

THE WISCONSIN RESTAURANT PROMISE

The restaurant industry has an outstanding track record of protecting our employees and guests. To ensure everyone's safety as we welcome you back into our dining rooms, we ask that we make the following promises to each other:

OUR PROMISE TO YOU

- We will continue to be a leader in food safety and sanitation practices where all of our team is trained in safe food handling practices and a Certified Food Protection Manager is scheduled for every shift.
- All staff will pass a health check or complete a health survey prior to each shift.
- All indoor and outdoor seating options will comply with the appropriate social distancing guidelines.
- Hand sanitizer or hand washing stations will be available upon entry and exit.
- We will clean and sanitize common areas regularly.
- All tables and chairs will be cleaned and sanitized after every use.
- Place settings, utensils, menus, and condiments will either be single-use or will be cleaned and sanitized after every use.
- We will post the Wisconsin Restaurant Promise at our entrances so everyone understands the steps we must all take to keep our communities safe.

YOUR PROMISE TO US

- If you have been exposed to COVID-19 recently or have symptoms of COVID-19 (including a fever, cough, or shortness of breath), please help us keep everyone safe by using our contactless delivery options.
- If you have underlying health conditions or are otherwise concerned about contracting COVID-19, please feel free to use our contactless delivery options.
- While waiting and dining, you will follow and comply with the appropriate social distancing guidelines.
- If you have any questions about the Wisconsin Restaurant Promise or our practices, please ask for a manager who will be happy to assist you.



More about the Wisconsin Restaurant Promise:

In partnership with the Wisconsin Restaurant Association and health officials across the State, restaurant owners and operators make the commitments above to earn this endorsement during the COVID-19 recovery period. When customers see this endorsement, they can be certain that the restaurant is taking all necessary steps to protect their employees and customers and is committed to playing a leadership role in protecting our communities. For more information, please visit www.wirestaurant.org.

- If you have any questions about the Wisconsin Restaurant Promise, please ask for a manager who will be happy to assist you.





THE WISCONSIN RESTAURANT PROMISE

Supporting Guidance

Section 1 – Introduction

What is the Wisconsin Restaurant Promise?

In partnership with the Wisconsin Restaurant Association, health officials across the State, and national experts in food safety, restaurant owners and operators make a set of commitments to their employees and customers and earn the endorsement of the Wisconsin Restaurant Promise during the COVID-19 recovery period. When customers see this endorsement, they can be certain that the restaurant is taking all necessary steps to protect their employees and customers and that they are taking a leadership role in protecting their community. It helps to instill confidence that the facility is as safe as possible for them and their families. The Wisconsin Restaurant Promise also empowers customers to learn what they can do to help keep everyone safe. With restaurants and customers working together, we can make the restaurant industry as vibrant as it was prior to the impact of COVID-19. For more information, please visit www.wirerestaurant.org.

Who can participate in the Wisconsin Restaurant Promise?

Any restaurant or foodservice establishment that is reopening its dining room and other full-service areas.

How long will this program last?

Throughout the duration of the COVID-19 recovery efforts. Over time, these efforts should help customers regain trust and comfort while dining in restaurants.

Section 2 – Restaurant Responsibilities & Obligations

How do restaurants participate in the Wisconsin Restaurant Promise?

Restaurants must agree to the following commitments to protect their employees and customers:

- We will continue to be a leader in food safety and sanitation practices where all of our team is trained in safe food handling practices and a Certified Food Protection Manager is scheduled for every shift.
- All staff will pass a health check or complete a health survey prior to each shift.
- All indoor and outdoor seating options will comply with the appropriate social distancing guidelines.
- Hand sanitizer or hand washing stations will be available upon entry and exit.
- We will clean and sanitize common areas and surfaces regularly.
- All tables and chairs will be cleaned and sanitized after every use.
- Place settings, utensils, menus, and condiments will either be single-use or cleaned and sanitized after every use. Silverware will be wrapped in a napkin for protection.
- We will post the Wisconsin Restaurant Promise at our entrances so everyone understands the steps we must all take to keep our communities safe.



What are some best practices restaurants can, but are not specifically required to follow, in order to comply with the commitments in the Wisconsin Restaurant Promise?

Importantly, restaurants are already experts in safe food handling and sanitation, and so many of their routine practices will go a long way towards fulfilling the commitments in the Wisconsin Restaurant Promise.

