COVID-19 FOOD ESTABLISHMENT REOPENING GUIDANCE

COVID-19 Illness Prevention Strategies for Limited On-site Dining

Washington State is using a phased approach to reopen dine-in service at food establishments that were previously closed by the Governor's “Stay Home, Stay Healthy” order.

King County and UW have entered Phase 2 of Washington's Safe Start plan and food establishments may reopen on-site dining on a limited basis, if they meet the Phase 2 Restaurant/Tavern Reopening COVID-19 Requirements. Food establishments operating in a University location must follow the guidance in this document to comply with the Governor's Phase 2 requirements and Safe Start plan, the Washington Food Code and University policies. Some items below, indicated with italics, are optional recommended best practices.

SERVICE & CUSTOMER SAFETY MODIFICATIONS

On-site Dining

- Limit indoor and outdoor seating capacity:
  - Do not exceed 50% of maximum building occupancy as determined by the fire code.
  - No bar or counter seating is allowed.
  - Limit all parties and tables to no more than 5 guests.
  - Use reservation or metering systems to ensure reduced capacity (optional).
  - Outdoor seating is allowed but must also be at 50% capacity. Outdoor seating does not count toward the building occupancy limit.

- Maintain a log of guests:
  - Food establishments are obligated to maintain a log of guests who dine on site, including time and date, name, phone number, and email address. Guests may voluntarily provide their information. You may use this template to collect guest contact information.
  - The purpose of the log is to notify individuals if they have been exposed to COVID-19. The information will be shared with public health officials only if there is an exposure. This information may not be used for any other purpose, including sales or marketing.
  - Maintain the log for 30 days. If the list is not used within 30 days, destroy it.
Customer Self-Service

Self-service salad bars and buffets are allowed, if they take the following measures to mitigate risk:

- Use signs and floor markings to ensure proper physical distancing.
- Implement hourly cleaning and disinfection of associated touchpoints.
- Completely cover self-serve bars under a permanent barrier, such as a sneeze guard.
- Provide hand sanitizer before and after the bar.

Self-service fountain drinks are allowed if:

- Touchpoints are disinfected hourly
- Physical distancing is ensured
- Cups, lids, and straws are kept behind counters and provided by food employees

Monitor self-service salad bars, buffets, and soda fountains to ensure the above requirements are followed.

Provide single-use condiments.

Do not have product sampling and demonstration stations, except for single portions offered in response to a consumer’s request from the service counter.

Customer Health & Hygiene

- Provide hand sanitizer at café/restaurant entrance for all staff and customers.
- Stock restrooms and sinks with adequate soap and paper towels.
- Encourage customers to wear a cloth face covering when not seated (e.g., while being seated or leaving, or while going to the restroom).
- *Increase circulation of outdoor air by modifying ventilation or opening screened doors and windows, when possible (optional).*

Customer Physical Distancing

- Ensure adequate physical distancing (6 feet between customer groups) in the lobby, waiting area, serving or ordering lines, beverage/condiment stations, and food pickup stations (both indoor and outdoor); we recommend use of floor markings and “wait here” signs.

- Place tables far enough apart so each occupied chair is at least 6 feet away from guests at adjacent tables. If 6 feet is not possible, there must be a physical barrier or wall separating booths or tables.
  - *Barriers should be a smooth, rigid surface that can be easily cleaned and of sufficient height to provide adequate protection from coughs and sneezes from nearby booths or tables. An example is a plexiglass barrier.*
• Dining tables and seating booths in 21+ sections are allowed and must follow the dining requirements in this guidance and all existing laws.
• Arrange the flow of customers to reduce crowding.

SIGNAGE & SANITATION

Cleaning/Disinfection/Sanitation
Follow the University’s Enhanced Cleaning and Disinfection Protocols.

• Cleaning is a necessary first step prior to using sanitizing and disinfecting chemicals. Use soap and water to clean food and non-food contact surfaces.
• Wash, rinse and sanitize food contact surfaces following routine procedures. Use an EPA-registered product (such as chlorine, QUAT or iodine) at a concentration appropriate for sanitizing food contact surfaces.
• Clean and disinfect pens, countertops, equipment, between use or customers.
• Clean and disinfect touched non-food contact surfaces every hour. Use an EPA-registered product at a concentration that has been shown to be effective against COVID-19. Follow label directions.
• Clean and disinfect dining area touchpoints such as chair backs, condiments, digital ordering devices, and touchpads between each dining group.
• Remove any table décor that will not be cleaned between each dining group
• Wear gloves when handling customer trash. After emptying trash, remove and dispose of gloves, and wash hands or use disinfectant.

