



# Restaurants

## General Guidelines

*(Effective June 1, 2020 at 12:01 AM)*



The following guidelines are outlined within Miami-Dade County's Emergency Order 23-20 Amendment No. 1 for reopening certain retail and commercial establishments in Miami-Dade County.

To view the List of Establishments or to obtain a copy of the entire handbook, visit: <https://www.miamidade.gov/global/initiatives/coronavirus/emergency-orders.page>

For more information, call (305) 234-4262, email [info@cutlerbay-fl.gov](mailto:info@cutlerbay-fl.gov), or visit our website at [www.cutlerbay-fl.gov](http://www.cutlerbay-fl.gov)

# Color Identification System

The color flag identification system below will be used to communicate each day where we are on the continuum of the New Normal. Depending upon the situation, we may take intermediate steps between these phases, but knowing what color phase we are in will help you navigate your activities.

Color

Phase



Most stringent closures; only essential businesses open; social distancing and facial covering requirements in place



Parks and Open Spaces open; preparations taking place to reopen other sectors with strict capacity requirements in place; social distancing and facial covering requirements in place



Limited opening of non-essential businesses and other facilities; strict capacity requirements in place; social distancing and facial covering requirements in place

Current Phase: Yellow



More expansive opening of businesses and facilities; capacity requirements expanded; social distancing and facial covering requirements in place



New Normal is in place; all businesses and facilities open; social distancing and facial coverings encouraged

## Initial Reopening Plan



The Yellow flag phase began on May 18, 2020 and allowed selected non-essential businesses to open with stringent capacity and safety rules in place. The guidebook now includes protocols for the reopening of beaches, hotels and other accommodations. Protocols for wellness facilities, including gyms, yoga studios and other facilities, as well as summer camps and entertainment venues will be released in the next edition with designated start dates.

While designated businesses are permitted to open, you are not required to open. Furthermore, if we experience a surge in cases, we may be required to return to the Orange flag phase. Should this happen, we will communicate this to the community with adequate time to prepare prior to the effective date.

As you prepare to reopen your establishment, please consider these examples of general safeguarding guidelines for reopening. All guidelines are categorized by workforce protection measures, employee protection measures, non-employee (or customer) protection measures, business process adaptations, employer-led public health interventions and industry-wide safeguards. This list is not intended to be all-inclusive, but rather examples of actions to be taken so that you may protect your employees and your customers. If a particular commercial establishment supports multiple business lines, only those permitted to operate may be opened in any particular phase. You may wish to enforce more stringent guidelines or procedures.

## General Reopening Guidelines

- I. Workforce protection
  - a. **Facial coverings must be worn inside businesses and commercial establishments or wherever social distancing is not possible**
  - b. **Do not allow employees who have flu like symptoms to report to work for 14 days after the onset symptoms**
  - c. Provide or coordinate safe transportation to work allowing for social distancing
  - d. Allow for flexible schedules for childcare and sick time
  - e. Staggered breaks to reduce large group gatherings
  - f. **Install hand sanitizer at entry points and through site**
  
- II. Employee protection
  - a. **Enforce personal protective equipment (e.g., face masks, gloves)**
  - b. **Ensure employees (and customers) stay more than 6 feet apart (use visual markers to help with implementation)**
  - c. **Enhanced sanitization of all common areas / touch points (doors, stairwell handles, light switch, elevator switch, etc.)**
  - d. **Procure increased amounts of soap, hand sanitizer, cleaning materials and protective equipment**
  
- III. Non-employee Protection
  - a. **Visually mark separation 6 ft. apart for areas where people would group (e.g., queues and elevators)**
  - b. Discourage entry to site of visitors and contractors, unless needed for operations
  - c. **Eliminate car valet services, unless self-parking is unavailable. Where self-parking is unavailable, valet may be utilized. Valet operator will step away 6 feet after opening car door (visual markers should be placed on the ground to assist). After parking, vehicle operator will switch or sanitize gloves prior to servicing the next vehicle.**
  - d. Set up self-checkout lines and contactless payments, as applicable
  
- IV. Business Process Adaptations
  - a. Upgrade/Install ventilation including HVAC filters per OSHA guidance
  - b. **Clean and disinfect bathrooms every two to three hours**
  - c. **Eliminate the use of common water fountains and interactive displays**
  - d. **Limit capacity of elevators to ensure social distancing**
  - e. Designate quarantine rooms for infected individuals and deep clean after use
  - f. Require non-core functions to work from home, as possible
  - g. Avoid meetings of more than 5 participants, encourage virtual meetings
  - h. Reduce seating in breakrooms / common areas to ensure minimum 6' physical distance. If not possible, close common areas
  - i. **Prior to re-open, flush plumbing and run water in sinks to eliminate stagnant water from the period of mall/store's closure**