Different strategies will be appropriate for different restaurants at different times, but the following are ideas that can be implemented or adapted to fit a restaurant's needs:

- Designate a single employee per shift, ideally with a clearly identifiable uniform or badge for customers to recognize, to oversee safety and sanitation measures.
- Allow or require certain employees to wear gloves and/or masks and other protective equipment in keeping with public health guidelines related to preventing cross-contamination.
- Limit tables to 6 or fewer guests.
- When able, use physical barriers to separate tables, booths, and bar stools.
- For tables that are unable to be moved, physically block off and/or remove seats so they are clearly not in use.
- Use signage and/or floor markings to help customers comply with social distance guidelines in common areas.
- Encourage contactless payment options like credit cards or online ordering.
- When exchanging paper and coin money, ask customers to place cash on the counter rather than directly into your hand. Clean counter and hands after each customer at checkout.
- Temporarily close buffets, topping bars, and other communal serving areas.
- Have each staff member complete a health survey prior to their shift*

What kinds of questions should a restaurant ask its employees to perform health screenings before each shift?

Yes or no questions/statements like these can help strike the balance between obtaining the necessary health information and respecting privacy concerns. Recommendation is to have all employees complete a simple pre-shift screening that includes answering questions like:

- Do you have any of these symptoms: fever, aches, cough, shortness of breath?
- Have you come in contact with anyone diagnosed with COVID-19?
- Are you currently waiting for the results of a COVID-19 test?
- Have you traveled outside Wisconsin over the last 14 days?
- I understand my responsibility to not come to work if I have symptoms of COVID-19 or have recently come into contact with someone who has COVID-19.
- I understand my responsibility to comply with [the restaurant's] health and sanitation standards.

How should participating restaurants communicate the commitments of the Wisconsin Restaurant Promise?

It's vital that restaurants communicate the commitments directly to their staff and monitor compliance. Restaurants should also take steps to communicate their enrollment in the Wisconsin Restaurant Promise by posting the required notice at entrances, and if the restaurant uses a website or social media, through those channels as well.



Section 3 – Customer Responsibilities & Obligations

Why are customers included within the Wisconsin Restaurant Promise?

Customers are included because we all have a responsibility to follow public health authority guidance to prevent the spread of COVID-19. By partnering together, we can keep everyone safe.

What commitments does the Wisconsin Restaurant Promise ask customers to make to restaurants?

- If you have been exposed to COVID-19 recently or have symptoms of COVID-19 (including a fever, cough, or shortness of breath), please help us keep everyone safe by using our contactless delivery options.
- If you have underlying health conditions or are otherwise concerned about contracting COVID-19, please feel free to use our contactless delivery options.
- While waiting and dining, you will follow and comply with the appropriate social distancing guidelines.
- If you have any questions about the Wisconsin Restaurant Promise, or our practices, please ask for a manager who will be happy to assist you.

What can restaurants do to help customers meet these responsibilities & obligations? (From the Section 3 heading)

Restaurants are encouraged to maximize the use of contactless delivery options and advertise those options to potential customers. Publicizing information about the Wisconsin Restaurant Promise should also increase customers' compliance. More about the Wisconsin Restaurant Promise: www.wirerestaurant.org

Section 4 – Additional Resources & Next Steps

What resources and support are available related to the Wisconsin Restaurant Promise?

WRA will share information about the Wisconsin Restaurant Promise with elected officials, the public, allied groups, and the media to assure the public and policymakers that Wisconsin restaurants stand ready to reopen safely in keeping with these commitments. WRA will also be available to help answer questions and provide support to restaurants as they reopen their dining and other full-service spaces.

Also, the National Restaurant Association has made its ServSafe Food Handler Program available to all restaurants free of charge through April 30. These trainings can be found at:

- [ServSafe Takeout: COVID-19 Precautions](#)
- [ServSafe Delivery: COVID-19 Precautions](#)
- [ServSafe Food Handler](#)
- [ServSafe Reopening Guidance Video](#)



Supporting documents included in this document:

- Wisconsin Restaurant Industry at a Glance
- Handwashing and Hand Sanitizer Use (source: CDC)
- Proper Use of Gloves (source: Public Health Madison & Dane County)
- National Restaurant Association Reopening Guidance

Wisconsin

RESTAURANT INDUSTRY AT A GLANCE

Restaurants are a driving force in Wisconsin's economy. They provide jobs and build careers for thousands of people, and play a vital role in local communities throughout the state.