Signage

• Post University COVID-19 prevention posters from the Stay Healthy, Huskies Toolkit at food establishment entrances and in common areas of the building:
  o Face coverings are required
  o Wash your hands the right way
• Post signs and floor markings to indicate physical distancing requirements. Signage and floor markings are available online from the Creative Communications UW Storefront (optional).
• Post signs to let employees and customers know about COVID-19 symptoms and physical distancing requirements

MENU & PAYMENT MODIFICATIONS

Menu & Ordering
• Provide single-use disposable menus.
• You may also provide a menu using a board, sign, app, or website.
• Limit menu options to decrease the ordering time per customer.
• List allergens on the menu to reduce questions/in-person interactions that increase risk.

Payment
• Use call-in/mobile ordering, contactless payment systems, or automated ordering.
• Use touchless payment options as much as possible, if available. Ask customers and employees to exchange cash or card payments by placing on a receipt tray or on the counter rather than by hand to avoid direct hand to hand contact.
• Clean and disinfect frequently touched surfaces such as pens, counters, or hard surfaces between use and encourage patrons to use their own pens.
• Provide handwashing or hand gel for employees handling payment

EMPLOYEE TRAINING & SAFETY

Employee Health & Hygiene
• All employees must follow the University’s daily symptom screening or attestation requirements to prevent sick employees from coming to work and identify employees who exhibit signs or symptoms of COVID-19 illness. Units that with employees who do not have access to Workday can implement their daily symptom screening process following the University’s Guidance for Symptom Monitoring.
• If an individual reports COVID-19 illness, cannot attest to being without symptoms of COVID-19, or had close contact with a person who has COVID-19:
  o Individuals with COVID-19 symptoms and those who do not attest to not having symptoms must stay home (or leave the worksite), contact their health-care provider and get tested for COVID-19. Refer to “What do I do if I feel sick?” on the University’s COVID-19 FAQ webpage for more information.
  o Individuals who had close contact with a person who has COVID-19 must stay home (or leave the worksite), contact their health-care provider and get tested for COVID-19. Refer to “I have been in close contact with a person who has COVID-19. What should I do?” on the University’s COVID-19 FAQ webpage for more information.
  o Report all suspected or confirmed COVID-19 cases and close contacts to a University Employee Health Center.
  o Cordon off any areas where an individual with suspected or confirmed COVID-19 worked or touched surfaces and follow the University’s Enhanced Cleaning and Disinfection Protocols.
• Stock handwashing sinks and retrain staff on proper handwashing times and post handwashing poster
• Provide hand sanitizer with at least 60% alcohol, when available.
• Increase the frequency of utensil washing and handwashing.
• Use disposable gloves where safe and applicable to prevent transmission on tools or other shared items.
• Ensure physical distancing between employees in both front and back of house.
• Reconfigure employee break times and locations to reduce close contact exposure (optional).

Employee Training and Responsibilities
The person in charge (PIC) or the food manager serves as the site-specific COVID-19 supervisor and is responsible for:

• Screening employees for COVID-19 symptoms prior to each shift, in addition to the employee health requirements in the Food Code, and making sure employees with symptoms stay home or immediately go home if they develop symptoms on site.
• Developing and implementing the COVID-19 site-specific COVID-19 Prevention Plan that includes all elements from the University COVID-19 Prevention Plan for the Workplace and complies with all applicable codes and regulations, including the Governor's Phase 2 Restaurant/Tavern Reopening COVID-19 Requirements. All University food service establishments, including independent food establishments (i.e., those that do not have an MOU with EH&S), must follow this protocol.
• Training workers on:
  o The site-specific COVID-19 Prevention Plan, including these topics:
    ▪ Measures to maintain social and physical distancing (customers and employees)
    ▪ Symptom attestation and procedures for sick employees
    ▪ Reporting COVID-19 illness and close contact with COVID-19 cases
    ▪ Practicing good hygiene
    ▪ Cleaning and disinfecting surfaces according to Phase 2 requirements
    ▪ Required face coverings and personal protective equipment
    ▪ Service change requirements for on-site dining

Employees are responsible for:
• Completing the Back to the Workplace safety training
• Adhering to all requirements for employees described in the University COVID-19 Prevention Plan for the Workplace and the site-specific COVID-19 Prevention Plan, including:
  o Completing daily symptom attestation
  o Reporting COVID-19 illness and close contact with a person who has COVID-19 to a University employee health center
  o Practicing good hygiene
  o Following cleaning and disinfection protocols
  o Maintaining 6-foot distance from customers and employees at all times
  o Wearing required face coverings
  o Using required personal protective equipment

