



## Protocols for On-Premise Businesses Safely Reopening

### **RESOURCES**

- Park Street – [State Reopening Tracker](#)
- National Restaurant Association – [COVID-19 Reopening Guidance](#)
- Oyster Sunday – [“Critical Path” Roadmap To Reopening](#)
- U.S. Travel Association – [Industry Guidance for Promoting the health and Safety of All Travelers](#)

### **STATES**

- **Alaska**
  - **CAPACITY**
  - Groups limited to household members only.
  - Limit maximum indoor capacity to 25 percent maximum building occupancy as required by law.
  - Groups limited to household members only.
  - No more than 20 tables. Tables must be 10 feet apart.
  - **OPERATIONS**
  - Reservations only. Walk-in prohibited.
  - Cloth face coverings worn by all employees interacting with the public.
  - Entryway signage stating that any customer who has symptoms of COVID-19 must not enter the premises.
  - Establish a COVID-19 Mitigation Plan addressing the practices and protocols to protect staff and the public.
  - Hard copy of written safety, sanitization, and physical distancing protocols (specific to COVID-19) on the business premises.
  - Disposableware should be used when available.
  - Condiments by request in single-use disposable packets or reusable condiments by request that are sanitized between parties.
  - Fully sanitize tables and chairs after each group.
  - Sanitize or provide disposable menus or menu board.
  - Hourly touch-point sanitization (workstations, equipment, screens, doorknobs, restrooms).
  - **HYGIENE**
  - Employer must provide hand washing capability or sanitizer.
  - Frequent hand washing by employees, and an adequate supply of soap, disinfectant, hand sanitizer, and paper towels must be available.
  - **STAFFING**
  - Provide training for employees regarding these requirements and the COVID-19 Mitigation Plan;
  - Conduct pre-shift screening, maintain staff screening log;
  - No employee displaying symptoms of COVID-19 will provide services to customers. Symptomatic or ill employees may not report to work;
  - No person may work within 72 hours of exhibiting a fever;
  - Employer must establish a plan for employees getting ill and a return-to-work plan following CDC guidance, which can be found online at:



<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-businessresponse.html>

- **CLEANING AND DISINFECTING**
- Cleaning and disinfecting must be conducted in compliance with CDC protocols weekly or, in lieu of performing the CDC cleaning and disinfecting, the restaurant business may shut down for a period of at least 72 consecutive hours per week to allow for natural deactivation of the virus, followed by site personnel performing a comprehensive disinfection of all common surfaces.
- When an active employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting must be performed as soon after the confirmation of a positive test as practical. In lieu of performing CDC cleaning and disinfecting, restaurant businesses may shut down for a period of at least 72 consecutive hours to allow for natural deactivation of the virus, followed by site personnel performing a comprehensive disinfection of all common surfaces.
- CDC protocols can be found online at: <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-businessresponse.html> and <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>.
- **Restaurants are encouraged to follow additional best practices:**
  - Entryway, curbside, and home delivery.
  - Telephone and online ordering for contactless pickup and delivery.
  - Cashless and receiptless transactions.
  - Customers enter and exit through different entries using one-way traffic, where possible.
- **Georgia**
  - Allowing only ten patrons per 500 square feet in dining room, waiting area, bar area
  - No self-service drink, utensil, or condiment stations
  - Encouraging the use of disposable menus
  - Discontinuing salad bars and buffets
  - Thoroughly sanitizing tables and any other commonly used items by guests
  - Using rolled silverware and no presetting of tables
  - Limiting parties to no more than six people per table
  - Encouraging reservation-only
  - Posting signs at the entrance stating no one is allowed in the restaurant who is exhibiting COVID-19 symptoms or a fever over 100.4
  - Using contactless pay options when possible
  - Providing hand sanitizer or additional hand-washing stations for staff and patrons
  - Not allowing people to congregate in waiting areas
  - Prioritizing takeout and delivery over dine-in service when possible
- **Iowa**
  - **Effective at 5:00 a.m. on May 1 and until 11:59 p.m. on May 15**, restaurants in all counties **except** Allamakee, Benton, Black Hawk, Bremer, Dallas, Des Moines, Dubuque, Fayette, Henry, Iowa, Jasper, Johnson, Linn, Louisa, Marshall, Muscatine, Polk, Poweshiek, Scott, Tama, Washington, and Woodbury may reopen to serve food



and beverages on their premises but only to the extent that they comply with **all** of the following requirements:

