

## RESTAURANT

## REVITALIZATION

## TOOLKIT

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## 1. The National Restaurant Association Safe Operating Guidance

The purpose of this updated guidance is to continue to offer you direction and provide a framework for best practices as you as you operate under new COVID-19 operating rules.

[National Restaurant Association Safe Operating Guidance](#)

To help you manage your food safety plan download the:

[U.S. Food & Drug Administration's Food Safety Checklist](#)

Make sure your person-in-charge has an up to-date ServSafe Food Manager certification. The FDA requires every facility to have a person in charge on site during open hours and directs that the person in charge should have a food manager certification.

[ServSafe-Manager Online](#)

Provide ServSafe Food Handler training for your workers as well as COVID-19 training videos for Reopening Guidance, Delivery and Takeout. They are your front line; educating them protects them, you, and your guests.

[ServSafe-Food-Handler Online](#)

[Servsafe -Free Courses Online](#)

Review Best Practices from Government Agencies

[FDA's Best Practices for Re-Opening](#)

[FDA Employee Health and Food Safety Checklist](#)

[OSHA Guidance on Preparing Workplace for COVID-19](#)

### Make The ServSafe Dining Commitment

- a. Adherence to this updated COVID-19 Safe Operating Guidance and/or corporate brand guidelines, which are based on CDC, FDA, EPA and OSHA guidelines.
- b. Adherence to the laws and guidelines set by their state and local municipalities.
- c. Commitment to a minimum of one person per location with a current ServSafe Food Protection Manager certification.
- d. Commitment to ensuring employees have been trained in ServSafe Food Handler courses and have gone through the free ServSafe COVID-19 Precaution Trainings

[ServSafe-Manager Online](#)

[ServSafe-Food-Handler Online](#)

[Servsafe -Free Courses Online](#)

Restaurants ready to make the commitment can sign on at [www.ServSafeCommit.org](http://www.ServSafeCommit.org)



The National Restaurant Association partnered with representatives of the Food and Drug Administration, academia, the Conference for Food Protection, Ecolab, public health officials and industry representatives to develop these guidelines to help restaurants return to full operation safely as states continue to respond to the COVID-19 outbreak.

This guidance is designed to provide you with a basic summary of recommended practices that can be used to help mitigate exposure to the COVID-19 virus, including:

- Food safety
- Cleaning, sanitizing and safely disinfecting
- Employee health monitoring and personal hygiene
- Social distancing
- Effective ventilation

Combine this guidance with your existing policies as well as this new resource from the CDC:

[CDC Considerations for Restaurants and Bars](#)

[CDC Activities and Initiatives Supporting COVID-19 Response](#)

Armed with information, ServSafe training and the recommendations of your local health departments, you can help secure safe operation.

## **The National Restaurant Association Safe Operating Guidance for:**

**Restaurant Response:** Local, state, and federal regulators use the FDA Food Code as a model to develop or update their own food safety rules and to be consistent with national food regulatory policy. Among the requirements of the Food Code that apply to Coronavirus Mitigation are:

- Prohibiting sick employees in the workplace
- Strict hand washing practices that include how and when to wash hands
- Strong procedures and practices to clean and sanitize surfaces
- Ensuring the person in charge of a foodservice facility is a certified food safety manager
- Ensuring the person in charge is always on site during operating hours

**Guidance for Employers:** Operators should update their existing policies and implement operating procedures in accordance with the latest FDA, CDC, EPA and OSHA guidance and in accordance with local and state officials regarding:

- Social distancing and protective equipment
- Employee health and personal hygiene
- Cleaning/sanitizing/disinfecting

### **On Food Safety**

- Discard all food items that are out of date.
- Where salad bars and buffets are permitted by local/ state officials, they must have sneeze guards in place. Change, wash and disinfect utensils and containers that are handled frequently and place appropriate barriers in open areas. Alternatively, cafeteria-style service (employee served) is permissible with appropriate barriers in place, and where employees use PPE and limit close contact between guests.
- If providing a “grab and go” service, stock coolers to no more than minimum levels.
- Ensure the person in charge is ServSafe certified and that their certification is up to date and provide food handler training to refresh food safety knowledge for employees.

