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Reopening: Guidance for the **Restaurant** Industry

Guidance Document

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Overview

The restaurant industry has quickly adapted to stay-at-home or shelter-in-place orders across the U.S. Many establishments have come up with unique solutions such as: offering reduced menus, drive-thru or curbside pick-up, using apps and texts to manage orders, no contact delivery, combo or boxed meals that fare better in to-go containers, and even implementing robotics for food handling. The industry has also stepped up to support communities, including donating food at risk of going to waste to local food banks, and offering free coffee and snacks to essential workers such as police officers, firefighters, paramedics, doctors, nurses, and hospital employees.

With stay-at-home restrictions beginning to lift, restaurant owners are faced with difficult questions that must be addressed before reopening, such as:

- How can we protect our employees and customers from the disease while dining at our restaurant?
- How do we assure our customers that we are doing all we can to protect them from the disease?
- How can we minimize the risk of disease transmission if those that are ill or those who have had contact with positive COVID-19 people dine in?
- What do we do if a customer is sick or not following guidelines?

Notably, according to the Food and Drug Administration (FDA) and the Centers for Disease Control (CDC), currently there is no evidence to support transmission of COVID-19 associated with food. Existing food safety requirements are already very stringent and reduce the likelihood of foodborne disease transmission. Additional measures can be taken to reduce the risk of transmitting COVID-19 from touching surfaces or from person-to-person spread through respiratory droplets.

This document offers practical guidance for restaurant owners to implement measures to reduce the risk of transmitting COVID-19. It addresses the key questions above, and also provides tips for restaurant employees and customers.

What should an Employer do to protect themselves and their customers?

Restaurant owners should continually monitor international (World Health Organization (WHO), federal (CDC), state, and local guidelines for changes in recommendations, cleaning strategies, and other best management practices. Employers should also consider developing a team of professionals to monitor, assess, and implement new strategies as they become available.

In addition, employers should consider the following strategies for reducing the risk of COVID-19 transmission in regards to physical distancing, ventilation, enhanced cleaning practices, restrooms, food preparation areas and contact surfaces, personal hygiene, employee wellness, personal protective equipment, training, waste and laundering, and communication.

Due to the wide variety of restaurants, functions, and sizes, it may not be possible for establishments to implement all of the following, however, trying to tackle the problem from multiple angles can help reduce health risks.

Physical Distancing

- Limit the number of customers dining at one time. Consider starting with a “Reservation Only policy” to start. Limit the group size to six or less.
- Mark distances of 6 feet for customers waiting to be seated. Consider having customers wait in their cars until called to be seated.
- Try to distance tables or customers so that the nearest customer at one table is at least to 6 feet from another customer at another table.



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- If tables cannot be moved, consider putting signage on every other table or booth marking them as “PHYSICAL DISTANCE TABLE” or “RESERVED FOR YOUR SAFETY”. Consider Plexiglass partitions between booths as an alternative.
- Place plastic partitions between employees and customers wherever possible (e.g., fast food windows, host stands, and bars).
- In lieu of bars, consider providing table-only service for alcoholic beverages.
 - Alternatively, consider handing out signs at the bar that customers can use to put on either side of them to maintain physical distancing.
- Consider non-traditional ordering and payment processing to minimize contact time between servers and customers.
 - Consider an app-based system.
 - Consider writing a numbered menu on a wall/ large board that can be easily communicated at a distance.
 - Encourage credit card use over cash, when possible.

Ventilation

- Get fresh air to the customers and staff and properly utilize ventilation system. Some ways to do this or seek help:
 - Encourage outdoor dining, and open doors and windows if possible.
 - Maximize fresh air through your ventilation system.
 - Maintain relative humidity at 40-60%.
 - Ensure restroom is under negative pressure.
 - If you don’t know how, ask an HVAC professional and see [ASHRAE](#) updates for more information.
- Consider using portable HEPA filtration units.
- If fans such as pedestal fans or hard mounted fans are used in the restaurant, take steps to minimize air from fans blowing from one person directly at another individual. If fans are disabled or removed, employers should remain aware of, and take steps to prevent, [heat hazards](#).

NOTE: Contact an occupational health and safety professional or ventilation specialist for advice on how to best utilize ventilation systems.