12,796

Eating and drinking place locations in Wisconsin in 2018



284,600

Restaurant and foodservice jobs in Wisconsin in 2019 = 9% of employment in the state

AND BY 2029, THAT NUMBER IS PROJECTED TO GROW BY 10.5%

= 29,800 additional jobs, for a total of 314,400



\$10.1 billion

Estimated sales in Wisconsin's restaurants in 2018

HOW DOES THE RESTAURANT INDUSTRY IMPACT THE WISCONSIN ECONOMY?

Every dollar spent in the tableservice segment contributes \$1.89 to the state economy.

Every dollar spent in the limited-service segment contributes \$1.65 to the state economy.



2801 Fish Hatchery Road • Madison, WI 53713
608.270.9950 • 800.589.3211 • askwra@wirerestaurant.org

WIRESTaurant.ORG

Handwashing and Hand Sanitizer Use at Home, at Play, and Out and About



Germs are everywhere! They can get onto hands and items we touch during daily activities and make you sick. Cleaning hands at key times with soap and water or hand sanitizer is one of the most important steps you can take to avoid getting sick and spreading germs to those around you.

There are important differences between washing hands with soap and water and cleaning them with hand sanitizer. For example, alcohol-based hand sanitizers don't kill ALL types of germs, such as a stomach bug called norovirus, some parasites, and *Clostridium difficile*, which causes severe diarrhea. Hand sanitizers also may not remove harmful chemicals, such as pesticides and heavy metals like lead. Handwashing reduces the amounts of all types of germs, pesticides, and metals on hands. Knowing when to clean your hands and which method to use will give you the best chance of preventing sickness.

When should I use?

Soap and Water

- Before, during, and after preparing food
- Before eating food
- Before and after caring for someone who is sick
- Before and after treating a cut or wound
- After using the bathroom, changing diapers, or cleaning up a child who has used the bathroom
- After blowing your nose, coughing, or sneezing
- After touching an animal, animal food or treats, animal cages, or animal waste
- After touching garbage
- If your hands are visibly dirty or greasy

Alcohol-Based Hand Sanitizer

- Before and after visiting a friend or a loved one in a hospital or nursing home, unless the person is sick with *Clostridium difficile* (if so, use soap and water to wash hands).
- If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol, and wash with soap and water as soon as you can.

* Do **NOT** use hand sanitizer if your hands are visibly dirty or greasy: for example, after gardening, playing outdoors, or after fishing or camping (unless a handwashing station is not available). Wash your hands with soap and water instead.



U.S. Department of Health and Human Services
Centers for Disease Control and Prevention

CS270631

2801 Fish Hatchery Road • Madison, WI 53713
608.270.9950 • 800.589.3211 • askwra@wirerestaurant.org
W I R E S T A U R A N T . O R G

USING GLOVES IN THE WORKPLACE

Employers should complete risk assessments to see if gloves are a necessary precaution for them.



Will wearing gloves prevent the spread of COVID-19 in my workplace?

Coronavirus can survive on surfaces for varying amounts of time. Wearing gloves can provide a barrier from coronavirus if worn properly but can also give a false sense of security.

Coronavirus spreads through tiny droplets when someone coughs, sneezes, and talks. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. Gloves won't protect you from getting infected this way.

Also, if you touch something where a contaminated droplet has landed, with or without gloves, and then touch your face, you can still get sick. The best protection is to follow public health guidelines:

- Avoid touching your face
- Wash your hands regularly
- Stay at least six feet away from other people

Should my employees wear gloves?

Currently there is no specific guidance from CDC for workers about wearing gloves. OSHA provides [guidance](#) for specific groups, and stresses that **employers should conduct their own hazard and risk assessments**, and implement adequate controls (e.g., gloves or other PPE).