### **For Cleaning and Sanitizing**

- Thoroughly clean and safely disinfect entire facility. Disinfect both high-touch points and seldom-touched surfaces in back-of-house, front-of-house and guest-service areas. If a sanitizer is used, ensure it's effective against COVID-19. Follow the manufacturers' labels and guidance to ensure products are used correctly, safely, and for their intended purposes.
- Wash and rinse food-contact surfaces, food-preparation surfaces, and beverage equipment after use. Avoid food contact surfaces when using disinfectants. However, if use of a disinfectant is necessary due to COVID-19 exposure, the food-contact surface should be washed, rinsed, and sanitized after disinfectant use and prior to reuse of the surface.
- Wherever possible, assign a staff member to work the self-service drink stations, limit guest congregation/lines, and remove lemons and unwrapped straws from self-service drink stations.
- Clean and disinfect restrooms regularly and, when possible, stock them with individual disinfectant wipes.
- Make hand sanitizer readily available to guests. Consider touchless hand sanitizing solutions.
- Avoid sharing items such as menus, condiments, and food orders. Use single-use or digital menus; toss single-use menus after each use. Opt for single-use condiments. Use no-touch trash cans.
- Use contactless payment options as much as possible. Ask customers and employees to exchange cash or cards by placing them on a receipt tray or on the counter to avoid hand to-hand contact.
- Clean and disinfect any pens, counters, or hard surfaces between use or customer.
- Use disposable foodservice items (utensils, dishes). If not feasible, ensure that all non-disposable foodservice items are handled with gloves and wash according to FDA Food Code requirements. Employees should wash their hands after removing their gloves or after directly handling used foodservice items.
- Use gloves when handling and disposing of trash, dispose of gloves immediately after and wash hands.
- Avoid using food and beverage containers or utensils brought in by customers.
- Take steps to ensure that all water systems and features (drinking fountains) are safe to use after a prolonged facility shutdown to minimize the risk of Legionnaires' disease and other diseases associated with water.

### **On Preparing Workplaces for COVID-19**

**Layouts:** Consider modifying layouts, adding physical barriers and procedures for social distancing (sneeze guards and partitions, particularly in areas where it's difficult for individuals to remain apart), and physical guides (including tape on floors or sidewalks, and signage)

**Ventilation:** The question of air circulation and aerosol transmission of the virus is still being studied. While the issue has yet to be settled to-date, the American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) recommends that every restaurant follow these steps to maintain good restaurant ventilation:

1. Make sure you have regular HVAC preventative maintenance inspections and complete needed repairs.
2. Conduct a test & balance of the restaurant's ventilation system every 3-5 years and adjust and repair as needed.
3. Verify that the make-up air unit is operating properly (if one is used).
4. Verify that a rooftop unit's (RTU) outdoor air economizers and dampers are operating properly.
5. Verify that RTU filters, coils, drain pans, and fan blades are clean and in good working order.
6. Verify that the RTU fans are in "ON" mode and operating during all operating hours.
7. Verify that the restaurant temperature, humidity, and other RTU settings are appropriate to avoid high humidity and condensation indoors.
8. If there are questions about the HVAC system, its operation, and/or the restaurant's air balance, engage a trained professional.

Note that, as we learn more about the role air circulation plays in COVID-19 transmission we might see specific requirements for additional controls, such as specific types of filters or air disinfection systems. However, no additional control will be effective if the steps above are not followed.

- Following these best practices for restaurant ventilation is the best first step in ensuring a safe environment. The addition of HEPA and Air Purification Systems are also a viable way to enhance consumer confidence of air purity. Please see [the attached information](#) on one form of Air Purification from our partners at **Dave Swain Associates**.

## Drive Employee and Consumer Confidence Through Air Purification from National Grid's Serve Up Savings



### Restaurant Air Purification for COVID 19

We asked our Endorsed Partners at National Grid's Serve Up Savings' Engineering Group to provide some insights in how to best manage the air purification inside your restaurants. Below you will find some great information and beyond that we have a handful of companies providing various methods for your review.

### Add filtered air to the menu with a HEPA filtration system

These days, air quality in a restaurant may be just as important as the quality of food served. While many factors can impact the health and comfort of customers, a high-efficiency particulate air (HEPA) filtration unit is one of the best ways to help remove contaminants in the air, such as dust, pollen, mold, and virus particles, and prevent transmission of certain airborne diseases.