Enhanced Cleaning Practices

- Select appropriate disinfectants – consider effectiveness and safety
 - The U.S. Environmental Protection Agency (EPA) has developed a [list of products](#) that meet EPA’s criteria for use against SARS-CoV-2.
 - Review product labels and Safety Data Sheets and follow manufacturer specifications
 - Consider consulting industrial hygiene experts if additional advice is needed.
- Establish a disinfection routine - no more wet rag approach (use disposable products instead).
 - Ensure disinfection protocols follow product instructions for application and contact time.
 - Consider establishing a single staff position whose responsibility is to disinfect. This person should be continuously cleaning and visible to customers.
 - Each table, chairs (as possible), and partitions should be disinfected after each customer.
 - As noted above, clean HVAC intakes daily.
 - Consider using a checklist or audit system to track how often cleaning is conducted.
- Consider covering chairs in a non-porous material for easy cleaning.
- Menus should be non-porous and disinfected between use. If paper menus are used, make them



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single use only. Consider alternatives like a menu board or phone app.

- Aprons, towels, work clothing, etc. should be placed in trash bags and treated as potentially contaminated and laundered per recommendations below.

Restrooms

- Doors to multi-stall restrooms should be able to be opened and closed without touching handles if at all possible.
 - Place a trash can by the door if the door cannot be opened without touching the handle.
- For single restrooms, provide signage and materials (paper towels and trash cans) for individuals to use without touching the handles, and consider providing a key so disinfection measures can be better controlled.
- Place signs indicating that toilet lids (if present) should be closed before flushing.
- Place signs asking customer and employees to wash hands before and after using the restroom.
- Provide paper towels and air dryers in restrooms.¹
 - The WHO and CDC currently state that hands can be dried using a paper towel or hand dryer.
 - Due to current uncertainties surrounding the transmission of SARS-CoV-2, care should be taken when using a hand dryer or paper towel.
 - The use of touch or push hand dryers is discouraged due to possible surface contamination. If hand dryers are used, consider touchless devices.
 - Businesses and employers should work with HVAC professionals to ensure that bathrooms are well ventilated.
- Double efforts to keep bathrooms clean and properly disinfected.

¹NOTE VERSION CHANGE: In version 3 of this guidance document, in the section titled “Restrooms” it stated to disconnect or tape off the hand dryer.

Food Preparation Areas and Contact Surfaces

- Place adhesive floor mats at entrances and at the entrances of food preparation areas.
- Cover any exposed clean silverware, dishes, glasses, pots and pans. Relocate hanging bar glasses to a covered area.
- Provide silverware wrapped or covered at the table, along with glasses turned upside down on a clean napkin.
- Use disposable napkins and tablecloths wherever possible.
 - Only use cloth tablecloths if they are changed for each customer and properly laundered after each use, per recommendations below.
- Any items left by customers should be placed in sealed bags and the bag should be disinfected and isolated until customer returns.
- Remove all condiments from the table (e.g., ketchup bottles, salt and pepper shakers, etc.) and consider providing pre-packaged condiments or include condiments as part of the cleaning routine.

Personal Hygiene

- Establish a “before- and after-service” hand washing or sanitizing for all staff including bar staff.
 - Staff should wash hands between serving and clearing dishes or establish a dedicated person to clear dishes and wait staff arrange for dish pick up if a customer requests their dishes cleared.
- Provide hand-washing stations at the front of the establishment and throughout the establishment for customers to wash hands before being seated or when needed, or alternatively, hand sanitizer if not feasible.
- Provide hand sanitizer at each table.



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Employee Wellness

- Conduct employee temperature screening and wellness checks before each shift.
 - Temperature screening can include manual (use non-contact infrared thermometers) or thermal camera methods.
 - Employees can self-check temperature, while wearing a glove, or disinfect between use.
 - There are a number of examples available for wellness questionnaires (see Resources below).
- If employee is sick or receives any kind of testing (virus or antibody), results should be reported to employer and timing/decision to go back to work should only be with doctor's approval.

Additional Guides for Cafeterias or Cafeteria-style Restaurants

- Consider reducing occupant capacity during peak times, or stagger breakfast/lunch or dinner schedules when practical.
- Consider pick-up only when crowding cannot be managed or as an alternative to those who want to limit their time in the space.
- Remove self-serve food items. Remove hot and cold food bars with open food items and communal serving stations.
- Remove dinnerware/drinkware from communal spaces and only issue as needed.
- Replace communal condiments with single serving, individually wrapped items.
- Implement physical distancing by spacing out any queues, only allowing seating at every other table, or expanding the dining area to include more space.
- Consider implementing physical barriers in between seating.
- Limit the number of people who can sit together.
- Implement enhanced disinfection and sanitization measures both in the kitchen and dining areas.

- Consider adding touchless payment options and pre-ordering of food items.

Other Control Measures

- Require gloves for all back of house (BOH) staff and ensure the gloves are changed per current industry standards.
- Although not necessary if hand-washing protocols are rigorously followed, consider providing gloves to servers.
 - If they are worn, they must be changed regularly and are not a substitution for hand-washing.
- Require face coverings for BOH staff – type depends on local requirements and availability.
- Provide or encourage all other employees to wear face coverings and gloves, and to use hand sanitizer. **(NOTE: Homemade face coverings primarily protect others not yourself).**

NOTE: If an employer chooses to provide an N95 respirator, please fully consider all the potential OSHA requirements.