- V. Employer-led public health interventions
  - a. **Post CDC signage in publicly trafficked locations emphasizing measures to “Stop the Spread of Germs” and to exercise social responsibility**
  - b. **Train all personnel in new operating protocols and modifications to existing codes of conduct to deal with COVID 19 issues**
  - c. Design work group shifts to minimize contacts between employees and ensure easier tracking and tracing, as possible
  - d. Implement testing programs for high risk employees (e.g., frequent contact with customers or suppliers)
  
- VI. Industry-wide Safeguards
  - a. Acknowledge in writing the review and understanding of relevant industry association and union organizations guidelines, including capability checklists and reference to WHO, DOH and CDC guidelines
  - b. Establish protocol to immediately disclose infection to state DOH bodies and procedure to safeguard store (e.g., deep cleaning)
  - c. Setup clear reporting protocols based on leading (e.g., thermometer temp spikes, thermal scanning spikes, increased absenteeism) and lagging indicators (e.g., staff health visits above pre-defined rate, community spread in retailer locale)
  - d. Post a contact email address and/or telephone number for employees /customers to contact if they have questions or concerns
  - e. **Any establishment that has an on-site employee or contractor who tests positive shall close for the shorter of:**
    - i. **the time needed for staff who were in contact with the positive employee or contractor to be tested and cleared by a medical professional as being COVID-19 free and the establishment to be deep-santized;**
    - ii. **14 days from the date such employee or contractor was last on-site at such establishment, if deep-santization is not performed.**
  - f. **An establishment shall be deemed to have complied with the above if, after deepsantizing, employees who were in contact with the positive employee or contractor do not report to work for 14 days after the date the positive employee or contractor was last on-site**
  - g. **Where an establishment has multiple floors or structures or square footage of more than 10,000 feet, only those structures, floors or areas where the infected person was present are required to be sanitized as a condition of re-opening, and only those employees working in such structures, floors or or areas must be tested. All employees who came into personal contact with the positive employee must be tested or, in the absence of a test, be excluded from the premises for 14 days after the date the positive employee was last onsite.**
  - h. **Under no circumstances shall an employee or contract who tested positive report to work at an establishment until that employee is cleared by a medical professional as being COVID-19 free.**

## ***Restaurants***

Dining establishments in Miami-Dade must follow these protocols to ensure a responsible opening and prioritizes the health, safety, and well-being of both patrons and staff. It applies to any legally established indoor and/or outdoor dining use. It shall remain the responsibility of the restaurants to comply with all applicable laws, including the Americans with Disabilities Act.

Recommendations are in conformance with the Centers for Disease Control and Prevention (CDC), World Health Organization, and the Florida Department of Health guidelines. Revisions may be recommended when advisable based on future health indicators.

### **Facility Preparation**

- **Before re-opening, plumbing must be flushed to eliminate stagnant water from the period of closure** (see CDC guidelines: <https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html>).
- **Must change and/or upgrade restaurant HVAC filters as necessary to maximize fresh air (using the maximum filtration for the design of the ventilation system) and increase outdoor airflow rates where possible. Filters should be changed regularly.**
  - Install high-efficiency air filters and HVAC systems.\*
  - In addition to HEPA filtration, install Ultraviolet Germicidal Irradiation (UVGI) in small common areas that cannot be adequately ventilated.\*
- The CDC recommendations for both of these measures are available at <https://www.cdc.gov/infectioncontrol/guidelines/environmental/background/air.html#table6>
- **Must develop and implement plans as appropriate to address any parking garage or other facility access points leading to restaurant entrances** (e.g., limiting capacity in elevators; sanitizing elevator touchpoints; cleaning stairway handrails; frequent cleaning or suspending the use of parking payment machines and alternatives for valet parking arrangements (valet must be avoided in the first phase\*); etc.). **These plans must be available for review and inspection.**

\*Where parking is available, guests who arrive in their own cars will self-park. Valet will not be an option where onsite parking is available. Where parking is unavailable, valet may be utilized. Valet operator will step away 6 feet after opening car door (visual markers should be placed on the ground to assist). After parking, vehicle operator will switch or sanitize gloves prior to servicing the next vehicle.

