



ARIZONA
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Arizona Restaurant Association

RESPOND → PLAN → RETURN STRONGER

Restaurant Reopening: Guidance & Tools

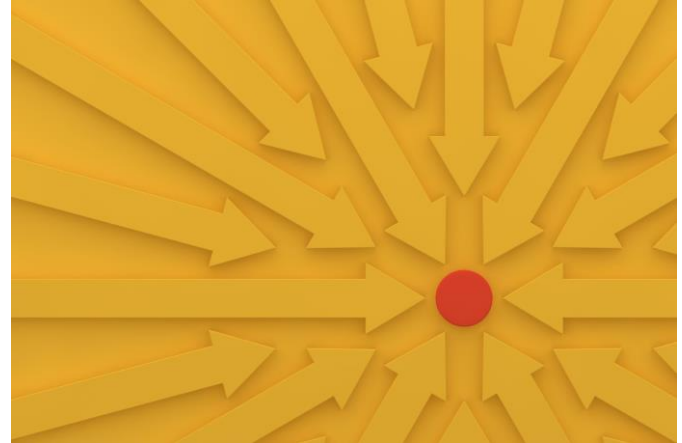
PRESENTED BY

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Objectives

- Understand the legal requirements
- Understand Industry Best Practices
- Identify what additional steps are being taken



Agenda

- Presentation
- Q and A (use chat)
- Wrap-up



How Did We Get Here?

03/19 –

EO 2020-09

- Restaurant dining rooms are shut
- To-go ordering is encouraged
- Alcohol with To-go allowed

03/19 –

AZ Takeout Weeks

- AZ Takeout Weeks is launched

03/23 –

Restaurants to-go services listed as “essential”

03/30 –

EO 2020-18

- Stay Home
- Stay Healthy
- Stay Connected

05/4 –

EO 2020-34

- Restaurants allowed to reopen on May 11
- Restrictions for reopening

05/11 –

Restaurants reopen

What are the “legal” requirements?

“... dine-in services may resume provided they establish and implement protocols and best practices for businesses to address COVID-19, including enacting physical distancing polices, limiting the number of diners and following protocols as directed by the Centers for Disease Control and Prevention, the United States Department of Labor Division for Occupational Safety and Health Administration and the Arizona Department of Health Services...”

- Three Agencies of Reference:
 - CDC
 - OSHA
 - AZDHS
- CDC:
 - Masks
 - Physical Distancing
 - Employees
- OSHA: Employees
- AZDHS: Multiple topics

What does the CDC Say?

The CDC suggests the following is in place for a restaurant to reopen:

- Ability to protect employees at a “higher risk”
- Healthy hygiene practices and employees wearing cloth face coverings (as feasible)
- Intensify cleaning, sanitization, disinfection, and ventilation
- Encourage social distancing – 6-feet of separation for tables and/or chairs, limiting party size, avoiding self-serve stations, etc.
- Train employees on health and safety protocols
- Implement procedures to check for signs of COVID-19 of employees
- Encourage anyone who is sick to stay home
- Plan for if an employee gets sick
- Regularly communicate and monitor developments with local authorities and employees
- Have flexible leave policies and practices
- Be ready to consult with local health authorities if there are any cases

What does OSHA Say?

OSHA has many intersection with COVID-19 responses, but we are going to focus on practices they suggest for employee safety:

- Encourage workers to stay home if they are sick
- Avoid direct “hand-off,” when possible
- Train workers in proper hygiene practices and the use of workplace controls
- Allow workers to wear masks over their nose and mouth
- Provide a place to wash hands
- Practice sensible social distancing
- Encourage workers to report any safety and health concerns
- Provide supplies to disinfect frequently touched surfaces
- Discourage customers from queuing

What does AZDHS Say?

AZDHS has issued two documents to date related to Restaurants:

Guidance for Restaurants

- Assign duties to vulnerable workers that minimize their contact
- Enforce hand washing, covering coughs and sneezes
- Use cloth masks for employees when near other employees or customers
- Post signs on how to stop the spread of COVID-19
- Wash, rinse, and sanitize food contact surfaces, food preparation surfaces, and beverage equipment after use
- Avoid using shared items such as menus, condiments, etc.
- Limit parties to 10
- Implement symptom screening for employees

STAY HOME. STAY HEALTHY. STAY CONNECTED. RETURN STRONGER.

