



Downtown Traverse City Operation “Open Doors” Safeguarding Guidance Recommendations In Response to COVID-19

Restaurants

Safeguarding Guidance

This document is intended to highlight important measures to protect customers and employees as restaurants begin to re-open operations. Each recommendation should be customized to fit your unique circumstances. The DDA has established a “Recovery Team” to help answer specific questions and guide decisions and protocols. Additional guidelines can be found through the [CDC](#), [OSHA](#) and the [MRLA](#).

The need to plan ahead is not limited to the initial transition back to work, but includes preparing for likely employee relations scenarios that will arise after returning to work. While some of these employee relation issues may be unique to COVID-19, others will not; your response however, may need to be adjusted accordingly.

An assessment of current policies and procedures should be undertaken to ensure they meet the needs of your customers, employees and business during this transition back to work; you may need to create new policies. In particular, development of a protocol to limit the spread of COVID-19 and how to respond if an employee contracts COVID-19 is essential. Employers should plan for how to respond to employees who are in vulnerable populations or are fearful of returning to work. Employers may also be well-served to assess factors competing with an employee’s ability in returning to work, such as child or elder care responsibilities.

PHASE ONE (Date: ___/___/____) Fill In CURBSIDE SERVICE

Phase One includes the following activities:

- Minimal contact curbside pickup at restaurants or home delivery based on online or phone orders for all products, no restrictions.
- Limited contact to-go pickup located in restaurants, no restrictions.

PHASE ONE. SAFEGUARDS

- Allow only the minimum number of employees needed (as determined by each restaurateur) to fulfill orders.
- Screen all employees reporting to work for COVID-19 symptoms with the following questions. If they answer “yes” to any of the questions do not allow them to come into work. (The DDA has developed a comprehensive screen questionnaire for your reference)
 - Have you been in close contact with a confirmed case of COVID-19?
 - Have you engaged in any travel activity or travel within the last 14 days?
 - Have you been directed by the local health department or your healthcare provider to self-isolate or self-quarantine?
 - Are you experiencing a cough, shortness of breath or sore throat?
 - Have you had a fever in the last 48 hours?
 - Have you experienced loss of taste or smell?
 - Have you had vomiting or diarrhea in the last 24 hours?
- Temperature screen all employees
 - Best Practice: Employer takes temperature onsite with a no-touch thermometer each day upon arriving at work.
 - Minimum: Employee takes temperature before arriving at work. Normal temperature should not exceed 100.4 degrees Fahrenheit.
- Adhere to CDC social distancing guidelines.

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- Require employees to utilize protective gear such as face coverings and gloves.
(The DDA has 25 face coverings for your business)
- Frequent hand washing/sanitizing is required between customer pickup interactions.
- Payments should be handled online or over the phone whenever possible.
- For curbside pickup, customers should remain in their cars and store employees should place orders directly in cars, avoiding close contacts with customers.
- For in-store to-go pickup, installation of plexiglass barriers (“sneeze guards”) between employees and customers is strongly encouraged.
- For in-store to-go pickup, limit the number of customers waiting to no more than five as per food service takeout restrictions.
- For in-store to-go pickup, clean/sanitize surfaces and equipment between customers.

PHASE TWO (Date: ___/___/___) Fill In

CURBSIDE SERVICE & WHEN SMALL GROUP INTERACTION IS ALLOWED

Phase Two includes the following activities:

- All Phase One activities.
- Limited number of customers allowed into the restaurant.

PHASE TWO. SAFEGUARDS

- Limit employees to the minimum employees needed (as determined by each restaurateur) to complete operations, sanitize, and meet social distancing requirements.
- Screen all employees reporting to work for COVID-19 symptoms with the following questions. If they answer “yes” to any of the questions do not allow them to come into work.
 - Have you been in close contact with a confirmed case of COVID-19?
 - Have you engaged in any travel activity or travel within the last 14 days?
 - Have you been directed by the local health department or your healthcare provider to self-isolate or self-quarantine?
 - Are you experiencing a cough, shortness of breath or sore throat?
 - Have you had a fever in the last 48 hours?
 - Have you experienced loss of taste or smell?
 - Have you had vomiting or diarrhea in the last 25 hours?
- Temperature screen all employees
 - Best Practice: Employer takes temperature onsite with a no-touch thermometer each day upon arriving at work.
 - Minimum: Employee takes temperature before arriving at work. Normal temperature should not exceed 100.4 degrees Fahrenheit.
- Establish similar screening for vendors and contractors.
- Require employees (hosts, servers, and kitchen staff) utilize protective gear such as face coverings and gloves.
- Provide training on personal protective equipment (PPE) based on CDC guidelines.
 - State List of PPE Suppliers:
<https://www.michamber.com/personal-protection-equipment>
 - Local List of PPE Suppliers:
<https://traverseconnect.com/economic-development/covid-19-business-resources-and-recovery/workplace-resources-and-supplies/>

