



# Responsible RestartOhio

## Restaurants, Bars, and Banquet & Catering Facilities/Services



### Employees

#### Mandatory

- **Ensure minimum of 6 feet between employees, if not possible, utilize barriers if applicable and increase the frequency of surface cleaning, handwashing, sanitizing and monitor compliance.**
- Businesses must allow all customers, patrons, visitors, contractors, vendors and similar individuals to use facial coverings, except for specifically documented legal, life, health or safety considerations and limited documented security considerations.
- Businesses must require all employees to wear facial coverings, except for one of the following reasons:
  - Facial coverings in the work setting are prohibited by law or regulation.
  - Facial coverings are in violation of documented industry standards.
  - Facial coverings are not advisable for health reasons.
  - Facial coverings are in violation of the business's documented safety policies.
  - Facial coverings are not required when the employee works alone in an assigned work area.
  - There is a functional (practical) reason for an employee not to wear a facial covering in the workplace.

*(Businesses must provide written justification to local health officials, upon request, explaining why an employee is not required to wear a facial covering in the workplace. At minimum, facial coverings (masks) should be cloth/fabric and cover an individual's nose, mouth, and chin.)*

- Employees must perform daily symptom assessment.\*
- Require employees to stay at home if symptomatic and perform daily symptom assessment requirements before returning to work.
- Provide ServSafe, or other approved COVID-19 education, as soon as possible. Add COVID-19 symptoms to the current standard Health Agreement required by the food safety code.
- Require regular handwashing by employees.
- Comply with person in charge certification requirements and manager certification requirements as set forth in OAC 3701-21-25 and OAC 3717-1-02.4 as applicable.
- Maintain compliance with ODH sanitation and food safety regulations.
- Limit number of employees allowed in break rooms at the same time and practice social distancing. Maximum to be current group size per state guidelines (currently 10).

#### Recommended Best Practices

- Encourage third-party delivery staff to wait outside or in non-congested areas practicing social distancing guidelines. Encourage third-party delivery staff to wear face coverings.
- Educate on proper use, disposal, and maintenance of face coverings. Enhance education on proper use of gloves, per code.
- Health checks may include temperature assessments, questionnaires, employee self-checks, screening apps or other tools. Update files with log of "health checks."
- Conduct telephone symptom assessment\* for employees who were ill and planning to return to work.
- As employee rehiring begins, consider virtual interviewing and on-boarding when possible.
- Reinforce education per current food safety code about when to wash hands. Post health department handwashing posters at sinks and stations. Set times for periodic handwashing.
- Avoid switching tasks when possible to reduce cross contamination concerns. Increase handwashing if changing tasks is necessary.

\*Per the CDC, symptoms include fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, or diarrhea.

## Mandatory

### Customers & Guests

- **Ensure a minimum of 6 feet between parties waiting and when dining – if not possible, utilize barriers or other protective devices.**
- Customers and guests must wear face coverings at all times, except when dining. (Children younger than 10 and people with certain medical conditions are exempt. See the Order for Facial Coverings for additional details.)
- Customers must be seated when consuming food, beer, wine, and liquor on the premises.
- Post a list of COVID-19 symptoms in a conspicuous place.
- Ask customers and guests not to enter if symptomatic.
- Provide access to hand washing methods while in the food service establishment, and if possible, place approved hand washing/sanitizing products in high-contact areas.
- Food service establishments offering dine-in service must take affirmative steps with customers to achieve safe social distancing guidelines. The number of people seated at any one table must be limited to 10.