- **Must have self-dispensing hand sanitizer or handwashing station at the entrance to the restaurant.**
- **Trash bins with lids that open without the need to touch the lids must be placed and available for use to staff and guests in all entrance areas.**
- **Must put in place a disposal plan for safe handling and dispensing of used PPEs in restaurants and relevant exterior areas (e.g. use designated solid waste bags that are double-bagged and securely sealed).**

- Health and safety signage/visual aids with messaging similar to that appended to this document should be posted for customers and staff with easy visibility to all intended audiences. Signage should promote hand hygiene and physical distancing and request customers not to enter the restaurant if they are unwell or have COVID-19 symptoms; Translate into all relevant languages.
- **All restaurants must create visible floor markings for appropriate 6-foot distancing for each party in any waiting areas, whether exterior or interior.**
- **Distinct areas must be created for customer waiting, order pickup/take out and any third-party delivery services.**
- **Must Introduce plexiglass barriers at tills and counters as an additional level of protection for staff.**
- **All playgrounds must remain closed until Emergency Orders are lifted.**

## Operational Preparations

### Supervisory Procedures

A team consisting of the heads of each restaurant’s internal operational units **must** be convened to evaluate the health status of restaurant staff prior to opening for business and on an ongoing basis as described below:

- **Records must be kept documenting:**
  - **Any unusual rise in worker absenteeism, especially those related to respiratory infections.**
  - **Numbers of staff that test positive for the virus and follow an established protocol\* for managing the consequences resulting from each positive individual.**
  - **This documentation must include Closing Procedures in Case of Exposure. Restaurants must have ready procedures to quickly mobilize to shut down the restaurant, notify all staff and execute deep cleaning protocols per CDC guidelines.\*\***
  - Lessons learned each day and corrective actions and policies implemented.
- The team will maintain:
  - Communication with managers of different units within the restaurant (Cooking staff, waiters, busboys, hosts, and if relevant, valet service members (valet service should be avoided for the first phase).
  - Contact information on staff, including emergency telephone numbers (ideally cell phone numbers) and e-mail addresses.
  - Physical or Electronic Logbook of actions, measures, and improvements implemented.
  - Physical or Electronic Logbook of training of staff including date of training, type of training noting the amount of time of training, and continuing training.
- **An individual must be assigned each shift to monitor and supervise the food, equipment, procedures, and management of the health and safety measures for restaurant guests and staff. Cleaning Task Checklists must be created and used daily to ensure enhanced cleaning and sanitizing procedures are uniformly followed by each shift. An individual must be specifically assigned within the kitchen to monitor incidents of close contact as defined in the below under “Employee Social Distancing.”**

- Regular announcements should be made reminding employees and customers to follow physical distancing and to wash their hands.
- Restaurants electing to avail themselves of outdoor dining allowances should consider the impact of inclement weather in the formulation of their operational plans and on the maintenance of social distances during rain events.
- Self-audits or third-party audits are recommended and adapted to focus on enhanced COVID-19 procedures.

\*If a COVID-19 case for a visitor or a staff member is reported, the establishment **must** strictly follow Florida Department of Health (<https://floridahealthcovid19.gov/exposure/> ) and CDC guidelines for notification and for cleaning and sanitizing (<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html> and <https://www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html>).

\*\*<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>

## Capacity Limitations

Physical distancing is critical to help slow the spread of COVID-19. **Social distancing protocols must be observed by patrons and staff, as outlined below.**

- **Any indoor restaurant operation must be limited to no more than 50% of its building occupancy with the maintenance of social distancing of 6 feet between parties\*. Any outdoor seating must maintain similar distancing but in no event may the combined indoor and outdoor operation exceed 100% of its legally permitted building occupancy. All bar counters must remain closed to seating.** See additional information regarding outdoor seating.

\*To estimate the occupancy of a space, divide the square footage of the room by the square footage required per person (or per group of guests who live in the same household).

- **A per table party limit of 4 persons must be maintained whether seating is indoor or outdoors unless the members of the party are from the same household. When parties are from the same household, tables may seat up to 10 persons.** Restaurants must also make reasonable accommodations to party sizes to accommodate guests with disabilities such as allowing additional seating for health care aides. Whenever possible, it is recommended to have a maximum of 4 persons for 100 square feet (10 square meters).
- **Tables must be arranged such that the distance from the back of one chair to the back of another chair shall be at least 6 feet apart and guests shall face each other from a distance of at least 3 feet (3 foot of internal table distance does not apply to parties consisting of one household unit)\*. In order to facilitate compliance with these distancing requirements, restaurants must establish a procedure to inquire from arriving parties whether or not they consist of one household unit.** It is recommended that seating configurations be prearranged to ensure that parties reporting themselves as being from different households are seated at tables accommodating the 3 foot internal distancing requirement.

\*Importantly, being from the same family but living in different homes does require maintenance of the 3 foot internal table distancing within parties; 3 foot internal table distancing must be maintained for any members of a party that do not live in the same household.



