

To our valued clients, guests, industry partners and team members

For 31 years the Joy Wallace team has brought thousands of exceptional catered events to clients, to our community and across the country. We have catered presidents, kings and queens, as well as those in need during natural disasters throughout the Gulf Coast and the Caribbean. Our team has always adhered to the highest standards of food safety as mandated by the Florida Department of Health.

Currently the news is dominated by the Covid-19 (Coronavirus). We assure our clients that the Joy Wallace Team is monitoring the situation closely and taking additional steps to minimize the risk of exposure to our community. The food service industry is continuously held to high standards when it comes to food safety and the safety of the public. The precautions the World Health Organization and the CDC are asking the general public to take is already common practice in our food production process. With the constant threat of communicable diseases, the health department requires our food handlers to wash their hands prior to handling food and regularly throughout the food handling process. They are required to use gloves when handling ready to eat foods and wipe down surfaces periodically. Should a food handler show any symptoms of illness, or report they are ill, the manager on duty is required to send them home immediately. Our staff is food safety certified and we have at least one food safety manager on every shift overseeing our daily food production to ensure safe food handling is always adhered to.

In addition to the mandated requirements, we have taken the following additional steps to assure our clients they can expect the highest standards of quality and safety from our team:

- In addition to our standard sick pay policy we have implemented a special sick pay policy to ensure our staff take time off if they feel or have symptoms of COVID-19 and not be concerned with the potential loss of income.
- We have ordered over a dozen additional hand sanitizing machines to offer to our currently booked clients at their event for their guests free of charge.
- To minimize food handling by guests, effective immediately we have eliminated self-service food stations/buffets and are adding the additional staff necessary to serve the food, at no additional cost to our clients
- We are in the process of providing a food safety refresher course to all our food handling staff even if their current certification is not due to expire.
- We have added additional hand sanitizing machines in our production facility.
- We have implemented more frequent hand washing and glove changes by all food handlers.
- We are training all our event coordinators and managers to look for signs of illness and immediately send anyone home who may be experiencing the typical symptoms of COVID-19.
- We are currently exploring prepackaging our food where possible to minimize the number of food handlers throughout the production process

The situation is changing daily, we want our clients to rest assured that we are prepared to implement additional policies and/or adjust existing policies to minimize the risk of exposure to our community. We thank everyone for their continued support and if you have any questions concerning your upcoming event please call and speak to one of our Client Experience Managers. We are here for you, our clients, our team and our loved ones.

Best Always,

Joy Wallace