



HOOSIER HOSPITALITY PROMISE

THE HOOSIER HOSPITALITY 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 safe sanitation practices with all team members certified in safe food handling and a certified manager for every restaurant.
- 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 Hoosier Hospitality 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.
- If you have any questions about the Hoosier Hospitality Promise, please ask for a manager who will be happy to assist you.

More about the Hoosier Hospitality Promise

In partnership with INRLA 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, visit:

www.inrla.org/page/Hoosier-Hospitality-Promise

THE HOOSIER HOSPITALITY PROMISE

Section 1 – Introduction

What is the Hoosier Hospitality Promise?

In partnership with the Indiana Restaurant & Lodging Association and health officials across the State, restaurant owners and operators make a set of commitments to their employees and customers and earn the endorsement of the Hoosier Hospitality 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. The Hoosier Hospitality 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 <https://www.inrla.org/page/Hoosier-Hospitality-Promise>

Who can participate in the Hoosier Hospitality 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. Overtime, these efforts should help customers regain trust and comfort dining in restaurants.

Section 2 – Restaurant Responsibilities & Options

How do restaurants participate in the Hoosier Hospitality Promise?

In addition to completing the COVID-19 Hospitality Training Program, Restaurants must agree to the following commitments to protect their employees and customers:

- We will continue to be a leader in safe sanitation practices with all team members certified in safe food handling and a certified manager for every restaurant.
- 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 will be cleaned and disinfected after every use.
- We will post the Hoosier Hospitality Promise at our entrances so everyone understands the steps we must all take to keep our communities safe.



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Supporting Guidance

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

Importantly, restaurants are already experts in safe food handling and sanitation, so many of their routine practices will go a long way towards fulfilling commitments in the Hoosier Hospitality 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:

- Restaurants and other food service establishments should have the designated manager on duty complete the COVID-19 Hospitality Training Program and the manager should also have employees complete the program.
- 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 face coverings and other protective equipment in keeping with public health guidelines related to preventing cross-contamination.
- Limit tables to 10 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
- 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 Indiana 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 Hoosier Hospitality 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 Hoosier Hospitality Promise by posting the required notice at entrances, and if the restaurant uses a website or social media, through those channels as well.



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Supporting Guidance

Section 3 – Customer Responsibilities & Options

Why are customers included within the Hoosier Hospitality 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 Hoosier Hospitality 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.
- If you have any questions about the Hoosier Hospitality Promise, please ask for a manager who will be happy to assist you.

What can restaurants do to help customers meet these obligations?

Restaurants are encouraged to maximize the use of contactless delivery options and advertise those options to potential customers. Publicizing information about the Hoosier Hospitality Promise should also increase customers' compliance. More about the Hoosier Hospitality

Promise: <https://www.inrla.org/page/Hoosier-Hospitality-Promise>



Indiana

RESTAURANT INDUSTRY AT A GLANCE

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



12,196

Eating and drinking place locations in Indiana in 2018



311,400

Restaurant and foodservice jobs in Indiana in 2019 = 10% of employment in the state



\$12.8 billion

Estimated sales in Indiana's restaurants in 2018

AND BY 2029, THAT
NUMBER IS PROJECTED
TO GROW BY 10.3%

= 32,200 additional jobs,
for a total of 343,600

HOW DOES THE
RESTAURANT INDUSTRY
IMPACT THE
INDIANA ECONOMY?

Every dollar spent in the tableservice segment contributes \$1.75 to the state economy.

Every dollar spent in the limited-service segment contributes \$1.56 to the state economy.

Indiana's Restaurants

JOBS AND ENTREPRENEURIAL OPPORTUNITIES IN EVERY COMMUNITY

| U.S. SENATORS | | EATING AND DRINKING PLACES: | |
|----------------------|------------------------|--------------------------------|----------------------------|
| | | Establishments in the state | Employees in the state* |
| Todd Young (R) | | 12,196 | 238,500 |
| Mike Braun (R) | | | |
| U.S. REPRESENTATIVES | | EATING AND DRINKING PLACES: | |
| | | Establishments in the state | Employees in the state* |
| 1 | Peter Visclosky (D) | 1,391 | 27,199 |
| 2 | Jackie Walorski (R) | 1,265 | 24,729 |
| 3 | Jim Banks (R) | 1,293 | 25,284 |
| 4 | James R. Baird (R) | 1,392 | 27,218 |
| 5 | Susan Brooks (R) | 1,719 | 33,624 |
| 6 | Greg Pence (R) | 1,123 | 21,966 |
| 7 | André Carson (D) | 1,416 | 27,686 |
| 8 | Larry Bucshon (R) | 1,316 | 25,745 |
| 9 | Trey Hollingsworth (R) | 1,281 | 25,047 |
| TOTAL | | 12,196 | 238,500 |

*Indiana's 238,500 eating-and-drinking-place jobs represent the majority of the state's total restaurant and foodservice workforce of 311,400 jobs, with the remainder being non-restaurant foodservice positions.

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

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Supporting Guidance

How should I use?

Soap and Water

- **Wet** your hands with clean running water (warm or cold) and apply soap.
- **Lather** your hands by rubbing them together with the soap.
- **Scrub** all surfaces of your hands, including the palms, backs, fingers, between your fingers, and under your nails. Keep scrubbing for 20 seconds. Need a timer? Hum the “Happy Birthday” song twice.
- **Rinse** your hands under clean, running water.
- **Dry** your hands using a clean towel or air dry them.

Alcohol-Based Hand Sanitizer

Use an alcohol-based hand sanitizer that contains at least 60% alcohol. Supervise young children when they use hand sanitizer to prevent swallowing alcohol, especially in schools and childcare facilities.

- **Apply.** Put enough product on hands to cover all surfaces.
- **Rub** hands together, until hands feel dry. This should take around 20 seconds.

Note: Do not rinse or wipe off the hand sanitizer before it's dry; it may not work as well against germs.



For more information, visit the CDC handwashing website, www.cdc.gov/handwashing.