Training

- Provide instruction and training to employees on how to:
 - Handle their work clothing properly at home if laundry service is not provided
 - Properly put on and remove gloves
 - Clean and disinfect tables according to product specifications
 - Correctly use respirators
- Provide Safety Data Sheets for cleaning chemicals and ensure employees are aware of the hazards of use
- Industrial hygienists have expertise in selecting personal protective equipment (PPE) and training.



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Waste and Laundering

- Single-use items and used disinfection materials can be treated as regular waste, following food safety guidelines.
- Cloth materials (e.g., linens, aprons, etc.) should be washed and dried on the highest temperature setting allowable for the fabric.

Communication

- Communicate to the diners what the restaurant is doing to mitigate the spread of COVID-19 (e.g., disinfection routine, health policies for staff, and health & safety measures in place).
 - Consider communicating to diners when dining out may not be a good option (e.g. taking care of someone who is COVID-19 positive, exhibiting symptoms of COVID-19, being in a high-risk category, etc.).
 - Consider placing signage on tables to show that they have been disinfected after previous customers.
- Communicate that the restaurant has the right to refuse service to anyone exhibiting symptoms or not following guidelines (e.g., physical distancing).
- Platforms for communication could include websites, reservation processes, hand-outs, and outdoor signage.

What should an Employee do to protect themselves and the customers?

- Evaluate your health constantly, if you are sick stay home. If you have a temperature stay home. If someone at home is sick, stay home. If you have allergies and sneezing, stay home. **NOTE: Employer HR Policies, HIPAA guidelines and other laws should be followed at all times.**
- Wear a face covering when out in public and maintain physical distancing.
- Wash your hands when you arrive at work, after

each customer, after touching your face or face covering and when you leave work.

- At all times, wear a face covering or something better if you have it.
- Let your employer know if you have concerns about the PPE that may be provided to you and that you are properly instructed on how to use it.
- Attempt to delay the urge to sneeze or cough if possible; carry a disposable towel or handkerchief towel, so if you get the urge to sneeze or cough, cover your nose, mouth and mask with it and then, attempt to delay the urge to sneeze or cough, immediately leave the premises to wash your hands and face thoroughly before returning to work.

What a Customer can do to minimize the transmission of Covid-19

- If you are sick stay home. If you have a temperature stay home. If someone in your house is sick, stay home. If you have allergies and can't control sneezing, stay home.
- Use take-out/pick-up services where you can.
- Wear a face covering as you enter and leave the building.
- Wash your hands before and after you leave the building if possible. If not, use hand sanitizer when you sit down and before you leave the building.
- Maintain a distance of at least 6 feet from other customers and employees when waiting for a table and when walking throughout the restaurant to the extent possible.
- Attempt to delay the urge to sneeze or cough if possible; carry a disposable towel or handkerchief towel, so if you get the urge to sneeze or cough, cover your nose, mouth and mask with it and then, attempt to delay the urge to sneeze or cough, immediately leave the premises to wash your hands and face thoroughly before sitting back down.



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Resources

- The [National Restaurant Association](#) has compiled information and resources for the restaurant industry, including employer guidelines, safety tips, and links to news articles and state guidelines.
- Numerous wellness questionnaire examples [are available online](#).
- The CDC has developed [cleaning and disinfection recommendations for commercial facilities](#).
- The EPA has developed a [list of disinfectants](#) for use against SARS-CoV-2.
- ASHRAE has a [list of COVID resources for commercial buildings](#).
- **AIHA's Indoor Environmental Quality Committee developed these guidance documents about reopening and cleaning buildings after closures due to COVID-19: [Recovering from COVID-19 Building Closures](#) and [Workplace Cleaning for COVID-19](#).**

Disclaimer

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These guidance documents were primarily developed for those smaller business that don't have readily available occupational health and safety resources, and designed to help business owners, employers, employees and consumers implement science-backed procedures for limiting the spread of the coronavirus. They are subject to any local, state, or federal directives, laws, or orders about operating a business and should only be used if they do not conflict with any such orders.

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the science of anticipating, recognizing, evaluating, and controlling workplace conditions that may cause workers' injury or illness. Through a continuous improvement cycle of planning, doing, checking and acting, OHS professionals make sure workplaces are healthy and safe.

Get additional resources at AIHA's [Coronavirus Outbreak Resource Center](#).

Find a qualified industrial hygiene and OEHS professionals near you in our [Consultants Listing](#).



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