But how do you know if it is right for your facility? First, understand what a HEPA filter is, how it works and how it differs from MERV filters.

### HEPA vs. MERV

Typically, an air filter's ability to capture particles is classified using Minimum Efficiency Reporting Value, or MERV. MERVs range from 1–16—the higher the rating, the higher percentage of particles the filter can capture, and vice versa.

However, HEPA filters are not rated using MERV because they exceed the American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) testing protocol. To be classified as HEPA, the filter must remove at least 99.97% of all particles whose diameter is 0.3 micrometers. They work by forcing contaminants from the air through very fine, mesh-like fibers.

### What to consider

One caveat to HEPA filters is that they do not filter out gases, so you may want to use them in conjunction with an activated carbon filter if this is desired (this two-step filtering process can also extend the life of the HEPA filters as the carbon filter can remove some particles that would otherwise fill up the HEPA filter). Additionally, more work is needed to move the same amount of air, so it is important to ensure that your equipment can still operate properly with the new level of filtration before installing this type of filter.

While HEPA filters cannot eliminate *all* risk of airborne transmission of viruses (as there are other factors that contribute to disease transmission), it is still highly effective. However, other strategies to consider include:

- **Optimized airflow patterns:** Contaminants would likely be spread through the building's recirculating air, so switching to outside air, for example, can help reduce the spread of viruses. However, this can reduce the comfort in the building and could be a concern if the air pulled from outside is overly polluted.
- **Ultraviolet Germicidal Irradiation (UVGI):** That means utilizing ultraviolet light (specifically the wavelengths classified as UV-C) that can damage the genetic material in the nucleus of cells such as those of bacteria, viruses, and molds.
- **In-room air-cleaning systems:** This method utilizes pressure differentials to control which way air flows through the building. However, if your restaurant is open and spacious, this may not be feasible

These are just a few strategies available to improve your restaurant's ventilation needs.

**Ready to get started?** Your mechanical contractor is your best resource to determine the best ventilation options for your restaurant and your existing equipment.

### **Serve Up Savings**

While many of these ventilation strategies will not save energy, Serve Up Savings can help you upgrade your restaurant to more become efficient equipment and improve customer safety – a makeover that will maximize performance and increase your bottom line. Please visit [Serve Up Savings](#) to schedule a no-cost energy assessment today.

### **Air Purity Providers:**

The following providers offer a spectrum of products ranging from filtration to UV-C products. You should examine all the information in determining which would be best for your restaurant.

**Swain Associates Mechanical Division** - [For More Information on Swain Associates, Click Here](#)

**Medify Air** - [For More Information on Medify Air, Click Here](#)

**IVP Air** - [For More Information on IVP Air, Click Here](#)

**UV Angel** - [For More Information on UV Angel Air, Click Here](#); [For More Information on UV Angel Adapt, Click Here](#).

**Celios** - [For More Information on Celios, Click Here](#)

Should you wish to connect with a representative from any of the above providers, please reach out directly to Kerry Miller at [kmiller@themassrest.org](mailto:kmiller@themassrest.org)

### **On Monitoring Employee Health & Personal Hygiene**

- Per existing FDA Food Code requirements, employees who are sick should remain at home.
- If an employee becomes ill or presents signs of illness, identify the signs during a pre-work screening ([CDC Symptoms of Coronavirus](#)) and send the employee home. Follow the business's and/or local health department's established policies on when the employee can return to work. While CDC guidelines advise isolating for seven days from the onset and being symptom-free for three days without medication, employers can advise employees to consult with a doctor to determine when it's safe to return.
- Taking employees' temperatures is at the operators' discretion. The CDC has not mandated the practice and any operator who chooses to do so should engage health officials first and adopt policies aligned with proper procedures. CDC guidance states the minimum temperature that indicates a fever is 100.4 °F.
- Immediately notify local health officials, staff, and customers (if possible) of any possible case of COVID-19 but maintain confidentiality that's consistent with the Americans with Disabilities Act (ADA) and other applicable federal and state privacy laws.
- Close off areas used by a sick person and do not use until the areas have been cleaned, sanitized and, in non-food-contact areas, disinfected. Try to wait 24 hours before you clean, sanitize, and disinfect, or for as long as possible within 24 hours. Ensure safe and correct use and storage of disinfectants.
- Per CDC recommendations, face coverings have been shown to be effective tools to mitigate risk from individuals who show symptoms as well as those who don't, especially in close environments where it's hard for people to maintain a 3- to 6-foot distance. In some states and local jurisdictions, face coverings are required by government officials; some employers require them, too. In all cases, those coverings worn by employees should be kept clean in accordance with CDC guidance.
- Train employees on the importance of frequent hand washing, the use of hand sanitizers with at least 60% alcohol content and teach them to avoid touching their faces, whether gloved or bare handed. Wearing gloves front-of-house is discouraged and should not replace frequent hand washing and sanitizing. If required to use gloves, employees should be taught how to put gloves on and take them off properly after each service and wash their hands.