GUIDANCE FOR RESTAURANTS PROVIDING DINE-IN SERVICES
Pursuant to EO 2020-34 Building on COVID-19 Successes
Resuming additional business operations for barbers, cosmetologists and dine-in restaurants

Following the Centers for Disease Control and Prevention (CDC) guidance, under all circumstances, the following precautions should be followed by people dining in restaurants. To the extent possible, restaurant establishments should take measures to ensure that customers may follow these guidelines:

- Stay home if sick.
- Consider ordering food for delivery or curbside pickup if available.
- Protect yourself while dining at restaurants:
 - Stay at least 6 feet away from others while dining.
 - When you do dine-in, consider dining during off-peak hours (for example, early morning, mid-afternoon, or late night).
 - If you are at higher risk for severe illness, continue to use takeout and delivery and avoid dine-in services at restaurants. People at higher risk for severe illness include adults 65 or older and people of any age who have serious underlying medical conditions.
 - Do not touch your eyes, nose, or mouth.
 - If possible, use touchless payment (pay without touching money, a card, or a keypad). If you must handle money, a card, or use a keypad, use hand sanitizer immediately after.
 - Wash your hands with soap and water or use an alcohol-based hand sanitizer before you eat and again when you are finished.
 - After leaving the restaurant, use hand sanitizer. When you get home, wash your hands with soap and water for at least 20 seconds.

Following the Centers for Disease Control and Prevention (CDC) guidance, under all circumstances, the following precautions should be followed by restaurants providing dine-in:

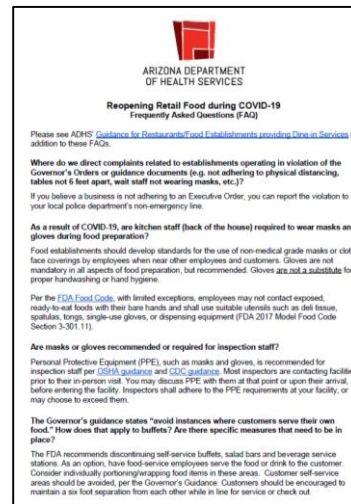
- Consider assigning duties to vulnerable workers that minimize their contact with customers and other employees.
- Enforce hand washing, covering coughs and sneezes.
- Develop standards for the use of non-medical grade masks or cloth face coverings by employees when near other employees and customers.
- Ensure adequate supplies to support healthy hygiene practices for both employees and

What does AZDHS Say? Cont.

AZDHS has issued two documents today related to Restaurants:

Reopening Retail Food During COVID-19 (FAQ)

- Local police responsible for enforcement
- Reiterates the need for cloth masks by employees
- Discontinue self-service buffets, salad bars and beverage stations
- Disinfect customers areas after each sitting



What does EEOC Say?

While not listed in the Governor's order, the Equal Employment Opportunity Commission plays a critical role in the interaction between COVID related mitigation measures and the Americans with Disabilities Act (ADA)

- Temperature Checks: Employers may measure their employees' body temperatures
- Stay Home: Employers may require employees with symptoms of COVID to stay home
- Doctor's Note: Employers may require a doctor's note before an employee returns to work – employers should be aware that many doctors' offices may not be able to accommodate with COVID restrictions



ARA Industry Guidance: Welcome Back to the Table

Welcome Back to the Table is a set of guiding principles and operating protocols designed by industry to enable restaurants to reopen their dining rooms in a safe and responsible manner. The ARA worked with industry leaders, public health experts, restaurant operators of all sizes, and our supplier partners to develop these guidelines to ensure customers know that the restaurant industry is taking a leadership role in protecting our community.