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- Limit the number of customers in the restaurant to 50% of normal seating capacity.
- Space tables out at least six feet apart.
- Limit tables to no more than ten guests per table (six is preferred).
- Provide physical guides and signs to ensure people stay six feet apart.
- Consider closing the bar area.
- Close self-serve food or drink stations, no buffets.
- Limit shared items for customers (e.g., condiments, menus) and clean high contact surfaces frequently.
- Use single service condiments and paper disposable menus.
- Close waiting areas, customers need to wait outside or in cars for a call when their table is ready.
- Mark any outdoor waiting area so that social distancing standards are met (options could 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 outside waiting area).
- Post signs instructing customers to wear face masks until they get to their table.
- Consider using rolled silverware and eliminating table presets.
- Live vocal music should not be permitted, however single-player instrumental music (e.g., piano, guitar) can be provided.
- Do not use tablecloths.
- Enhance monitoring for social distancing adherence and cleaning of high-traffic, high touch areas, including but not limited to benches/seating, restrooms, check-out registers.
- Stagger shifts, breaks and meals in compliance with labor laws and regulations to maintain social distancing.
- Frequent hand washing/sanitizing strongly encouraged and required between customer interactions.
- Encourage cashless payments whenever possible.
- Cleaning/sanitizing of frequently touched surfaces and equipment (e.g., counters, credit card terminals, etc.) between customers using CDC guidelines.
- Make hand sanitizer (touchless dispensers strongly recommended) available for customers in heavily-trafficked areas.
- Continue to encourage curbside pickup and home delivery, if possible.
- Develop COVID-19 preparedness and response plan consistent with OSHA requirements as soon as possible.
- Designate one or more worksite supervisors to implement, monitor and report the COVID-19 control strategies in the plan.
- Establish a response plan for dealing with a confirmed infection in the workforce.
- Provide regular updates and training for employees about personal COVID-19 mitigation and store regulations as well as how to manage symptomatic customers.
- Employees shall stay home if feeling ill and report symptoms of illness to their supervisor.
- Require a doctor’s written release to work if an employee was diagnosed with COVID-19.
- Direct any employee who exhibits COVID-19 symptoms to leave the premises immediately and seek medical care. Close immediately and conduct a thorough cleaning.
- Use technology solutions where possible: mobile ordering and menu tablets; text upon arrival for seating; contactless payment options.

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- Create outreach materials for customers to inform them of the new precautions to prevent the spread of COVID-19.

PHASE THREE (Date: ___/___/___) Fill In

CURBSIDE SERVICE & WHEN INCREASED GROUP INTERACTION IS ALLOWED

Phase Three includes the following activities:

- Relaxation of certain requirements of Phase Two.
- Limited number of customers allowed into the restaurant.

PHASE THREE SAFEGUARDS

- Limits on the number of employees permitted to work at one time.
- Capacity limits (the percentage) of customers permitted at the restaurant at one time.
- Table distances
- Capacity of table (more than 6 guests per table).
- The bar area is open.
- Live music is permitted.
- Enhanced signage and monitoring.
- Allowing cleaning/sanitization at intervals instead of between each customer.
- Use of face coverings and/or gloves and plexiglass dividers or other similar barriers.
- Employee screening requirements.

PHASE Four (Date: ___/___/___) Fill In

NORMAL OPERATIONS WITHOUT RESTRICTIONS, BUT WITH CONTINUED EFFORTS TO ENSURE CUSTOMER SAFETY AND EMPLOYEE SAFETY

General Business Process Adaptations

- **Reduce exposures in the workplace** by implementing social distancing guidelines and modifying scheduling.
- **Implement workplace cleaning and disinfection practices**, according to CDC guidelines, with regular sanitation of high-touch surfaces at least every two hours.
- **Sanitize shared resources** after each use, and sanitizing all high-traffic/high-touch areas (such as counters, check-out lanes, keypads, breakrooms, dressing rooms, restrooms) every two hours and when visibly dirty.
- **Use a clearly designated entrance and a separate designated exit** to maintain social distancing.
- **Use plexiglass or similar material shields or barriers** between customers and clerks at service counters and clean them frequently (every 2 hours and when visibly dirty)
- **Adjust store hours** to allow time for enhanced cleaning.
- **Prohibit the use** of reusable bags.
- **Limit self-service options and suspend sampling** of food.
- Task management-level employees to **monitor compliance** within the restaurant .

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Instilling Consumer Confidence

Guests will not only expect to “be safe” they will want to “see safe.” Restaurants should consider the the following activities to help increase consumer confidence:

- Post a customer facing and cleanliness in the window and/or throughout the restaurant.
- Consider designating one person to clean high-touch points throughout the day and encouraging employees to wash their hands when necessary and to use the statements.
- Train staff to use comforting statements like, “excuse me while I step away to wash my hands.”

Please Note: This guidance document is only intended to provided you with recommendations and best practices. It should not be considered legal advice.