questions on the impact of the coronavirus to your family, it is best to speak to your family's medical professionals. Information on how to plan, prepare and respond to COVID-19 can be found on the Centers for Disease Control and Prevention at [www.cdc.gov/coronavirus/](http://www.cdc.gov/coronavirus/) or [www.coronavirus.gov](http://www.coronavirus.gov). A quick guide for work, home, school and commercial establishments can be found at <https://www.cdc.gov/coronavirus/2019-ncov/downloads/workplace-school-and-home-guidance.pdf>.