While conducting hazard and risk assessments, employers may want to consider:

- **What is the risk level for each task?** Certain tasks may be more risky and it may be decided that glove use is appropriate. For example, workers may need gloves when implementing protocols for cleaning and disinfecting frequently touched surfaces.
- **What is the available supply of gloves?** How often would gloves need to be changed and how many gloves are available?
- **What hand hygiene options are available?** Where and how often can employees wash hands or use hand sanitizer? Are more breaks possible? When developing staff schedules, consider options for additional short breaks to increase the frequency with which staff can wash hands with soap and water. Alternatively, consider providing alcohol-based hand sanitizers with at least 60% alcohol so that workers can frequently sanitize their hands.
- **What training do employees have on glove use?** The CDC has guidance on [how to remove gloves](#).
- **If gloves are not deemed “necessary,” are individuals more or less likely to touch their face when wearing gloves?** For example, do employees feel a false sense of security or does having gloves remind them not to touch their face?

If hazards are deemed high enough to warrant required glove use:

Proper training needs to be in place. Without training on the correct way to remove gloves, hands may become contaminated. For contact transmission, it is important reiterate that a person does not become infected *through* their hands. They are only infected if their contaminated hand, whether gloved or not, touches other parts of the body such as their nose, mouth or eyes.

There is concern whether gloves are beneficial for workers at lower risk of exposure due to the following:

- Gloves act like bare hands; once contaminated, it is easy for cross contamination to occur.
- Glove change and hand hygiene is required to break any cycle of contamination similar to how handwashing/hand hygiene is required for bare hands.
- Gloves should be replaced when they are torn, soiled, or there is excessive sweating from hands.
- Hands should be washed before putting on new gloves and after removing gloves.

What should I do if I want my employees to wear gloves?

Gloves can be a good practice, if used in combination with other preventive measures, with proper training, and following these guidelines:

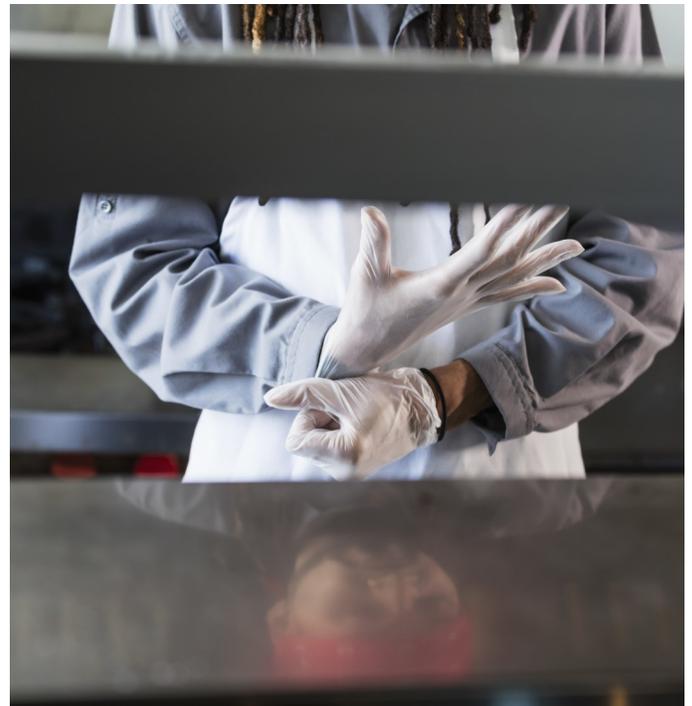
- **Always wash your hands** before and after wearing gloves.
- **Clean any surface you might have touched** with your gloves on, such as your counter tops, keypads, phone, keys, wallet, eyeglasses, or door handles.
- **Employees cannot wash hands with gloves on or apply hand sanitizer to gloved hands.** Gloves are

one time use, and washing or sanitizing gloves can degrade gloves and make them less effective.

- **Throw away used disposable gloves**, and wash fabric gloves with soap and water before using them again.
- **Be careful to avoid contamination** when taking gloves off. Avoid touching the inside of a glove or your bare hand with the outside of a dirty glove.
- **Don't touch your face**, especially your nose or mouth.

What is the proper way to remove gloves?

The key to removing gloves is to not touch the exterior of the gloves which may be contaminated. The CDC has a [diagram](#) on how to remove gloves safely or your employees could watch this video to learn the proper way to remove gloves [Glove Removal Video](#).



FOR MORE INFO: publichealthmdc.com/coronavirus



COVID-19

REOPENING GUIDANCE

A GUIDE FOR THE
RESTAURANT INDUSTRY

PUBLISHED April 22, 2020

UPDATED May 22, 2020

For other resources:

[RESTAURANT.ORG/COVID19](https://www.restaurant.org/covid19)





TO RESTAURANT OPERATORS GETTING READY TO REOPEN...

