



SAFE DINE-IN PLEDGE

Safety Guidelines for Restaurants and Bars

Best practices for reopening during COVID-19 presented in partnership with Western Reserve Hospital and the City of Stow

This information is in accordance with best practices, guidelines and recommendations from the Centers for Disease Control and Prevention and the Ohio Department of Health in response to the Coronavirus pandemic in our region.



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COVID-19 Safety Guidelines – Restaurants/Bars

As a healthcare leader in our area, Western Reserve Hospital, in collaboration with the City of Stow and local restaurants and bars, has created guidelines to establish the safest dining experience for our community.

This booklet serves as a guide to help inform you and your staff of the many safeguards and best practices that should be set up to keep your business safe for your customers, employees and neighbors.

SAFETY STARTS WITH YOU

As restaurants and bars continue operations in Stow, Western Reserve Hospital and the City of Stow offer the following considerations on how owners can protect employees, customers and communities while slowing the spread of COVID-19 with guidance from the [Centers of Disease Control and Prevention](#) (CDC) and [Ohio Department of Health](#) (ODH). Food service establishments are encouraged to implement these considerations each and every day as it best fits their facilities.

RISK AWARENESS

COVID-19 is most often spread through respiratory droplets released when people speak, cough or sneeze. After touching a contaminated surface, the virus may spread to the hands and then the mouth or nose, leading to infection. Environmental cleaning and disinfection as well as personal prevention practices, including handwashing and staying home when sick, play a key role in maintaining good health.

As individuals begin to interact with others more frequently, the risk of spreading COVID-19 increases. Masks may reduce the risk of COVID-19 spread when worn in any of these risk scenarios:

- **LOWEST RISK:** Food service limited to drive-through, delivery, takeout, and curbside pick up
- **MORE RISK:** Drive-through, delivery, takeout, and curbside pick up emphasized. On-site dining limited to outdoor seating. Seating capacity reduced to allow tables to be spaced at least 6 feet apart
- **HIGHER RISK:** On-site dining with indoor seating capacity reduced to allow tables to be spaced at least 6 feet apart. And/or on-site dining with outdoor seating, but tables not spaced at least six feet apart
- **HIGHEST RISK:** On-site dining with indoor seating. Seating capacity not reduced and tables not spaced at least 6 feet apart

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HYGIENE

- Require employees to wash their hands before, during and after preparing food or cleaning tables. Use soap and water for at least 20 seconds and increase monitoring to ensure adherence
- Encourage employees to cover coughs and sneezes with a tissue. Tissues should then be discarded and hands should be washed or sanitized before continuing work
- Set up hand sanitizing stations with at least 60% alcohol sanitizer at entrances and exits or within high-activity areas such as order stations, if utilizing
- Display signage with guidance on proper handwashing in restrooms



FACE COVERINGS AND MASKS

Face coverings and masks are worn to protect others in case someone is unknowingly infected. Face coverings should not be worn by children under 2 years old, anyone who has trouble breathing or cannot remove the face covering without assistance.

- Require all employees to wear face coverings or masks while working. Face coverings are essential when social distancing is difficult
- Educate employees on proper mask usage and share mask education with customers via literature or signage
- Consider mask disposal or cleaning to avoid soiled mask use
- Ask patrons to wear masks if they need to leave their table at any time during their visit



SCREENING STAFF

- Employees must perform daily symptom assessment, which may include fever (**temperature should be less than 100.4°F**), cough, shortness of breath or loss of taste or smell
- Encourage employees to stay home when they feel sick or if they were in close contact with someone who has COVID-19 or flu-like symptoms
- Employees should stay home if they test positive for COVID-19 or have any COVID-19 symptoms
- **If a COVID-19 infection is identified within your business, immediately report the infection to the local health district [here](#)**
 - Work with the local health department to identify potentially exposed individuals, to begin appropriate communications and help with contact tracing
 - Temporarily shut down operations and public facility access and deploy deep cleaning and sanitation measures following the [appropriate cleaning guidelines](#)

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- Leave policies should be flexible and not punish people for taking time off to allow sick employees to stay home and away from coworkers and customers
- Cross-train staff and create a roster of trained back-up staff to activate when needed
- Consider staggered or rotated shifts to limit number of employees in the restaurant at the same time

REMINDERS

Post signs in windows and restrooms promoting [everyday protective measures](#) and how to [slow the spread](#) of germs to keep employees and patrons informed



KEEP CLEAN

Clean and disinfect frequently touched surfaces and shared objects as often as possible or between each use, including:

- Door handles
- Cash registers
- Sink handles
- Bathroom stalls
- Countertops
- Tables and chairs
- Receipt trays and touchscreens (credit card machines, iPads)
- Condiment holders
- Cell phones

Use products that meet [EPA disinfection criteria](#) that are in accordance with CDC guidelines in effectiveness against virus spread.