To provide greater flexibility and opportunity to serve patrons while this Emergency Order remains in effect, restaurants, snack shops, and other food service establishments shall be allowed to have outdoor dining as an ancillary use without obtaining additional permits, so long as they comply with all of the following conditions and maintain social distancing measures:

- The food service establishment has all current state and local licenses required to operate.
- The primary use of the establishment under non-emergency conditions is the preparation of food for consumption on premises, except that the establishment may continue to provide takeout service in accordance with Emergency Order 03-20.
- Outdoor dining areas shall be managed, operated, and maintained as an integral part of the food service establishment.
- Outdoor dining areas may only be located in one or more of the following:
  - Walkways and pedestrian areas that front the food service establishment.
  - The first row of parking spaces, only in accordance with the following requirements:
    - The parking is adjacent to the walkway fronting the unit or building (see Diagram 1).
    - Where the outdoor dining area is adjacent to a drive aisle, driveway, or other vehicular use area, the exterior of the outdoor dining area is clearly delineated with bollards, cones, landscaping, planters, or combinations thereof.
    - All handicapped-accessible ramps, parking spaces, and walkways shall remain fully accessible and shall not be used for outdoor dining. Additionally, manholes and other utility structures shall remain fully accessible at all times.
    - Structures shall not be placed in or encroach into driveways or drive aisles.
    - Shade structures such as umbrellas and pop up tents are permitted, subject to the following:
      - Tents shall be spaced a minimum of 10 feet from each other.
      - Tents greater than 10' by 12' shall require a building permit in accordance with the Florida Building Code.
      - Handicapped-accessible tables and safe, handicapped-accessible routes to and from washrooms shall be provided.
- Outdoor dining areas are not located on any private or public road, drive aisle, or public sidewalk.
- Outdoor cooking or food preparation is prohibited.
- Tables and chairs in outdoor dining areas shall not be arranged in such a manner as to impede pedestrian access to the food service establishment or create an environment in which social distancing is difficult or impossible due to pedestrian traffic entering and exiting the establishment through the outdoor dining area.
- Outdoor dining areas shall comply with handicapped accessibility requirements, and shall provide for a minimum clear and open pathway of 36 inches.
- Outdoor dining areas shall provide a minimum clearance of 3 feet from all fire department access and devices, such as Fire Department Connections (FDCs) and hydrants.

- Outside public address systems are prohibited, except in connection with outdoor entertainment as permitted by section 33-150(H) of the Miami-Dade County Code or equivalent municipal regulation.
- Alcoholic beverages may be served in accordance with the establishment's current state beverage license, provided that such service is strictly incidental to the service of food and is from a service bar only.
- Blinking and flashing lights are prohibited.
- The total occupancy of the interior and outdoor dining areas combined shall not exceed the establishment's current approved occupancy maximums under non-emergency conditions.
- All spacing and social distancing mandates shall be adhered to within both the primary establishment and the outdoor dining areas (see Diagrams 2 and 3).
- The sanitation standards and mandates set shall be observed in all outdoor dining areas.
- This allowance under emergency powers shall not be construed to absolve a tenant from seeking any required consent from the property owner to provide for outdoor dining.

In addition to the foregoing, food service establishments may provide additional outdoor dining areas in accordance with the following requirements while this Emergency Order remains in effect, subject to prior review and approval by the County's Development Services Division or applicable municipal zoning department. Approval of such additional outdoor dining areas, which may include, without limitation, landscaped and parking areas, shall be subject to the following requirements:

- The property owner submits, or provides written authorization for a tenant to submit, an application for a "short term event permit" on a form provided by the County's Development Services Division. The application shall be accompanied by the following exhibits:
  - Site plan or survey depicting the area to be utilized.
  - Indication of the proposed occupancy of the proposed area.
  - Indication of the type of shade structures to be used.
  - Signature and seal of a Florida licensed and registered architect or engineer who will be responsible for performing plan reviews and inspections for Florida Building Code requirements.
- The proposed site complies with all of the conditions in section I above, except that the location of the dining area shall not be limited to walkways or pedestrian areas that front the establishment or to the first row of parking spaces.
- Landscaping is not removed or altered in any manner that would cause the foliage to die.
- Outdoor dining areas shall not be located in dry retention areas.
- No more than 20 percent of the parking area may be used for outdoor dining, including any parking stalls used in accordance with section I above.
- Building permits shall be obtained for all structures that normally require one.

In unincorporated Miami-Dade County, applications can be submitted online at <https://www.miamidade.gov/Apps/RER/EPSPortal>. County staff is available to assist applicants by phone at 786-315-2660 or email at [james.byers@miamidade.gov](mailto:james.byers@miamidade.gov) or [sydney.vincent@miamidade.gov](mailto:sydney.vincent@miamidade.gov).

## **Employee Procedures**

Use of a full-body disinfectant booth (example, CleanTech J-1) to sanitize all employees prior to entry is recommended; however, a restaurant's voluntary installation of a sanitation booth does not negate the need for establishment of the below procedures.

