GUIDELINES FOR FOOD ESTABLISHMENTS TO RE-OPEN DINING ROOMS

PURPOSE:

On April 23, 2020, Governor Brad Little issued the Idaho Rebounds steps to reopen Idaho after COVID-19. It is a four-phased program to slowly reopen businesses and services that have been closed. Stage 2 addresses the reopening of restaurant dining rooms, which will go into effect on May 16, 2020 if there have been no complications with Stage 1. It is subject to be modified or extended. This guidance provides recommendations for food service establishments who wish to resume their operations and/or reopen their dining areas for service to customers.

RECOMMENDED ACTIONS:

Communication Protocols

- Place signs at the entrance and in high visibility areas that encourages patrons to:
  - Not enter if they are feeling ill.
  - Utilize cough and sneeze etiquette along with proper hand hygiene.
  - Practice social distancing (physical distance between people can reduce the spread of disease).
  - **Printable sign resources are available at Centers for Disease Control and Prevention (CDC) website**: CDC COVID-19 Print Resources.
- Prepare to work with Eastern Idaho Public Health (EIPH) about the latest public health information and guidance.
- Determine how to relay information about your business operations with employees and business partners.
- Decide how to keep your employees and patrons informed about the latest public health recommendations and your response.
- Prepare to work with your insurance company to ensure that you understand your business liability insurance and specific details to stay in compliance with your insurance policy.
- For the purpose of COVID-19 contact tracing (if an exposure were to happen at your establishment), it is recommended to collect the name and contact information of at least one member in every party dining in the establishment. Please keep these categorized by server and date of service as this is important information to have for an epidemiological investigation.

Cleaning, Sanitizing, and Other Safety Measures

- Prior to opening, thoroughly clean and sanitize the entire facility, especially if it has been closed.
- Frequently clean and disinfect door handles, surfaces of doors that people may touch to open or close the door, handrails, countertops, and other high touch surfaces. Do not overlook seldom-touched surfaces.
- Between seating of customers, clean and sanitize table condiments, digital ordering devices, check presenters, self-service areas, tabletops, and common touch areas.
- Consider the use of single serve condiments (sauces, salt and pepper, etc.). Any items given to customers and not used need to be discarded.
- Single use items such as napkins, plastic ware, and condiments should not be provided in a self-service area. These items should be provided to customers by staff.

- Clean and sanitize reusable menus. Consider the use of single use paper menus; discard them after each customer use.
- An employee who handles payment transactions during the course of business shall utilize best practice cleaning measures to maintain clean workspace such as reception area, computer, phone, door handles, light switches, etc.
- Have designated employee conduct regular cleaning with an approved EPA cleaning product of bathroom facility every hour (provide personal protective equipment).
- Continue to utilize take-out, curbside pick-up, and delivery as appropriate. Routinely clean and sanitize coolers and insulated bags used to deliver foods. Routinely clean and disinfect delivery vehicle.
- Implement procedures to increase how often you clean and sanitize surfaces in the back-of-house.
- A list of recommended, EPA registered disinfectants to use can be found here: https://www.epa.gov/coronavirus/guidance-cleaning-and-disinfecting-public-spaces-workplaces-businesses-schools-and-homes.

Employee Health Monitoring and Personal Hygiene

- It is important to do a pre-check to make sure **_all_** employees are healthy and not exhibiting signs of illness prior to working their shift.
- Employees must stay home when sick and ensure sick leave policies are in place. Implement employee self-check for symptoms of COVID-19. For more information please review CDC guidance: CDC Safety Practices and Guidance. Utilize COVID-19 Decision Tree.
- If an employee has contact with a known COVID-19 case, they will be contacted by EIPH and asked to quarantine and self-isolate for 14 days from the time of last known contact.
- Wear a clean uniform each day.
- Instruct employees to wash hands throughout the day with soap and water for at least 20 seconds and provide alcohol-based hand sanitizer throughout the workplace when unable to wash hands. CDC Handwashing Instructions.
- Employees are encouraged to avoid touching their face, including eyes, nose, and mouth with unwashed hands, for their safety and the safety of others in the workplace.
- Encourage employees to utilize best health practices such as covering mouth and nose with a tissue when coughing and sneezing or use the inside of their elbow. Supply tissues and no-touch waste bins. CDC Coughing and Sneezing Etiquette.
- Strongly encourage all employees to wear non-surgical masks or face coverings that completely cover the nose and mouth, which the CDC recommends as an effective tool to mitigate risk from individuals who show COVID-19 symptoms. https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover.html.

Social Distancing and Other Recommended Practices

Note: Social distancing is defined as maintaining a distance of at least 6 feet between individuals.

- Consider having hand sanitizer or sanitizing wipes available to customers at the entrance of the facility. Routinely refill.
- Limit the number of patrons allowed in your business to accommodate social distancing.
- Implement social distancing protocols for customers waiting in line inside or outside the facility. This can be done by placing tape on the floor to act as markers 6 feet apart indicating where customers should stand.

- Staff may need to monitor and guide customers accordingly.
- Update floor plans for common dining areas, redesigning seating arrangements to ensure at least six feet of separation between table setups. Physical barriers are acceptable where practical, especially in booth seating.
- Ensure that your employees are practicing physical distancing measures between each other and customers. If this is not feasible, it is especially important for employees to wear cloth face coverings.
- Consider a reservations-only or call-ahead-seating business model to better space diners.
- Remind third-party delivery drivers and any suppliers that you have social distancing requirements.
- If practical, physical barriers such as partitions or Plexiglas at registers are acceptable.
- Explore having designated employees handle payment transactions only and other designated employees handle food preparations and/or bagging food items.
- During transaction, have the customer insert their chip card/swipe their credit card into the payment device themselves to minimize contact with items from others. If a signature is required on a credit card slip, sanitize the pen that was used by the customer.
- Use technology where possible to reduce person-to-person interaction, including mobile ordering, menu tablets, texts on arrival for seating, contactless payment, consider emailing receipts in place of paper receipts.
- If your establishment has a customer self-service salad bar, either discontinue the use of it for the time being or have an employee supervise the use of it/construct the salads for the patrons. Ensure that there are adequate sneeze guards in place and all of the utensils are removed properly cleaned and sanitized frequently. If possible, provide gloves/napkins for grabbing utensils. Allow for enough space in the salad bar area so customers may practice good social distancing while in line.
- Determine ingress/egress to and from restrooms to establish paths that mitigate proximity for guests and staff.

This guidance is subject to change as more information becomes available about limiting the transmission of COVID-19. For more information on COVID-19, resources are available at the following:

- Eastern Idaho Public Health: www.EIPH.Idaho.gov
- State of Idaho official novel coronavirus (COVID-19) website: https://coronavirus.idaho.gov/
- State of Idaho website for re-opening Idaho's economy: https://rebound.idaho.gov
- Center for Disease Control and Prevention: www.cdc.gov
- https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html
- https://www.cdc.gov/coronavirus/2019-ncov/community/airport-retail-factsheet.html

If you have any questions or need additional information to include in your plan, please feel free to reach out to EIPH's Environmental Health Division at (208) 523-5382.