The purpose of this updated guidance is to continue to offer you direction and provide a framework for best practices as you reopen.

Our updated guidance document builds on our original guidance and reflects the most recent data from the Centers for Disease Control and Prevention and the U.S. Food & Drug Administration specifically related to interacting with diners.

The National Restaurant Association wishes to provide both restaurant operators and diners information about what to expect as the industry returns to on-premises dining.

These recommendations are intended to complement existing state and local regulations concerning cleaning and sanitation, personal hygiene, social distancing, and health monitoring and are meant to be used in conjunction with the FDA Food Code requirements, and all guidance the CDC, FDA, and state and local health officials are requiring as the states begin to reopen their economies.

But as the saying goes, the devil is in the details, and not every restaurant is the same and not every opening scenario will align. We recognize that not everyone has access to guidance, and that is where the Association can provide help.

In addition to the recommendations above, each restaurant should, at a minimum:

- Make sure your person-in-charge has an up-to-date ServSafe Food Manager certification. The FDA requires every facility to have a person in charge on site during open hours and also directs that the person in charge should have a food manager certification.
- Provide ServSafe Food Handler training for your workers. They're your front line; educating them protects them, you and your guests.
- Make technology your friend. Contactless payment systems, automated ordering systems, mobile ordering apps, website updates and simple texts can help you to communicate and conduct business with reduced need for close contact. As you begin to reopen, keep communicating with customers (your hours, menu items, reservations, etc.), and help promote your social distancing and safety efforts.
- And some of the best advice comes from the FDA, which develops the Food Code we all rely on. Its newest guide is [*Best Practices for Re-Opening Retail Food Establishments During the COVID-19 Pandemic \(Food Safety Checklist\)*](#).

As we continue to learn more about operating businesses during the COVID-19 pandemic, it's important to share with you the most current direction and advice from the experts at FDA, CDC, the Environmental Protection Agency, and other agencies. These documents will continue to reflect those best practices and will continue to be updated.

The National Restaurant Association partnered with representatives of the Food and Drug Administration, academia, the Conference for Food Protection, Ecolab, public health officials and industry representatives to develop a set of opening and operating guidelines to help restaurants return to full operation safely when the time comes.

This guidance is designed to provide you with a basic summary of recommended practices that can be used to help mitigate exposure to the COVID-19 virus, including:

- ✓ Food safety
- ✓ Cleaning and sanitizing
- ✓ Employee health monitoring and personal hygiene
- ✓ Social distancing

Combine this guidance with your existing policies as well as this new resource from the FDA, *Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic* and the CDC's [CDC Activities and Initiatives Supporting the COVID-19 Response and the President's Plan for Opening America Up Again](#).

Armed with information, ServSafe training and the recommendations of your local health departments, you can help secure a safe opening.

For the most comprehensive and up-to-date COVID-19 resources and information for the restaurant industry, visit restaurant.org/COVID19.

RETURNING RESTAURANTS TO SERVICE



COVID-19

RESTAURANT RESPONSE

Food safety has always been a priority for the restaurant industry, for both guests and employees.

The basis of an effective food safety culture is the Food and Drug Administration Food Code, which for decades has served as the foundation for restaurant operating procedures as they relate to safe food handling. The guidance outlined in the Food Code is science-based and is designed to reduce and prevent the incidence of foodborne illness. Food Code requirements related to sanitation and personal hygiene in particular are the most reliable protocols available to combat risks related to the spread of COVID-19.

Local, state and federal regulators use the FDA Food Code as a model to develop or update their own food safety rules and to be consistent with national food regulatory policy.

AMONG THE REQUIREMENTS OF THE FOOD CODE THAT APPLY TO CORONAVIRUS MITIGATION ARE

- ✓ Prohibiting sick employees in the workplace
- ✓ Strict handwashing practices that include how and when to wash hands
- ✓ Strong procedures and practices to clean and sanitize surfaces
- ✓ Ensuring the person in charge of a foodservice facility is a certified food safety manager
- ✓ Ensuring the person in charge is on site at all times during operating hours



FOR MORE THAN 30 YEARS, THE NATIONAL RESTAURANT ASSOCIATION'S SERVSAFE PROGRAM HAS PROVIDED FOOD SAFETY TRAINING FOR BOTH MANAGERS AND FOOD HANDLERS.