- Deep clean establishments as often as possible
- Train staff on proper cleaning and establish a disinfection routine to ensure safe and correct application of disinfectants
- Wash, rinse and sanitize food contact surfaces with an EPA-approved food contact surface sanitizer
- Ensure cleaning product residues are not left on table surfaces as they could cause allergic reactions or ingestion of chemicals
- Use gloves when removing garbage bags or when handling trash of any sort

SHARED MATERIALS

- Avoid and limit sharing items between staff members that are difficult to clean, sanitize or disinfect
- Avoid items that are reusable such as menus, condiments and other food containers. Use disposable or digital menus, single serving condiments and no-touch trash cans and doors
- Use touchless payments options as much as possible. Clean and disinfect pens, counters or hard surfaces between use and encourage patrons to use their own pens
- Use disposable food service items, including utensils, dishes, napkins and tablecloths. If disposable items are unavailable or unwanted, handle food service items with gloves and wash with dish soap and hot water, or in a dishwasher



SEATING AND SPACING

Maintaining at least 6 feet between people is recommended to help eliminate potential virus spread. There are several strategies to spread distance awareness and alter operations to create safer surroundings for employees and patrons.

- Adjust tables and stools to ensure all patron parties remain at least 6 feet apart
- Limit seating capacity to allow for social distancing. Display messages on any tables and chairs that should not be used by patrons or remove them from use
- Offer drive-through, takeout and delivery if possible
- Ask customers to wait in their cars or away from the establishment while waiting for takeout or when waiting to be seated
- Utilize text technology to inform patrons when their table or seating is or will be ready to discourage crowded waiting inside or around the establishment
- Avoid self-serve food or drink options
- Consider options for dine-in customers to order ahead of time to limit the amount of time spent in the establishment
- Ensure ventilation systems operate properly and increase circulation of outdoor air as much as possible by opening windows and doors and prioritizing outdoor seating
- Install physical barriers where it is difficult for individuals to remain 6 feet apart. These are useful in kitchens and at cash registers and host stands
- Provide physical guidelines on floors near the entrance and bar as well as on sidewalks to ensure individuals remain distanced
- Avoid group events, gatherings and meetings where physical distancing cannot be maintained
- Be aware of local or state policies and recommendations related to group gatherings to determine if events can be held

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SAFELY WEARING AND USING A MASK



BEFORE PUTTING ON A MASK, CLEAN HANDS WITH SOAP AND WATER OR ALCOHOL-BASED HAND RUB

PUTTING ON MASK



- Hold the mask by the ear loops and place a loop around each ear
- **Cover mouth and nose** with the mask and make sure there are no gaps between your face and the mask
- Don't wear makeup/lip color under mask
- Be mindful that excessive facial hair/beards may deteriorate mask integrity



AVOID TOUCHING THE MASK WHILE USING IT; IF YOU DO, CLEAN YOUR HANDS AGAIN WITH SOAP AND WATER OR ALCOHOL-BASED HAND RUB



REMOVING MASK – REMEMBER TO REMOVE IT FROM BEHIND (DO NOT TOUCH THE FRONT OF MASK). HOLD BOTH OF THE EAR LOOPS AND GENTLY LIFT AND REMOVE THE MASK. IF YOU USE A CLOTH MASK, REMEMBER TO WASH IT FREQUENTLY

PROPER HANDWASHING GUIDE



- Rinse hands with cold or warm water



- Lather hands with soap



- Wash and lather hands for at least 20 seconds (be sure to wash under fingernails, between fingers and thumbs and wrists)



- Rinse hands



- Turn off faucet with elbow or clean towel



- Dry hands thoroughly with clean towel

COMMUNICATE WITH YOUR EMPLOYEES AND CUSTOMERS

While the aforementioned safety measures can help guide safer business operations, there is no greater or more effective safety resource than communication.

- Establish routine online meetings or e-newsletters updating your employees regarding current and new safety guidelines
- Inform employees of strict adherence to new safety protocols
- Educate your employees about when they should stay home and when they can safely return to work
- Keep patrons informed by sharing new business hours, new processes for service, alternative methods of service that are perhaps newly available, details on expectations when visiting your business and ways you are working hard to keep everyone safe
- Use the best social distancing tool – adopt regular social media messages to let your customers know how your operations are restarting or resuming

RESOURCES

- [Considerations for Restaurant and Bar Operators](#)
- [Guide to Proper Handwashing](#)
- [CDC Communication Resource Videos](#)
- [Prevent the Spread of Illness](#)
- [Managing Stress and Mental Health during an Outbreak](#)