- The restaurant must limit the number of customers present at indoor or outdoor spaces to 50% of its normal operation capacity to ensure adequate spacing of groups.
  - The restaurant must ensure that no group of customers seated together in the restaurant is larger than 6 people.
  - The restaurant must ensure at least 6 feet of physical distance between each group or individual dining alone.
  - The restaurant must not have any self-service of food or beverages, including buffets or salad bars.
  - The restaurant must implement reasonable measures under the circumstances of each restaurant to ensure social distancing of employees and customers, increased hygiene practices, and other public health measures to reduce the risk of transmission of COVID-19 consistent with [guidance](#) issued by the Iowa Department of Inspections and Appeals and the Iowa Department of Public Health.
  - **All bars shall continue to be closed to the general public.** For the purposes of the governor's [proclamation](#), a bar is an establishment where a customer may purchase alcoholic beverages and in which the serving of food is incidental to the consumption of those beverages and is limited to the service of ice, snack foods and the reheating of commercially prepared foods such as frozen pizza, pre-packaged sandwiches, or other pre-packaged, ready-to-serve products.
  - Bars are allowed to sell food and beverages provided they are promptly taken from the premises, such as on a carry-out or drive-through basis, or if the food or beverage is delivered to customers off the premises. All such sales shall be conducted to the extent permitted by applicable law as modified by the governor's proclamation, and in accordance with any recommendations of the Iowa Department of Public Health.
- [Missouri](#)
    - In concert with the Missouri Restaurant Association, we are strongly encouraging restaurants to prioritize public health and safety by implementing measures including, but not limited to, regulating self-serve options such as salad bars and buffets, using disposable menus, and employee use of personal protective equipment if available. Tables and seating shall be spaced out according to social distance requirements.
    - The continued use of drive-thru, pickup, or delivery options is encouraged.
    - Food court establishments may operate, but the social distancing and communal seating requirements will prevent them from offering seating.
  - [Montana](#)

Restaurants/bars – Food and Drinks are only served to seated customers. Customers that arrive together, may sit together. Groups of no larger than 10. Groups must be spaced out 6 feet from the next group or there must be a barrier between groups. No customers allowed



within 6 feet of the drink preparation area. Casinos: Will follow all guidelines for restaurant/bars in addition to one of the following:

- operators must have a spacing of 6 ft between games or;
  - have a barrier between games that cannot be placed 6 ft apart or;
  - temporarily make unavailable games that are within 6 ft of a game that is being played by use of a placard or;
  - require all customers to wear a face covering
  - A specific cleaning plan must be implemented, and employees must be trained in proper sanitation practices. Materials will be available on the Montana Department of Public Health and Human Services (DPHHS) food and consumer services website.
  - All surfaces occupied must be cleaned between customers, including tables, chairs, booths, and highchairs.
  - Table items including, condiments, menus, napkins, and décor, should be removed from the table unless they can be adequately cleaned between customers.
  - Menus must be cleaned between customers.
  - Growlers and refillable or reusable containers must be cleaned prior to being refilled.
  - Gaming machines must be adequately cleaned between customers.
- **North Dakota – Restaurants, Bars, Breweries, Distilleries, Food Trucks**
    - MOVEMENT & ACTIVITY - Gathering Size/Physical Distancing/Workplace Activity
    - Gathering Size/Physical Distancing/Workplace Activity
    - Capacity will be limited to 50% of normal operating capacity
    - Allow for six feet of spacing between groups: increase table spacing by removing tables, marking tables closed or provide a physical barrier between tables. Back to back booth seating is allowed.
    - Waiting areas (indoor or outdoor) must be marked so physical distancing standards are met. Restaurants can determine policy for wait areas.
    - Tables must be limited to 10 people per table.
    - In-house dining areas for quick service restaurants must meet all guidelines with tables to be sanitized between customers or if that is not possible offer only take-out.
    - Standing in bars is not allowed. Bar stool seating will be allowed for 1-2 guests, with 6 feet of separation between groups.
    - Salad bars and buffets may operate as long as pre-portioned servings are prepared by staff. Buffet and salad bar in-use serving utensils are to only be used by staff and washed, rinsed and sanitized every 4 hours.
    - EMPLOYEE AND CUSTOMER SAFETY AND TRUST – Hygiene and Cleaning/Special Measures
    - Drink refills are not allowed unless served in a clean unused glass or cup.
    - Menus should be single use paper or on a material that can be sanitized after each use.
    - Drink coasters should be single-use or of a material that can be sanitized after each use.
    - Tabletop electronics for ordering or contactless payments must be sanitized after each use.