ServSafe certifies food safety managers through an independently developed certification exam, which follows standards adopted by the Conference for Food Protection.

The Conference for Food Protection also collaborates with the FDA to develop the Food Code.

THE PURPOSE OF THIS GUIDANCE IS TO BUILD ON THE ALREADY ESTABLISHED BEST PRACTICES AND REQUIREMENTS AVAILABLE

that address specific health and safety concerns related to the spread of COVID-19, and to put those protocols into practice as state and local officials begin to open communities and businesses.

Operators should make use of these guidelines as they relate to their existing policies and procedures and in conjunction with instructions they receive from authorities during their reopening phase-in.



REOPENING GUIDANCE FOR EMPLOYERS

State and local officials may tailor the application of opening criteria to local circumstances (e.g., metropolitan areas that have suffered severe COVID outbreaks vs. rural and suburban areas where outbreaks have not occurred or have been mild).

To prepare to comply with opening procedures, operators should update their existing policies and operating procedures in accordance with the latest FDA, Centers for Disease Control and Prevention, and Environmental Protection Agency guidance and in accordance with local and state officials regarding:

- ✓ Social distancing and protective equipment
- ✓ Employee health
- ✓ Cleaning/sanitizing/disinfecting

ON FOOD SAFETY

- ✓ Discard all food items that are out of date.
- ✓ Where salad bars and buffets are permitted by local/state officials, they must have sneeze guards in place. Change, wash and sanitize utensils frequently and place appropriate barriers in open areas. Alternatively, cafeteria style (worker served) is permissible with appropriate barriers in place.
- ✓ If providing a “grab and go” service, stock coolers to no more than minimum levels.
- ✓ Ensure the person in charge is ServSafe certified and that their certification is up to date, and provide food handler training to refresh employees.

REOPENING GUIDANCE FOR CLEANING AND SANITIZING



- ✔ Thoroughly detail-clean and sanitize entire facility, especially if it has been closed. Focus on high-contact areas that would be touched by both employees and guests. Do not overlook seldom-touched surfaces. Follow sanitizing material guidance to ensure it's at effective sanitizing strength and to protect surfaces.
- ✔ Wash and rinse food contact surfaces, food preparation surfaces, and beverage equipment after use.
- ✔ Avoid all food contact surfaces when using disinfectants.
- ✔ Wherever possible, assign a staff member to work the self-service drink stations and remove lemons and unwrapped straws from self-service drink stations.
- ✔ Check restrooms regularly and clean and sanitize them based on frequency of use.
- ✔ Make hand sanitizer readily available to guests. Consider touchless hand sanitizing solutions.
- ✔ Make individual disinfectant wipes available in bathrooms.
- ✔ Avoid sharing items such as menus, condiments and food orders. Use disposable or digital menus; toss disposable menus after each use. Opt for single-use condiments. Use no-touch trash cans.
- ✔ Use contactless payment options as much as possible. Ask customers and employees to exchange cash or cards by placing them on a receipt tray or on the counter to avoid hand-to-hand contact.
- ✔ Clean and disinfect any pens, counters, or hard surfaces between use or customer.
- ✔ Use disposable foodservice items (utensils, dishes). If disposable items are not feasible, ensure that all non-disposable foodservice items are handled with gloves and wash according to FDA Food Code requirements. Employees should wash their hands after removing their gloves or after directly handling used food service items.
- ✔ Use gloves when handling and disposing of trash, dispose of gloves immediately after and wash hands.
- ✔ Avoid using food and beverage containers or utensils brought in by customers.
- ✔ Ensure that ventilation systems operate properly and increase circulation of outdoor air as much as possible such as by opening windows and doors. Do not open windows and doors if doing so poses a safety risk to employees, children, or customers.
- ✔ Take steps to ensure that all water systems and features (for example, drinking fountains, decorative fountains) are safe to use after a prolonged facility shutdown to minimize the risk of Legionnaires' disease and other diseases associated with water.