### **Training**

**Proprietors must ensure all restaurant staff have a clear understanding of how a business will be operating with all necessary health and safety protocols.**

- **Staff working in restaurants must be provided with written instructions and training on how to prevent the spread of COVID-19 per existing Florida Department of Health literature** (see attached).
- Normal routine fitness to work procedures employed by food businesses as part of their Food Safety Management Systems (FSMS) must ensure that infected workers are excluded from food premises.
- Staff who are unwell or have symptoms of COVID-19 must not be at work and must be informed about how to contact medical professionals.\*

\*This is imperative because if an infected worker handles food, it is possible that they could introduce the virus to uncooked food they are working on, or onto surfaces within the food business, by coughing and sneezing, or through hand contact. Also, in the case of COVID19, it is not uncommon that infected people may be asymptomatic or pre-symptomatic and may not display any signs or symptoms of disease or may present with mild symptoms that are easily overlooked. Some infected people, not yet displaying symptoms, are contagious and capable of spreading SARS-CoV2 (the virus responsible for COVID19).

### **Health Screening Questions**

**The manager (or designee) must ask every employee the following health screening questions before each shift to help identify any symptoms of COVID-19\*:**

- **Have you experienced**
  - **a fever  $\geq 99.5$  °F (37.5°C), cough (any kind dry or productive), sore throat, shortness of breath or breathing difficulties, fatigue, chills, muscle pain, headache, or loss of taste or smell since your last shift?**
- **Have you come into contact with anyone who has at least two of the symptoms listed above since your last shift?**
- **Have you come into contact with anyone who has tested positive for COVID-19 since your last shift?**

\* Health screening questions can be administered on-line through a secure employee portal and sent electronically to the restaurant prior to the employee arriving for work or via telephone.

### **Temperature Screening**

**Employees must take their temperature at home before coming to work and must not come to work if the thermometer reading reveals a temperature of  $\geq 99.5$  °F (37.5°C). They must report their temperature as being above or below this threshold upon arrival at work. Specific employee temperatures should not be kept by restaurants; rather, the information is to be recorded in a daily log as "Pass/Fail."\***

\*It shall remain the responsibility of the restaurants to comply with all applicable laws, including HIPPA, when engaging in screening procedures.

Alternatively, restaurants may elect to take employee temperatures prior to their entry into the facility. **Thermometers must be single use or touchless/infrared and should be kept in a cool place and out of direct sunlight. Restaurants using infrared thermometers must take care to carefully calibrate these thermometers according to the manufacturer's recommended calibration procedure and schedule.** Temperature taking should be conducted *in the shade* and when employees have rested (approximately 10-15 minutes) if they bike or walk to work.

**Employees must not enter restaurants prior to the self-reporting of acceptable temperature readings or the taking of their temperature by restaurants electing to take employee temperatures. Temperature screening is required until further notice.\*\***

\*It is recommended that each facility have reliable single-use thermometers available in case a patron or employee becomes symptomatic while at the restaurant

\*\*Keep in mind that not having a temperature does not exclude someone from being contagious. It shall remain the responsibility of the restaurants to comply with all applicable laws, including HIPPA, when engaging in screening procedures.

### **Time Clock**

**If a time clock or other conventional record-keeping device is used, it must be cleaned with sanitizer after each employee use. The restaurant will provide a chlorine or alcohol wipe for the cleaning of these devices by each employee.** Consider the use of an electronic wearable device for each employee that would automatically capture the time when an employee arrives and departs.

### **Handwashing and Need for Increased Frequency of Handwashing**

Restaurants need to ensure that adequate sanitary facilities are provided and ensure that food workers thoroughly and frequently wash their hands. **Employees must wash hands and change gloves (if applicable to workstation -see below) at least every 30 minutes and every time a team member changes tasks (including upon arrival at the restaurant before starting work).**

Hand cleaning between tables is needed each time servers or staff come into physical contact with guests at the tables or with their food, drinks, dishware, silverware, napkins or other serving equipment. Hands must be washed before, after, and between deliveries to different tables (whether it be food or other table objects).

**Restaurants must facilitate easy hand cleaning with soap and water between tables by servers and other staff.** This can be done by either:

- Installation of permanent or portable touchless faucets, liquid soap dispenses, and paper towel dispensers with easy accessibility within dining areas is recommended (this is in addition to existing bathroom facilities).
- Alternatively, simple handwashing stations can be created throughout the restaurant and dining area through the use of commercially available wet towel bucket dispensers (employing single use paper towels and water) in conjunction with automatic soap dispensers. Wet cloth towels (with water) may also be used as an alternative to paper

towels (so long as they are employed as single use) (example: Kimtech Wettask system). Handwashing stations must be accompanied by nearby touchless trash bins to dispose of used paper or cloth towels.

**All restaurants must employ some form of in-dining room handwashing station method that allows staff to wash their hands before and after coming into physical contact with table contents. Hand sanitizers can be used as an additional measure but should not replace handwashing.**

### **Face Mask Requirement for all Employees and Third-Party Affiliates**

**All restaurant employees are considered to be food handlers for the purpose of this document and must wear masks. Food handlers are people who directly touch open food as part of their work, but it also includes staff who may touch food contact surfaces or other surfaces in rooms where open food is handled.** The term can, therefore, apply not only to host, managers, servers, bussers, and food runners but also to managers, cleaners, maintenance contractors, delivery workers, and food inspectors.