- No self-service cups, straws or lids will be allowed – they should be behind counter and handed to customer. Only individually wrapped straws are allowed.
  - Self-service condiments should be eliminated and provided by request in single use or disposable containers.
  - Blackjack tables will remain closed. Gaming machines must be separated by a minimum distance of 6 feet or placed out of service.
  - Hand-held entertainment or reservation notification devices are not allowed.
  - Dance floors are closed
  - Encourage customers to download the Care19 App to increase success levels with contact tracing.
  - During phase I, all restaurants should close for a minimum of 4 hours daily to deep clean.
- **Oklahoma** – Bars, Taverns, Nightclubs and Other Drinking Establishments Primarily Serving Alcoholic Beverages
    - May reopen beginning May 15, 2020
    - Should adhere to sanitation and disinfecting protocols and social distancing guidelines from the CDC.
      - If food is served please review employer guidance for restaurants for additional sanitation and disinfecting guidelines.
    - Recommended Guidelines for Temperature Checks & Employer Policies
      - Bars should consider use of a touchless infrared thermometer to check the temperature of employees each day. Employees with a temperature above 100.4°F are recommended to be sent home until they have no fever and no evidence of COVID-19 symptoms. Employers should consider implementing flexible sick leave and supportive policies and practices for employees and consider needs of employees older than 65 years or in other vulnerable populations.
    - Sanitation & Disinfecting Guidelines
      - You are encouraged to develop, implement, and maintain and revise a cleaning and disinfecting plan for your workplace.
    - Maintain Social Distancing At All Times – Employees and visitors are encouraged to follow social distancing guidelines including maintaining a physical distance of at least 6 feet between individuals.
      - Prior to reopening, examine bar layout and seating arrangements for how to best maintain the appropriate social distancing.
      - Maintain six feet social distance between parties at bar tops.
      - Consider designating an area where patrons can safely pick-up their drinks while maintaining social distancing.
      - Limit the number of patrons allowed in standing areas or dance floors to maintain the 6 feet social distancing.
      - Consider designated entrances and exits to minimize face-to-face exposure of patrons entering and exiting the establishment.
      - No parties exceeding 10 people, unless seated in a private area.
      - Consider displaying posters and signs in the bar to frequently remind patrons to take steps to prevent the spread of COVID-19. These messages may include information about:



- Staying home if you are sick or do not feel well, and what to do if you're sick or feel ill.
  - Using social distancing and maintaining at least six feet between individuals.
  - Covering coughs and sneezes with a tissue, then throwing the tissue in the trash.
  - Washing hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing, or sneezing.
  - Avoiding touching eyes, nose, and mouth with unwashed hands.
- **Tennessee**
    - CONSUMER PROTECTION
    - Limit the number of customers in the restaurant to 50% of seating capacity
    - Tables should be spaced at least 6 feet apart
    - Limit tables to no more than 6 guests per table
    - Mark any indoor or outdoor waiting area so that social distancing standards are met (options can include a text system to alert guests of available seating, an intercom system, or only one member of a party being allowed to wait in the waiting area)
    - Bar areas should remain closed
    - Live music should not be permitted
    - Screen customers for illness upon their entry into the restaurant:
      - Best practice: Temperature checks for every customer in addition to screening questions. Customers with temperatures above 100.4 degrees Fahrenheit should not be permitted on premise.
      - Minimum: Question customers regarding COVID-19 symptoms
      - Have you been in close contact with a confirmed case of COVID-19?
      - Are you experiencing a cough, shortness of breath, or sore throat?
      - Have you had a fever in the last 48 hours?
    - BUSINESS PROCESS ADAPTATIONS
    - Mitigate exposure in the workplace by implementing social distancing guidelines and modify scheduling
    - Implement workplace cleaning and disinfection practices, according to [CDC guidelines](#), with regular sanitization of high-touch surfaces at least every two hours
    - Sanitize all front-of-house contact surfaces including door handles, screens, phones, pens, keyboards and other areas of hand contact every two hours, at a minimum
    - Place hand sanitizer stations in restaurant lobby and bathrooms, as well as at cashier stations
    - Use menus that are disposable or sanitized between each use
    - Use rolled silverware/napkins stored in sealed bins (gloves should be used by staff while rolling silverware in designated sanitary areas)
    - Sanitize all tabletop items, including condiments, after each table turns (or use disposables)
    - Sanitize chairs, especially where contact occurs, after each table turns



- Do not offer self-serve buffets, condiments on a counter for use by multiple tables, or beverage station re-use
- **Texas**
  - Restaurants may operate for dine-in service up to 25% of the total listed occupancy inside the restaurant, and may not offer valet services except for vehicles with placards or plates for disabled parking; outdoor dining is not subject to an occupancy limit; and restaurant employees and contractors are not counted towards the 25% occupancy limitation. This applies only to restaurants that have less than 51% of their gross sales from alcoholic beverages. Restaurants may continue to provide to-go or delivery services.
  - The following are the minimum recommended health protocols for all restaurants choosing to operate in Texas. Restaurants may adopt additional protocols consistent with their specific needs and circumstances to help protect the health and safety of all employees, contractors, and customers.
  - The virus that causes COVID-19 can be spread to others by infected persons who have few or no symptoms. Even if an infected person is only mildly ill, the people they spread it to may become seriously ill or even die, especially if that person is 65 or older with pre-existing health conditions that place them at higher risk. Because of the hidden nature of this threat, everyone should rigorously follow the practices specified in these protocols, all of which facilitate a safe and measured reopening of Texas. The virus that causes COVID-19 is still circulating in our communities. We should continue to observe practices that protect everyone, including those who are most vulnerable.
  - Please note, public health guidance cannot anticipate every unique situation. Restaurants should stay informed and take actions based on common sense and wise judgment that will protect health and support economic revitalization. Restaurants should also be mindful of federal and state employment and disability laws, workplace safety standards, and accessibility standards to address the needs of both workers and customers.
- **West Virginia - A Guide to Safely Opening our Restaurants Through Takeaway Service & Outdoor Dining**
  - **SOCIAL DISTANCING**
  - **Distance:** Update plans for outdoor dining areas, redesigning seating arrangements to ensure at least six (6) feet of separation from seating to seating. Clear paths must be designated to allow diners to enter and exit the outdoor dining area without breaking the six feet social-distancing barriers.
  - **Party size:** Limit outdoor dining party size at tables to no more than six (6).
  - **Party type:** Enforce social distancing of those not residing together while present on such entity's leased or owned property.
  - **ABCA Regulations:** To facilitate restaurants offering outdoor dining, in addition to their takeaway and delivery services, the West Virginia Alcohol Beverage Control Administration ("ABCA") is developing a streamlined process with no fees for a restaurant to temporarily expand their floor space to include new or expanded outdoor dining space. Additional guidance on this process will be issued by the ABCA.