Employee Physical Distancing
• Maintain a minimum 6-foot separation between all employees and customers
• When strict physical distancing is not feasible for a specific task, other prevention measures are required, such as:
  o Use barriers
  o Minimize staff or customers in narrow or enclosed areas
  o Stagger breaks and work shift start times
• Minimize the number of staff serving any given table. Have one staff person take a table’s order, bring all of their beverages/food/utensils, and take their payment, for example

Employee Safety, Face Coverings and Personal Protective Equipment (PPE)
• Require employees to wear a cloth facial covering when not working alone.
  o A cloth face covering does not replace job-required PPE.
  o Cloth face coverings are required unless potential exposure to COVID-19 dictates a higher level of protection is needed under Department of Labor & Industries safety and health rules and guidance.
  o Refer to the Guidance on facemask use for preventing the spread of COVID-19 for additional information.
  o Review the differences between face coverings, masks and respirators and refer to the Facemask Focus Sheet as needed.
• Provide PPE, such as gloves, goggles, face shields and facemasks as appropriate or required for the activity being performed.
• Provide training on the safe use, care and disposal of face coverings and PPE.

Deliveries

• Make sure specific loading/unloading area to limit third parties from entering facility.

For delivery people and other vendors and contractors, follow the COVID-19 guidance document for working with contractors and vendors working onsite.

More COVID-19 Information and Resources

Stay up-to-date on the current COVID-19 situation in Washington, Governor Inslee’s proclamations, symptoms, how it spreads, and how and when people should get tested. See our EH&S Frequently Asked Questions for more information.

• WA State Department of Health 2019 Novel Coronavirus Outbreak (COVID-19)
• WA State Coronavirus Response (COVID-19)
• CDC Coronavirus (COVID-19)

Please contact EH&S at phdept@uw.edu or call 206.543.7262 with questions or for assistance.

Concerns about COVID-19 safety can be reported anonymously to EH&S via an online form. This document will be updated as regulations and public health guidance change.
COVID-19 FOOD ESTABLISHMENTS PHASE 2 REOPENING CHECKLIST

Food establishments that are approved to operate under Phase 2 of the Governor's Safe Start Plan should use the following checklist to assist in reopening food establishments that were previously closed, and/or transitioning to operate with limited on-site dining. This checklist includes the Phase 2 Restaurant/Tavern Reopening COVID-19 Requirements and addresses issues that may arise during the reopening process. This can be modified as needed for each establishment or community.

Please contact EH&S at phdept@uw.edu or call 206.543.7262 with questions or for assistance.

<table>
<thead>
<tr>
<th>Today's Date:</th>
<th>Reopening Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of COVID-19 Site-Supervisor/PIC:</td>
<td></td>
</tr>
<tr>
<td>Location Name:</td>
<td>Worksite Location(s)/Address:</td>
</tr>
<tr>
<td>Completed by:</td>
<td>Approved by:</td>
</tr>
</tbody>
</table>

**PLANNING**

- Adjust your business operating plan using the COVID-19 Food Establishment Reopening Guidance.
- Assign a COVID-19 Site Supervisor.
- Develop a site-specific COVID-19 Prevention Plan.
- Use this checklist to document all required and appropriate safety precautions.
**PRE-OPENING**

- Arrange dining tables so customers sit at least 6 feet away from guests at adjacent tables.
- Order food and cleaning supplies well in advance of reopening, without over-ordering, as some items are in short supply and shipping times may be extended.
- Make sure your service providers – such as food suppliers, oil collection, trash and recycling, pest control, appliance technicians, and chemical suppliers – are able to serve your needs.
- Ensure restrooms are fully stocked.
- Installing or having available hand sanitizer dispensers, particularly at entrances, exits and transition areas.
- Identify touchpoints that need frequent disinfection such as handles, tables, chairs, and point of sale equipment.
- Thoroughly clean and inspect all physical facilities including floors, walls, and ceilings.

**FACILITIES**

Areas and equipment within food establishments that were not in use during the dining area closure will need to be cleaned and properly returned to service to ensure a safe reopening.

**Utilities**

- Ensure electricity, gas, and water are available throughout the facility.
- Check that all plumbing, such as sinks and toilets, is operating properly.
- Verify hot and cold water is available at all sinks.
- Check grease traps and clean if necessary.
- Confirm lights are operational and functioning properly.
- Ensure ventilation units and fire suppression systems are working.