### **Gloves**

**Glove use is to be reserved to employees involved in direct food preparations** as defined by existing industry regulatory standards\* (traditionally back of house staff) but also includes bussers and foodrunners. In restaurants where servers or other staff also act as bussers or foodrunners, glove use should be replaced by handwashing after each physical encounter as described above under “Handwashing”. Safe glove use includes:

- **Do NOT touch mouth, nose or eyes** when wearing gloves.
- **All gloves must be changed frequently, at least every 30 minutes or when changing tasks.**
- **Gloves must be changed after carrying out non-food related activities, such as opening/closing doors by hand, and emptying bins.**
- **Hands must be washed between glove changes and when gloves are removed.**
- Removal of disposable gloves can lead to contamination of hands. Safe glove removal procedures may be found at <https://www.cdc.gov/vhf/ebola/pdf/poster-how-to-remove-gloves.pdf>.
- Disposable gloves are **not** a substitute for handwashing.\*\*

\*Wearing disposable gloves can give a false sense of security and may result in staff not washing hands as frequently as required. The COVID-19 virus can contaminate disposable gloves in the same way it gets onto workers' hands. Handwashing is a greater protective barrier to infection than wearing disposable gloves.

\*\* KNOW that viruses and bacteria will build up on the surface of the hands even when you wear gloves, so handwashing is critical when gloves are removed to avoid subsequent contamination of food.

### **Employee Social Distancing Measures**

- Limit the number of staff in a food preparation area at any one time.
- Organize staff into working groups or teams to facilitate reduced interaction between groups.
- Stagger workstations on either side of processing lines, so that food workers are not facing one another.

- Space out workstations, which may require a reduction in the speed of production lines.
- Provide PPE such as face masks, hair nets, disposable gloves (in food preparation areas) per existing industry regulations. Use of PPE is routine in high-risk areas of food premises that produce ready-to-eat and cooked foods. When staff are dressed in PPE it is possible to reduce the distance between workers from 6 feet to 3 feet. Any breach of the 3 foot distance between workers **should** not exceed 15 consecutive minutes per incident. An individual should be specifically assigned within the kitchen to monitor incidents of close contact;
- Frequency of surface cleaning and sanitizing should be increased.
- **The number of staff in break rooms must be limited and disinfected regularly.**
- **It is recommended that front-of-house staff not enter back-of-house areas where possible.**

### General Hygiene

EPA guidance on effective use of disinfectants is available at <https://www.epa.gov/sites/production/files/2020-04/documents/disinfectants-onepager.pdf>

- Kitchen areas must have handwashing stations fully equipped with soap and self-dispensing paper towels. Ideally the faucets operation is hands-free.
- Wash and frequently sanitize items such as ladles, tongs, and condiment holders.
- Keep internal doors open where possible to minimize contact.
- Washing of dishes, silverware, and table linen:
  - All dishes, silverware, and glassware must be washed and disinfected in a dishwashing machine, including items that have not been used, as they might have been in contact with the hands of guests or staff.
  - If for any reason manual washing is required, the usual steps must be followed (wash, disinfect, rinse), taking the maximum level of precautions. Drying must be carried out using disposable paper towels. Likewise, tablecloths and napkins should be washed in the usual manner.
  - Laundry: All table linen will be washed at high temperatures and per CDC guidelines
  - Textiles, linens, and clothes should be put in special, marked laundry bags and handled carefully to prevent raising dust, with consequent potential contamination of surrounding surfaces or people
- **Employee Meals:** Meals from home shall not be allowed in the kitchen.
- **Manager's Office: Must be disinfected with every shift change, with particular attention to high touchpoints (mouse, keyboard, etc.).**

### Customer Experience

**Customers must wear masks at all times unless seated at a table.**

#### Front door

**Hands-free sanitizer must be available at the entrance. Front door must be operated using one or more of the following:**

- Use electronic self-opening mechanism or employ a door person to open and close doors for customers. Doors must be disinfected and wiped down every 30 minutes (self-opening doors do not require this frequency of wiping).
- Provide wipes/paper towels to customers at entrance and exit for individual use along with trash receptacle. Trash must be disposed of regularly and must be contained in a bin with a touchless lid that opens without the need to touch the lid. Doors must be disinfected and wiped down every 30 minutes.

**Host Stands** must be operated as follows:

- Hand sanitizer must be available at the host stand.
- Host staff must maintain social distance from the customer as escorting to the table.
- Mints, toothpicks and other articles must not be provided as self-service. If individually wrapped, they can be provided at the table.
- Where possible, parties must wait in vehicles for their tables. Host stand waiting areas must contain visible floor markings as noted above for appropriate 6-foot distancing for each party in any waiting areas, whether exterior or interior.