- **Waiting areas:** Do not allow patrons to congregate in waiting areas. Design a process to ensure patron separation while waiting to be seated outside or pick up their take-away order that can include ground markings, distancing, or waiting in cars.
- **Dining only:** Limit activity to outdoor dining or pickup of food or beverages to be taken away. No live music, and all restaurant playgrounds shall remain closed.
- **REDUCING CONTACT**
- **No entry:** Patrons are not permitted to enter or exit restaurants except to access restrooms, pick up a take-out order, or to access outdoor seating areas. Mark ingress/egress to and from restrooms to establish paths to restrooms and outdoor dining areas to establish paths that mitigate proximity for patrons and staff.
- **Limit contact with outdoor dining guests:** Limit contact between workers and patrons by reducing the number of visits wait staff makes to each outdoor table.
- **Reservations:** Where practical, implement a call-ahead seating model.
- **Take-out model:** Where practicable, take-out and curbside pick-up services should be prioritized over outdoor dining services.
- **Menus:** The use of non-touch or disposable paper menus discarded after each patron use is strongly encouraged. If not feasible, reusable menus should be cleaned and sanitized between use by each patron.
- **CLEANING & SANITIZING PROTOCOLS**
- **Face coverings:** Require all employees to wear cloth face coverings at all times. Such coverings shall be cleaned or replaced daily.
- **Preparation:** Thoroughly detail, clean, and sanitize the entire facility and continue to do so regularly, focusing such cleaning and sanitation on high contact areas that would be touched by employees and patrons.
- **Sanitizing between each customer:** Between diners, clean and sanitize table condiments, digital ordering devices, check presenters, self-service areas, tabletops, chairs and commonly touched areas. Discard any single-use items left by the last patron.
- **Back-of-house cleaning:** Implement procedures to increase cleaning and sanitizing frequency of surfaces in the back-of-house. Avoid all food contact surfaces when using disinfectants.
- **Restroom cleaning:** Clean and sanitize restrooms regularly, check restrooms based on the frequency of use, and ensure adequate supply of soap and paper towels at all times.
- **Hand sanitizers:** Provide hand sanitizer for use by patrons, including contactless hand sanitizing stations when available.
- **FOOD SAFETY**
- **Disposable plates and utensils:** The use of disposable containers and utensils is strongly encouraged. If disposable utensils are not available, silverware must be pre-rolled.
- **Trash bins:** Where restaurants use disposable containers and utensils, restaurants must place designated trash bins outside where patrons can dispose of all trash at the completion of their meal to minimize contact with wait staff. Bins should be placed in areas that do not create lines for patrons practicing proper social distancing.





- **Beverages:** Drinks should be served in cans or bottles. If cans or bottles are not available, disposable cups are strongly encouraged.
- **No buffets:** Do not offer self-serve salad bars or buffets in outdoor dining areas.
- **No self-service:** No self-service food, drink, condiment or utensil stations are permitted for outdoor dining.
- **COMMUNICATING WITH CUSTOMERS**
- **Post signage:** Post signage on entrances that no one with a fever or symptoms of COVID-19 is permitted at the facility.
- **Install barriers:** Where practicable, physical barriers such as partitions or Plexiglass at cash registers or ordering windows should be used.
- **Use technology:** Use technological solutions where possible to reduce person-to-person interaction: mobile ordering, mobile access to menus to plan in advance, text on arrival for seating, and contactless payment options.

## **INDUSTRY**

- **Association of Club Executives**

Some of the suggested guidelines for businesses:

- Businesses must ensure that they have access to Personal Protective Equipment (PPE) and sanitizing products.
- Businesses should “evaluate their business practices to make sure appropriate social distancing is continued to encourage patrons to feel comfortable visiting their establishment.”
- The states would like businesses to “disclose where their products are produced and promote American-made products.”
- Businesses should create, and make public, a crisis plan to address future pandemics or the re-emergence of the Coronavirus
- Business Owners, according to elected officials, should be prepared to answer the following questions:
  - Should everyone wear a mask?
  - How often should workers wash their hands and surfaces?
  - Should groups larger than 10 still be avoided?
  - Should communities be categorized by risk levels, based on factors including number of cases, hospital capacity, and testing ability, so areas with few or no cases can be re-opened sooner?
  - Should businesses test all their employees before allowing them to return to work?
  - Should businesses take temperatures daily before allowing employees to enter a building?
  - Is it safe for workers to use mass transportation?
  - Are business owners willing and able to take the necessary precautions to protect employees, patrons, and guests?