### Physical Spaces

- Establish and post maximum dining area capacity using updated COVID-19 compliant floor plans. Maximum party size must conform with state guidelines (currently 10).
  - Post a kitchen floor plan, establishing safe social distancing guidelines and following established state health department guidance for masks and gloves.
  - Perform daily cleaning for the entire establishment. Clean and sanitize tabletops, chairs, and menus between seatings. Clean all high touch areas every two hours, and more frequently as needed (e.g., door handles, light switches, phones, pens, touch screens.)
  - Provide approved hand washing/sanitizing products in common areas.
  - When appropriate, establish ordering areas and waiting areas with clearly marked safe distancing and separations per individual/social group for both restaurant and bar service.
  - Remove self-service, table, and common area items (e.g., table tents, vases, lemons, straws, stir sticks, condiments.)
    - Retail food establishments regulated by the Ohio Department of Agriculture should see our self-service food sector-specific guidance.
  - Private dining and bar seating areas within a food-service establishment must follow all approved safe social distancing guidelines.
  - Open, congregate areas in restaurants and bars (for billiards, card playing, video games, arcade games, dancing, entertainment) may be open but must follow social distancing and sanitation guidelines.
- If offering self-service food stations:
- Customers must wear facial coverings while using or in line for self-service food stations. Those unable to wear a facial covering must be served by an employee.
  - Buffet tables/salad bars must be spaced a minimum of 6 feet away from customer seating/tables, and lines must not extend into seating areas.
  - Customer flow at buffet tables/salad bars must move in one direction with a beginning point and ending point, and customers must maintain at least 6 feet of social distancing while in line. Directional signage must be posted indicating where the customer line begins.
  - Hand sanitizer must be placed at stations, including at the front of the line and end of the line, and used by customers prior to, and after, serving themselves.
  - Serving utensils must be replaced or cleaned and sanitized at least hourly.
  - Commonly touched surfaces must be cleaned and sanitized frequently.

## Recommended Best Practices

- Post health questions for symptoms\*\* at the entrance.
  - If possible, identify a dedicated entrance door and exit door. When possible, enable dining room ventilation (e.g., open doors and windows.)
  - When possible, encourage customers to make dine-in reservations or use drive-thru, pick-up, call-in, curbside, or delivery options.
  - Encourage at-risk population to utilize alternative options such as using the drive-thru, pick-up, call-in, curbside, or delivery options.
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- It is recommended that self-service customers use disposable napkins, tissues, wax paper, etc., when handling serving utensils, and operators of self-service food stations are encouraged to make them available. A trash receptacle should be conveniently located.
  - Use of individually packaged condiments is recommended for self-service food stations.
  - Utilize barriers in high volume areas.
  - If possible, stagger workstations so employees avoid standing directly opposite or next to each other. If not possible, increase the frequency of surface cleaning, handwashing, and sanitizing, and monitor compliance.
  - Limit entrance and exit options when possible while still maintaining code regulations.
  - Enhance weekly deep cleaning checklists. Consider posting communication to indicate table has been cleaned. Utilize disposable menus when possible.
  - Post health department "best practices" highlighting continuous cleaning and sanitizing of all food equipment and common surfaces.
  - Continue to emphasize employee education and compliance with hand washing, glove use, employee health, and food handler training.
  - Consider air filtration improvements within HVAC system.
  - Encourage and continue to use designated curbside pickup zones for customers.

## Physical Spaces (cont.)

### Mandatory

- While in operation, self-serve areas must be continually monitored by staff who are trained in food safety.
- Food must be protected from contamination, including sneeze guards on self-serve equipment.
- Signage must be placed at self-service food stations requiring customers to use hand sanitizer before and after serving themselves, and to maintain at least 6 feet of social distancing while in line. The signage should recommend that customers use disposable napkins, tissues, wax paper, etc., when handling serving utensils. A sample sign is available on Ohio's coronavirus website at <https://coronavirus.ohio.gov/wps/portal/gov/covid-19/responsible-restartohio/Posters-and-Signs> (food service operations and retail food establishments may choose to develop their own signage).

### Recommended Best Practices

## Confirmed Cases

- Immediately isolate and seek medical care for any individual who develops symptoms while at work.
  - Contact the local health district about suspected cases or exposures.
  - Shutdown area for deep sanitation if possible.
- Work with local health department to identify potentially infected or exposed individuals to help facilitate effective contact tracing/notifications.
  - Test all suspected infections and exposures.
  - Following testing, contact local health department to initiate appropriate care and tracing.

*\*\* Per the CDC, symptoms include fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, or diarrhea.*