### **The Bar**

Bar use for seating is presently prohibited by the Governor’s Order. Should bar use be allowed, it must be in accordance with the following:

- Any bar use must be treated as a table for in-house dining unless it is acting as a takeout area.
- Any bar seating must be socially distanced at 6 feet between parties.
- Bars must not be used as a waiting area. Absolutely no congregation will be permitted at bars.

### **Table**

No self-service of any kind including drink fountains, buffets or salad bars shall be permitted for Phase 1 – opening.

#### Restaurant Staff

- Any employees approaching tables must wear masks.
- Gloves must be worn by bussers and food runners; as noted above, any other staff not wearing gloves that places or removes food or objects from a table while patrons are sitting at the table must wash their hands before, after and between each physical encounter with a guest table (where the table or its contents were physically touched).
- The server must maintain maximum social distance feasible while interacting with customers.
- The number of staff approaching tables should be minimized.
- No self-service by customers.

#### Table Setting must conform to the following\*:

- All menus must be disposable and single-use, or the menu can be provided on a web page/QR code that the customer can be instructed to view on their personal device. Signage should instruct the customers on the use of internet and web page.

- If silverware is not disposable, only roll-ups will be allowed. Employees providing cutlery to patrons must wash hands before handling cutlery and placing at tables. No open cutlery is permitted as a preset.
- No water/wine glasses are permitted as presets.
- No condiments or breadbaskets are permitted as presets (but may be made available after the party is seated).
- **All condiments must be single-use.**
- **Hand sanitizing wipes or another form of handwashing method must be provided at each table**
- **Tables and chairs must be sanitized mechanically, using an EPA approved disinfectant that is safe for the furniture, after each party's use or, if not used, every 60 minutes.**

\*The presentation or setting of single-service and single use articles and cleaned and sanitized utensils shall be done in a manner designed to prevent the contamination of food and lip-contact surfaces. As per FDA Food Code 4-904.13:

- (A) Except as specified in (B) of this section, tableware that is preset shall be protected from contamination by being wrapped, covered, or inverted
- (B) Preset tableware may be exposed if:
  1. Unused settings are removed when a consumer is seated; or
  2. Settings not removed when a consumer is seated are cleaned and sanitized before further use.

### Order Taking at Quick Service Restaurant Counter/Window

- **Contactless Procedures:** Minimize contact at drive-thru and front counter for delivery of food and drinks as well as payment.
- **Screen Shields:** When proper social distancing cannot be ensured, acrylic barriers **must** be installed.
- **Kiosks: Must be sanitized after each guest use or, if not used, every 60 minutes.**
- **Utensils: Must be made available at the front counter only. All utensils must be wrapped (no self-service).**
- **Drinks: Must be made available at the front counter only (no self-service). New cups must be provided for each refill.**
- **Food Packaging: All food must be packaged to-go and trays will not be available.**

### Payment

- Contactless/Cashless transactions are encouraged.
- **Check presenters must not be used.**
- **Any necessary payment devices must be sanitized after each use. Provide wipes so that each customer wipes the device on use.**

### Restroom

- **Surfaces: Must** disinfect high touch surfaces hourly (door handles, cubicle closures, sink levers, manual dispensers, air dryers (if applicable), etc.).



- Any surfaces that become soiled with respiratory secretions or other body fluids, e.g. toilet, handwashing basins must be cleaned with a regular household disinfectant solution containing 0.1% sodium hypochlorite (that is, equivalent to 1000 ppm).
- Surfaces must be rinsed with clean water *after* sufficient contact time for the chlorine. The clean water rinse should happen after 10 minutes contact time for chlorine.
- Whenever possible, use only disposable cleaning materials.
  - If a known or suspected COVID19 person used the restaurant restroom, discard any cleaning equipment made of cloths and absorbent materials, e.g. mophead and wiping cloths.
- When pertinent, disinfect properly non-porous cleaning materials with 0.5% sodium hypochlorite solution or according to manufacturer's instructions before using for other rooms.
- **Guest Handwashing: Must maintain adequate levels of hand soap, paper towels, and hand sanitizer (if applicable). If paper towels are not provided, the restaurant must install a hands-free door pull (elbow or foot-operated).** The preferred drying method is recommended to be self-dispensing.
- **Trash: Must have a trash can by the door if paper towels are used.** The trash bin must have a lid, and the lid should open without the need to handle (touch) the lid. Trash and sanitary trash **must** be discarded regularly.