Ensure adequate supplies to support healthy hygiene practices for both employees and customers including soap, hand sanitizer (on every table, if supplies allow), paper towels, and tissues.

Post signs on:

- [CDC Poster - How to Stop the Spread of Germs](#)
- [CDC Poster - How to Protect Yourself and Others](#)
- [ServSafe Poster Handwashing 101](#)
- [How to Safely Wear and Take Off a Mask](#)

### **On Social Distancing**

- Update floor plans for common dining areas, redesigning seating arrangements to ensure at least 6 feet of separation between table setups. Limit party size at tables to no more than the established "maximums approved" as recommended by CDC or approved by local and state government. Where practical (booths, host stands, register counters), physical barriers and partitions are acceptable. Consider a reservations-only business model or call-ahead seating to better space diners.
- Provide physical guides, such as tape on floors or sidewalks to ensure that customers remain at least 6 feet apart in lines or ask customers to wait in their cars or away from the establishment while waiting to dine or pick up food. Post signs to inform customers of food pickup and waiting protocols.

- Any social distancing measures based on square footage should take into account service areas as well as guest areas.
- Remind third-party delivery drivers and any suppliers that you have internal distancing requirements.
- Post signage at the entrance that states that no one with a fever or symptoms of COVID-19 is to be permitted in the restaurant.
- Limit contact between waitstaff and guests. Where face coverings are not mandated, consider requiring waitstaff to wear face coverings (as recommended by the CDC) if they have direct contact with guests.
- Encourage guests to wear face coverings everywhere on premises except when eating and drinking, especially when they have contact with restaurant staff. Post this request on your website and on restaurant signage.
- Provide hand sanitizer for guests to use, including contactless hand sanitizing stations, and post signs reminding guests about social distancing. Thank them for their patience as you work to ensure their safety.
- Try not to allow guests to congregate in waiting areas or bar areas. Design a process to ensure guests stay separate while waiting to be seated. The process can include floor markings, outdoor distancing, waiting in cars, etc. Consider an exit from the facility separate from the entrance. Determine ingress/egress to and from restrooms to establish paths that mitigate proximity for guests and staff.
- Where possible, workstations should be staggered so employees avoid standing directly opposite one another or next to each other. Where 6 feet of separation is not possible, consider other options (e.g., face coverings) and increase the frequency of surface cleaning and sanitizing.
- Limit the number of employees allowed simultaneously in break rooms.
- Train all employees in the above safety actions while maintaining social distancing and use of face coverings during training. With larger staffs, use communication boards or digital messaging to convey pre-shift meeting information.

### **US Food and Drug Administration Best Practices**

FDA is providing a food safety checklist for previously closed retail food establishments or those that have been open with limited service related to the COVID-19 pandemic. This checklist addresses key food safety practices for retail food establishments to consider as they return to on-premises dining.

This addresses key considerations for how foods offered can be safely handled and delivered to the public. This is not a comprehensive list. FDA encourages consulting the references and links provided below (by CDC, FDA, EPA, and OSHA) for more detailed information. This will be updated as FDA receives further information and inquiries. The information covers:

- Managing Employee Health
- Personal Hygiene for Employees
- Managing Operations in a Foodservice Establishment
- Managing Food Pick Up and Delivery

[Link to FDA Best Practices](#)

## **2. Re-invigorate Off Premise Best Practices**

As we head back into the winter, it is important that you optimize all revenue streams for profitability. Taking a review of your current off premise standards and practices will sharpen your operations.