**Drinking Water**

- Flush water system and all plumbed food equipment for a minimum of 5 minutes.
- Refer to this WA DOH guidance for information on cleaning and flushing instructions for specific equipment: Restoring Service After Extended Water Interruption Guidelines for Food Establishments
- After flushing, make sure all floor drains are working properly.

**Refrigerators and Freezers**

- Assess and discard food that is no longer safe.
- Check that all refrigeration equipment is functioning properly and is able to maintain food temperatures at or below 41°F.
- Check that freezers are functioning properly and that food is frozen solid.

**Cleaning and sanitizing equipment**

- After fully emptying ice makers, drain the pipes; then wash, rinse, and sanitize the equipment.
- Ensure that low temperature chemical sanitizing machines have correct water temperature and sanitizer concentration.
- Ensure that high temperature (hot water) sanitizing machines have correct wash temperature, final rinse temperature and final rinse pressure.
Ensure that all chemical dispensing devices have the correct concentration of sanitizer.

Provide appropriate test strips.

Wash, rinse, and sanitize all food contact surfaces before use, including:

- Cutting boards
- Food prep sinks
- Three-compartment sinks
- Utensils, cups, plates and other service ware

Clean non-food contact surfaces as needed.

Follow the University’s daily symptom screening or attestation requirements to prevent sick employees from coming to work prior to each shift. Units with employees who do not have access to the Workday can implement their daily symptom screening process following that University’s guidance for symptom screening.

Ensure employees complete the University’s Back to the Workplace safety training.

Train employees on the following topics:

- Site-specific COVID-19 Prevention Plan
- Measures to maintain social and physical distancing (customers and employees)
Symptom attestation and procedures for sick employees

Reporting COVID-19 illness and close contact with COVID-19 cases

Practicing good hygiene

Cleaning and disinfecting surfaces according to Phase 2 requirements;

Required face coverings and personal protective equipment

Service change requirements for on-site dining

Provide cloth face coverings and PPE as appropriate or required for the activity performed.

Ensure handwashing sinks are stocked with soap and paper towels and hand sanitizers are available.

Ensure 6 feet of distance between employees in both back and front of house.

Plan other prevention measures when strict physical distancing is not possible.

Require cloth facial coverings for employees.

Stagger work schedules as much as possible to reduce employee contact with each other.

Establish a schedule that includes frequent cleaning and disinfection of high touch areas.

CUSTOMER PROTECTIONS

Develop written procedures to meet service modifications and physical distancing requirements.

Limit capacity to 50% the maximum building occupancy. Ensure all dining parties and tables are 5 guests or less. Outdoor seating does not count toward inside occupancy, but may not exceed 50% of outdoor capacity.

Provide hand sanitizer at all entrances for staff and guests (assuming supply availability).
☐ Implement a plan and mark the floor to maintain 6 feet of distance between customers. Use this plan in the lobby, waiting area, serving or ordering lines, beverage/condiment stations, food pick-up stations, and payment areas. Maintain physical distancing requirements in all indoor or outdoor lines.

☐ Keep a log of all guests who voluntarily provide contact information, including customer names, phone, email, and time they entered/dined at the facility. Maintain the log for 30 days to help with contact tracing. Destroy the log after 30 days. Do not use the log for any purpose other than public health contact tracing.

☐ Post a sign at the entrance and inside recommending guests wear cloth face coverings when arriving, leaving, or visiting the restroom.

☐ Place tables far enough apart so each occupied chair is a minimum of 6 feet away from guests at adjacent tables. If 6 feet is not feasible, there must be a physical barrier or wall separating booths or tables.

☐ Seating at a bar top or counter is not allowed. Seating at dining tables and booths in 21+ sections is allowed. Follow the same dine-in measures of physical distancing, table spacing, and barriers to separate booths.

☐ Close self-service buffets and salad bars.

☐ Minimize the number of staff serving a table. Consider one staff person taking a table's order, serving beverages/food/utensils, taking payment, etc.

☐ Stop using reusable menus. Post menu options or provide single-use disposable menus.

☐ Wash, rinse, and sanitize food contact surfaces following routine procedures.

☐ Clean and disinfect frequently touched non-food contact surfaces at least once every hour using an EPA-registered product effective against COVID-19. Follow label directions.

☐ Condiments (ketchup, soy sauce, etc.) must be single use or disinfected after each dining group.
Clean and disinfect dining area touchpoints after each dining group. This includes chair backs, condiments, and touchpads.

Maximize pick-up or delivery services.