## Exit

- **Guests must wear masks or face covering that covers the mouth and the nose as they leave their tables.**
- **Guests must maintain social distancing as exiting the restaurant.**
- **The restaurant must wipe down door handles with each exit (or mirror applicable entry procedures noted above) as guests exit.**
- Provide a separate exit from the entrance if feasible and mirror the applicable entry procedures stated above.

## Other Customer Experiences

### Curbside Pickup

- **Curbside Service:** Where possible, **recommend the** use of curbside and contactless procedures to deliver orders to guests in the designated parking area.

### Drive-Thru

- **Contactless Procedures:** Recommend use of a designated pan to receive payment, wearing of gloves (back of the house in food prep and front of the house in service), use of tray or pan to deliver food/drinks, and removal of any self-service elements.
- **Screen Shields:** Acrylic barriers are recommended to be installed as sneeze guards.

## Delivery

- **Packaging:** All delivery services must ensure that packaging is secure for the guest so drivers cannot tamper with the product. Recommend to seal or staple packaging.
- **Social Distancing:** Contactless procedures must be followed when transferring orders to delivery drivers. Ensure that delivery drivers maintain minimum 6-foot social distancing while waiting for orders.
- **All third party, contract services and vendor deliveries must maintain minimum 6-foot social distancing, wear face masks when entering restaurants and wash hands/sanitize between stops and/or deliveries.**



# Screening for COVID-19

FloridaHealth.gov/COVID-19 • Florida Department of Health

## Are you experiencing symptoms?

Symptoms may appear in 2–14 days after exposure to the virus.

1



FEVER



COUGH



SHORTNESS OF BREATH

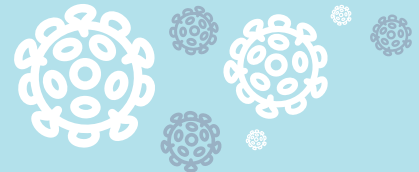
2

Have you returned from international travel or a cruise within the last 14 days and have any of the symptoms above?



3

Have you been around someone diagnosed with COVID-19?



If you answered “yes” to any of the above questions, call your health care provider or your county health department (CHD) by scanning the code for the local CHD finder. Or call 1-866-779-6121.



## Guidance

- Self monitor for fever, cough, or other respiratory symptoms for 14 days.
- Avoid contact with sick people.
- Delay any additional travel plans until no longer sick.
- Wash hands often with soap and water for at least 20 seconds.
- Cover mouth and nose with a tissue or sleeve when coughing or sneezing. Throw the tissue in the trash.



# COVID-19

## Guidance for Businesses & Employees

Florida Department of Health • FloridaHealthCOVID19.gov

### Reduce Transmission Among Employees

#### Encourage sick employees to stay home

- Employees who have symptoms (**fever, cough, or shortness of breath**) should notify their supervisor and stay home.
- Employees should not return to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers. **Learn more at [tinyurl.com/vgx83aq](https://tinyurl.com/vgx83aq).**
- Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor. Follow the Centers for Disease Control and Prevention’s (CDC) recommended precautions at **[tinyurl.com/sdf3p46](https://tinyurl.com/sdf3p46)**.
- Reduce the in-office workforce to 50% by encouraging employees to telecommute if possible.
- For more information, refer to the Florida Public Health Advisory at **[FloridaHealthCOVID19.gov/News](https://FloridaHealthCOVID19.gov/News)**.



### Have Flexible Sick Leave Policies

- Ensure that sick leave policies are flexible and consistent with public health guidance and that employees are aware of and understand these policies.
- Maintain flexible policies that permit employees to stay home to care for a sick family member or take care of children due to school and childcare closures.
- Employers should not require a positive COVID-19 test result or a healthcare provider’s (HCP) note for employees who are sick to validate their illness, qualify for sick leave, or to return to work. HCP offices and medical facilities may be extremely busy and not able to provide such documentation quickly.



### Maintain a Healthy Work Environment

- Provide tissues and no-touch disposal receptacles if possible.
- Provide soap and water in the workplace.
- Place hand sanitizers with at least 60% alcohol in multiple locations to encourage hand hygiene.
- Discourage handshaking—encourage the use of other noncontact methods of greeting.
- Encourage social distancing by maintaining a distance of **6 feet** from others when possible.



### Perform Routine Cleaning and Disinfection

- Routinely clean and disinfect all frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, handrails, and doorknobs.
- Discourage workers from using other workers’ phones, desks, offices, or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Provide disposable wipes so that commonly used surfaces can be wiped down by employees before each use.



### Advise Employees Before Travel

- Check the CDC’s Traveler’s Health Notices for the latest guidance and recommendations for each country to which you will travel.
- Advise employees to check themselves for symptoms of COVID-19 (fever, cough, or shortness of breath) before starting travel and notify their supervisor and stay home if they are sick.
- Ensure employees who become sick while traveling or on temporary assignment understand that they should notify their supervisor and promptly call a healthcare provider for advice if needed.