REOPENING GUIDANCE

ON MONITORING EMPLOYEE HEALTH & PERSONAL HYGIENE



- ✔ Per existing FDA Food Code requirements, employees who are sick should remain at home.
- ✔ If an employee becomes ill or presents signs of illness, the operator should identify the signs during a [pre-work screening](#) and follow the business's established policies on when the ill employee is allowed to return to work. At a minimum, however, follow CDC guidelines – tell the employee to self-isolate for seven days from the onset of symptoms and be symptom-free for three days without medication.
- ✔ Taking employees' temperatures is at the operators' discretion. The CDC has not mandated taking an employee's temperature and any operator who chooses to do so should engage health officials first and adopt policies aligned with proper procedures. CDC guidance states the minimum temperature that indicates a fever is 100.4°F.
- ✔ If an employee is at high-risk for severe illness, consider assigning them duties that minimize their contact with customers and other employees (e.g., managing inventory rather than working as a cashier, managing administrative needs through telework).
- ✔ Inform those who have had close contact to a person diagnosed with COVID-19 to stay home and self-monitor for symptoms. Follow CDC guidance if symptoms develop. If a person does not have symptoms, follow appropriate CDC guidance for home isolation.
- ✔ Establish procedures for safely transporting anyone sick to their home or to a health care facility.
- ✔ Immediately notify local health officials, staff, and customers (if possible) of any possible case of COVID-19, but maintain confidentiality that's consistent with the Americans with Disabilities Act (ADA) and other applicable federal and state privacy laws.
- ✔ Close off areas used by a sick person and do not use until the areas have been cleaned, sanitized and, in non-food-contact areas, disinfected. But wait 24 hours to clean, sanitize and disinfect, if possible. If waiting 24 hours is not possible, wait as long as you can. Ensure safe and correct application of disinfectants and keep disinfectant products away from children.
- ✔ Advise sick staff members not to return until they have met CDC's criteria to discontinue home isolation.
- ✔ Per CDC recommendations, face coverings have been shown to be effective tools to mitigate risk from individuals who show symptoms as well as those who don't, especially in close environments where it's hard for people to maintain a three- to six-foot distance. In some states and local jurisdictions, face coverings are required by government officials; some employers require them, too. In all cases, those coverings worn by employees should be kept clean in accordance with CDC guidance. CDC provides overall cleaning guidance [here](#).
- ✔ Train all employees on the importance of frequent hand washing, the use of hand sanitizers with at least 60% alcohol content, and give them clear instruction to avoid touching hands to face.
- ✔ Ensure adequate supplies to support healthy hygiene practices for both employees and customers including soap, hand sanitizer (on every table, if supplies allow), paper towels, and tissues.
- ✔ Post signs on "[How to Stop the Spread of COVID-19](#)", "[Properly Wash Hands](#)", "[Promote Everyday Protective Measures](#)", and "[Properly Wear a Face Covering](#)".



REOPENING GUIDANCE **ON SOCIAL DISTANCING**

- ✓ Update floor plans for common dining areas, redesigning seating arrangements to ensure at least six feet of separation between table setups. Limit party size at tables to no more than the established “maximums approved” as recommended by CDC or approved by local and state government. Where practical, especially in booth seating, physical barriers are acceptable. Consider a reservations-only business model or call-ahead seating to better space diners.
- ✓ Provide physical guides, such as tape on floors or sidewalks to ensure that customers remain at least six feet apart in lines or ask customers to wait in their cars or away from the establishment while waiting to dine or pick up food. Post signs to inform customers of food pickup and waiting protocols.
- ✓ Any social distancing measures based on square footage should take into account service areas as well as guest areas.
- ✓ Remind third-party delivery drivers and any suppliers that you have internal distancing requirements.
- ✓ Post signage at the entrance that states that no one with a fever or symptoms of COVID-19 is to be permitted in the restaurant.
- ✓ Limit contact between waitstaff and guests. Where face coverings are not mandated, consider requiring waitstaff to wear face coverings (as recommended by the CDC) if they have direct contact with guests.
- ✓ Install physical barriers, such as sneeze guards and partitions at cash registers, bars, host stands, and other areas where maintaining physical distance of six feet is difficult.
- ✓ If practical, physical barriers such as partitions or plexiglass barriers at registers are acceptable.
- ✓ Use technology solutions where possible to reduce person-to-person interaction: mobile ordering and menu tablets; text on arrival for seating; contactless payment options. Consider options for dine-in customers to order ahead of time to limit the amount of time spent in the establishment.
- ✓ Provide hand sanitizer for guests to use, including contactless hand sanitizing stations, and post signs reminding guests about social distancing. Thank them for their patience as you work to ensure their safety.
- ✓ Try not to allow guests to congregate in waiting areas or bar areas. Design a process to ensure guests stay separate while waiting to be seated. The process can include floor markings, outdoor distancing, waiting in cars, etc. Consider an exit from the facility separate from the entrance. Determine ingress/egress to and from restrooms to establish paths that mitigate proximity for guests and staff.
- ✓ Where possible, workstations should be staggered so employees avoid standing directly opposite one another or next to each other. Where six feet of separation is not possible, consider other options (e.g., face coverings) and increase the frequency of surface cleaning and sanitizing.