### **Revise your takeout menu**

- Focus on menu items you can prepare and package easily for drive-thru, pick-up, and takeout. Some restaurants continue to offer their entire menu for takeout. Others are limiting items due to the high cost of maintaining inventory when sales are down.
- Think about menu items that are popular, quick to serve, travel well, and fulfill the needs of homebound families and individuals.
- Create Family Meals Deals, that feed the entire family priced at a value.

### **Enforce food safety training**

ServSafe has released two training videos, free to you, your employees, and the industry, to reinforce safe food handling with a focus on practices to keep food and employees safe during the coronavirus outbreak.

- ServSafe Takeout: COVID-19 Precautions – 10 Minute video
- ServSafe Delivery: COVID-19 Precautions – 10 Minute video

[Click here to find an overview of these new courses](#)

## Rethink guest interactions

Based on current Coronavirus conditions it is imperative that your off-premise operations build a model that creates distance and minimizes guest contact. Having consistent off premise measures in place and communicating these to your guests will build credibility and trust in these transactions.

- Let people know that you are open for business via social media, balloons, flags, signs, etc.
- Use appropriate staffing levels for projected sales and adjust with history. For drive-up service, designate a parking space curbside or in your parking lot with signage. Some restaurants ask their guests to give a quick honk, while others ask guests to call when they arrive to pick up their orders (ask them for the make and color of the car). The tech-savvy will use location technology to identify guests picking up orders. Work with your local municipality to designate public spaces for curbside pick-up if you need them.

## Rethink payment options

More restaurants are opting for cashless transactions (which are often touchless) through mobile payment apps and credit card readers. If they are willing, guests can pay by giving their credit card over the phone, as well. Do not use payment methods that require a pen signature. Ultimately if you can have the payment completed over the phone, and you have established curbside pickup, you have minimized guest contact significantly.

If you do accept cash transactions, designating a single person to handle transactions, and allowing employees to wear gloves reduces risk. Remember, gloves need to be changed between transactions! Reinforce your strict employee handwashing policy in place and sanitize the POS components often.

## Streamline your drive-thru

- Making sure the drive-thru station hand sink is clear and accessible so employees can wash hands often. It should be stocked with soap and paper towels.
- An air curtain keeps temperatures in and insects out, but it is also an added barrier between guest and employee.
- Adding or restocking an undercounter fridge, because some guests are asking for bottled beverages instead of fountain drinks.

## Packaging recommendations

- With more restaurants moving to off-premises, packaging supplies are critical, entrée containers might need to be able to hold the integrity of the food (hot, cold, crisp, etc.), for longer than normal, especially if they're being delivered, due the increase in delivery demand.
- Clear lids: Being able to see the food after it is packed keeps employees from opening to verify what is packed and helps keep orders straight. This also reduces deterioration and contamination risk. Using sticker systems can help identify orders without re-opening packages as well.
- Bags need to be sealed in some way. There are bags that have sticker seals for tamper-proof delivery, or you can use the old faithful stapler to staple the bag shut.

## Get your restaurant registered on [www.CarryOutMA.com](http://www.CarryOutMA.com).

It had become evident there was no central location where guests could identify who was open for carry out, curbside and delivery. The MRA launched as a centralized platform for restaurants across Massachusetts that are open to serving the public through both carryout and delivery. This platform allows for each restaurant owner to register and update their own listings with a direct to consumer marketing tool. You can register right on the site and it takes about 5 minutes. Also, let your guests know on your website, social media channels and through emails what your hours, menu and policy will be for takeout, pick-up and drive-thru service.