- Guidance when preparing to reopen
- Rehiring Staff
- Restaurant Reopening Responsibilities & Options
 - Social Distancing
 - Employees
 - Sanitization
 - Bars & Bar Areas
- Additional Resources



ARA Industry Guidance: Preparing to Reopen

- Review and understand the new rules issued by the Governor's Office
- Rehire and retrain staff to ensure:
 - All employees have current food handling training
 - All employees are training on appropriate cleaning and disinfection, hand hygiene, and respiratory etiquette.
 - All employees understand your health screening protocols
- All food items that are out of date should be discarded
- Work with your suppliers to ensure enough cleaning and sanitation chemicals, and other supplies will be available to safely reopen
- Ensure an adequate supply of hot water as required by the food code
- Thoroughly clean and disinfect the facility
Consider modifying your layout and/or using signage and other equipment to comply with social distancing requirements
- Flush water lines at all faucets
- Clean out ice machines
- Clean/Sanitize all food contact surfaces
- Ensure you have all supplies for hand washing and sanitizing in both the food establishment and restrooms
- All equipment is operational (cold holding, hot holding, cooking, etc.)
- Non-latex gloves are available and should not be reused or used for multiple tasks

ARA Industry Guidance: Rehiring Staff

Rehiring staff is a critical part of reopening your restaurant. However, it must be done in a smart way to protect you, your employees, and for PPP compliance

- Make offers to return to work in writing
- Outline the new policies and procedures put in place to create a safe workspace
- Include:
 - Job location
 - Rate of pay
 - Job duties
 - Schedule
- Keep written records of any job acceptance or denial



ARA Industry Guidance: Social Distancing

Social distancing is the best way to prevent the spread of COVID in a restaurant setting, restaurants should:

- Limit party size to no more than 10
- Parties of guests should be at least 6-feet apart in all directions, or
- Protective barriers should be placed between booths and/or tables
- Ensure a 6-foot distance is maintained between parties in waiting areas
- Technology solutions should be used to decrease the number of patrons waiting in or near an establishment



ARA Industry Guidance: Employees

Changes to traditional restaurant employee practices will need to be made, including:

- Implementing an employee health screening protocol that includes a temperature check prior to a shift
- Require staff to wear cloth masks and ensure masks are laundered after each use
- Implement an enhanced hand washing schedule for front of the house staff, and continue to follow food code rules for kitchen staff



ARA Industry Guidance: Sanitation

Restaurants should consider the following changes for sanitation purposes:

- Implement alternatives to traditional reusable menus, including:
 - Menu boards
 - Single-use menus
 - App-based menus
 - Menus that are easily sanitized after each use
- Sanitize customer areas after each use, including:
 - Tables/booth
 - Tablecloths
 - Chair/booth seats
- Increase cleaning and sanitation schedules for commonly touched surfaces
- Increase training with staff to reinforce cleaning and disinfection

ARA Industry Guidance: Bar & Bar Area

Bars and bar areas of restaurants should ensure they have adapted their operations to comply with State rules on activities

- Designate an area of the bar for preparing all food and drink items and ensure that no customer is within 6-feet of the designated area
- Separate bar seating to ensure that groups are at least 6-feet apart from each other in all directions
- Designate seating and standing areas in the bar or bar area and limit congregation to those areas



Customer Confidence

Regaining the confidence of your customers will be key to a successful reopening

- Customers want to “see and feel” the safety protocols
- Education will be key – there is a lot of false information out there
- Consider posting your new protocols
- Make sure your sanitation and other prevention measures are visible to your customers



What's Next?

As restaurants continue to reopen, we know there will constant developments and responses. Restaurants should plan for a long road to recovery

- Extension of Premises: consider working with your landlord, city, and county officials to extend your usable space
- Technology solutions: technology, such as text apps for waiting lists and app-based wellness checks can help automate processes
- Altering Restaurant Layouts: new layouts will likely be a result of social distancing and/or using barriers – consider how you might use this to your advantage



ARA Resources

ARA Welcome Back to the Table Guidance: <https://azrestaurant.org/wp-content/uploads/2020/05/Welcome-Back-to-the-Table-Reopening-Guidance-Final-5.4.2020.pdf>

AZ Restaurant Strong Employee Relief Fund:
<https://azrestaurantstrong.com/>

ServSafe Free Courses (COVID-19): <https://www.servsafe.com/Landing-Pages/Free-Courses>

ARA COVID-19 Page: <https://azrestaurant.org/coronavirus/>

Questions?