Note: Face coverings may be required by government officials and/or restaurant operators to mitigate the distancing gap. If not mandated, face coverings are recommended by CDC and, when worn, they should be cleaned daily according to CDC guidance.

✓ Limit the number of employees allowed simultaneously in break rooms.

✓ Train all employees in the above safety actions while maintaining social distancing and use of face coverings during training. With larger staffs, use communication boards to or digital messaging to convey pre-shift meeting information.

BEST PRACTICES

FOR RE-OPENING RETAIL FOOD ESTABLISHMENTS DURING THE COVID-19 PANDEMIC FOOD SAFETY CHECKLIST

FDA is providing a food safety re-opening checklist for previously closed retail food establishments or those that have been open with limited service related to the COVID-19 pandemic. This checklist addresses key food safety practices for retail food establishments to consider when re-opening and restarting operations.

This addresses key considerations for how foods offered can be safely handled and delivered to the public. This is not a comprehensive list. FDA encourages consulting the references and links provided below (by CDC, FDA, EPA, and OSHA) for more detailed information. This will be updated as FDA receives further information and inquiries.

- [Managing Employee Health \(Including Contracted Workers\)](#)
- [Personal Hygiene for Employees](#)
- [Managing Operations in a Foodservice Establishment or Retail Food Store](#)
- [Managing Food Pick-Up and Delivery](#)

BE HEALTHY, BE CLEAN



- Employees - Stay home or leave work if sick; consult doctor if sick, and contact supervisor
- Employers - Instruct sick employees to stay home and send home immediately if sick
- Employers - Pre-screen employees exposed to COVID-19 for temperature and other symptoms



- Wash your hands often with soap and water for at least 20 seconds
- If soap and water are not available, use a 60% alcohol-based hand sanitizer per CDC
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Wear mask/face covering per [CDC](#) & [FDA](#)



- Never touch Ready-to-Eat foods with bare hands
- Use single service gloves, deli tissue, or suitable utensils
- Wrap food containers to prevent cross contamination
- Follow 4 steps to food safety [Clean, Separate, Cook, and Chill](#)

CLEAN & DISINFECT



- Train employees on cleaning and disinfecting procedures, and protective measures, per CDC and FDA
- Have and use cleaning products and supplies
- Follow protective measures



- Disinfect high-touch surfaces frequently
- Use EPA-registered disinfectant
- Ensure food containers and utensils are cleaned and sanitized



- Prepare and use sanitizers according to label instructions
- Offer sanitizers and wipes to customers to clean grocery cart/basket handles, or utilize store personnel to conduct cleaning/sanitizing

SOCIAL DISTANCE



- Help educate employees and customers on importance of social distancing:
 - Signs
 - Audio messages
 - Consider using every other check-out lane to aid in distancing



- Avoid displays that may result in customer gatherings; discontinue self-serve buffets and salad bars; discourage employee gatherings
- Place floor markings and signs to encourage social distancing



- Shorten customer time in store by encouraging them to:
 - Use shopping lists
 - Order ahead of time, if offered
- Set up designated pick-up areas inside or outside retail establishments

PICK-UP & DELIVERY



- If offering delivery options:
 - Ensure coolers and transport containers are cleaned and sanitized
 - Maintain time and temperature controls
 - Avoid cross contamination; for example, wrap food during transport



- Encourage customers to use "no touch" deliveries
- Notify customers as the delivery is arriving by text message or phone call



- Establish designated pick-up zones for customers
- Offer curb-side pick-up
- Practice social distancing by offering to place orders in vehicle trunks



COVID-19

REOPENING GUIDANCE

A GUIDE FOR THE
RESTAURANT INDUSTRY

For other resources:

[RESTAURANT.ORG/COVID19](https://www.restaurant.org/covid19)



WIRESTAURANT.ORG