## Communicate with guests

- Promote across platforms. Promote Often. Promote 1-3 Hours before each projected guest meal period.
- Use both stories and static posts. Stories have a better chance of being seen in the moment, static posts have a better chance of overall search if you use proper hashtags.
- Use Hashtags properly. There are numerous hashtags being used in the current environment, find them all and use as many as possible (you can also hide hashtags in IG stories if you make the text the same color as the background, this will keep your posts from looking like a racecar). Also, think regionally. #Boston, #BostonRestaurants #BostonTakeout put your mind in the mind of the guest if they are searching. Or, think how they will discover you.
- Promote! While funds are tight, allocating even a small amount to your social spends will give you a better chance at discovery. It is better to promote daily in small amounts with each new post. Also tag media outlets! They are seeking content and creating lists. Boston.com, Bostonmagazine, @Diningplaybook, etc. Try tagging influencers as well!
- Be creative! Do not hide behind a brand. Shoot real video of you and your staff, speak directly to your guests, and motivate with new options and deals if possible. Everyone is personality and fiscal ease can go a long way when a guest is deciding.

### 3. Promotional Opportunities

#### **My Local MA – Put Your Money Where Your Heart Is: Right Here In Massachusetts**

The two-million-dollar campaign will run through the end of the year across social media, digital ads, digital billboards, TV, radio, and print. There is also the campaign website [www.FindMyLocalMA.com](http://www.FindMyLocalMA.com), where consumers and members of the business community are invited to learn more about our mission and access downloadable badges and resources.

**MRA Members, here is what you need to do:**

1. Access the information in the toolkit. [Toolkit Info Sheet](#)
2. Hang the [flyer](#) from the toolkit in your business.
3. Use the logos from the toolkit on social media and on your websites.
4. Use the **#mylocalma** and **#maskupma** hashtags on your social media posts.

**Download the entire MyLocalMA Toolkit at:** [www.findmylocalma.com](http://www.findmylocalma.com)



## Let Restaurants Do the Cooking



The National Restaurant Association recently kicked off a new holiday ad and social campaign, “*Let Restaurants Do the Cooking.*” It conveys the message to all restaurant guests that during this unusual and hectic 2020 holiday season, **focus on what’s important - Let restaurants do the cooking.**

Feel free to share it on your social platforms. The commercial can be found [here on YouTube](#).

#### **The National Restaurant Association’s Restaurant Revival Campaign**

The National Restaurant Association has launched a National Restaurant Revival advertising campaign. You can view the 30 second commercial here and the extended 60 second spot here:

[30 Second Spot](#)

[60 Second Spot](#)

The National Restaurant Association will run this national broadcast and digital advertising campaign inviting guests back into restaurants with support from some of our industry’s most trusted brands. This campaign is remarkable for several reasons as it:

- Showcases the industry’s breadth and depth through all sectors of restaurants and cuisine types.
- Represents tangible support for restaurants on behalf of the Association and our advertising sponsors when restaurants need it most.
- Marks the first time National has launched a televised national campaign geared toward consumers, and it represents our growing presence and brand recognition in the consumer space.

### 4. Extend Your Opportunities for Outdoor Dining

This year more than ever we will be looking at solutions to extend the outdoor dining options well into the fall and beyond. To ensure that you have the best opportunity to cost effectively offer your customers an extended and comfortable outdoor dining solution, we have partnered with Superior Plus Energy, Osterman Propane, Mobile Air, and Creedon and Co. Mobile Air offers expertise and equipment for dependable and efficient temporary heaters for any size space. Superior Plus Energy and Osterman Propane offer dependable propane services to optimize service options and price.

Creedon and Co. is one of the largest provider of all sizes of tents along with tables chairs and equipment in the area.

Please review the following documents below from our Member Partner Superior Plus Energy, Osterman Propane, Mobile Air and Creedon and Co. on the details on how they can assist in providing safe, reliable and affordable solutions to extend your outdoor dining.

- Contact John Creedon from Creedon and Co. at [creedon@creedonandcp.com](mailto:creedon@creedonandcp.com) or (508) 792-3100 for a free consultation. [Creedon and Co Tent Flyer](#)
- Contact Jamie Fitzgibbon from Superior Plus Energy at [jfitgibbon@superiorplusenergy.com](mailto:jfitgibbon@superiorplusenergy.com) or (508) 944-7176 for a free consultation. [Superior Plus, Osterman, and Mobile Air Flyer](#)

## 5. Optimize your indoor dining capacity with plexiglass dividers

Six foot spacing between tables for a lot of restaurants considerably impacts their ability to have enough guest capacity for revenue. The ability to add in Plexiglas Dividers between tables can significantly enhance capacity. The MRA has partnered with two providers of Plexiglass Providers listed below,

**Evo Environments** and the Massachusetts Restaurant Association have partnered to provide exclusive savings on a wide selection of our products including:

- Hygienic Barriers for reception areas and hostess stands
- Room Dividers and Barriers to separate tables and walkways
- Face Shields for added protection
- Custom structures and barriers to meet any of your needs

[EVO Environments MRA Flyer](#)

**Plexiglass available from Massachusetts DOC** - The mission of Massachusetts Correctional Industries is to offer diverse, self-sustaining programs that are beneficial to offenders and economical for the Commonwealth. Participants are provided vocational instruction on current equipment and technologies while producing a variety of high-quality products. If interested, call Steve Cristol at 774-235-5099 MassCor Industries.

[steven.c.cristol@state.ma.us](mailto:steven.c.cristol@state.ma.us)

[www.masscor.us](http://www.masscor.us)

[Mass Core Flyer](#)



## 6. Assist your base that may be dealing with addiction or mental health

### Addiction Assistance

If you think you or a loved one has an addiction, it can be hard to know where to turn or what treatment to look for. Visit [TreatmentATLAS.org](http://TreatmentATLAS.org) to take a brief assessment to understand the best treatment type for you or a loved one. Search for and compare treatment facilities across Massachusetts, using trustworthy information on treatment quality. Learn more about what to look for in addiction treatment facilities and read reviews from actual patients and loved ones.

[Atlas Flyer](#)

[www.shatterproof.org](http://www.shatterproof.org)

### CDC Mental Health Pages

Mental health is an important part of overall health and well-being. Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make healthy choices. Mental health is important at every stage of life, from childhood and adolescence through adulthood. Especially in the time of this pandemic it is important to have outlets for Mental Health Education, Assessment and Treatment. To follow are important links to the CDC Mental Health Pages:

[cdc.gov/mentalhealth](https://cdc.gov/mentalhealth)

[cdc.gov/mentalhealth/quiz](https://cdc.gov/mentalhealth/quiz)

[cdc.gov/coping-with-disaster](https://cdc.gov/coping-with-disaster)

[cdc.gov/mentalhealth/tools-resources](https://cdc.gov/mentalhealth/tools-resources)

[cdc.gov/coronavirus/daily-life-coping/stress](https://cdc.gov/coronavirus/daily-life-coping/stress)

## 7. Actions when an employee is diagnosed with COVID-19

**From our great partners at Berger Food Safety Consulting.**

### What do I do if an employee is diagnosed with COVID-19?

Employees who are diagnosed with or test positive for COVID-19 must disclose this information to their employer for purposes of cleaning / disinfecting and contact tracing. If the employer is notified of any positive case at the workplace, the employer must immediately notify the local Board of Health (LBOH) in the city or town where the workplace is located. Employers must assist the LBOH with contact tracing efforts, including advising likely contacts to self-quarantine. Employers must notify workers that they may not work if they test positive for COVID-19 (they should be isolated at home) or are found to be a close contact of someone with COVID-19 (they should be quarantined at home).

[Employee Returning to Work after Illness or Positive Test](#)

National Restaurant Association Law Center

For the Guidance For Restaurants Responding To Covid-19 Positive Employee, June 24, 2020, [Click Here.](#)

## **8. Partial UI Benefits for Restaurant Employees**

**You can hold on to your employees through the reduction in business by using Partial Unemployment Benefits offered by the Massachusetts Department of Unemployment Assistance**

### **Key Employee Retention Through COVID Business Fluctuations**

One of the balancing acts operators face is how to keep employees working through a reduction in operation hours and revenues. Finding enough hours to make the paycheck worthwhile can be a challenge and a moving target.

Many are not aware, but you may use Partial Unemployment Benefits to augment any reduction in hours and earnings that have come about due to a reduction in business. This program allows for the employee to stay on working less hours and using UI Benefits to augment earnings.

Through this Massachusetts Department of Unemployment Assistance program, any employee who has had a reduction of hours is likely eligible to partial unemployment benefits.

This allows for operators to hold on to employees through restrictions and reduced business to keep an employment base for when business begins to return to some normalcy.

Click [here](#) for an easy step-by-step guide on how your employees can apply for partial unemployment benefits.

