Food Safety Reopening Toolkit

Prepared by:

Rhode Island Hospitality Association
Voice of Rhode Island’s Lodging, Restaurant, and Tourism Industry.

Disclaimer:

This toolkit is meant for serve as an informational guide only. Businesses are responsible for reviewing the relevant health and safety requirements to ensure they are in compliance with the law.

This Food Safety Reopening Toolkit is a live document. If there are items that you think should be included, please let us know by contacting Sarah Bratko at sarah@rihospitality.org.
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reopening Checklist</td>
<td>3</td>
</tr>
<tr>
<td>Pledge</td>
<td>9</td>
</tr>
<tr>
<td>Best Practices</td>
<td>12</td>
</tr>
<tr>
<td>Reopening Guidelines</td>
<td>13</td>
</tr>
<tr>
<td>Food Safety</td>
<td>16</td>
</tr>
<tr>
<td>Take-out / Delivery</td>
<td>18</td>
</tr>
<tr>
<td>Bulk Food Sales</td>
<td>20</td>
</tr>
<tr>
<td>FDA Guidance for Food Establishments</td>
<td>22</td>
</tr>
<tr>
<td>Face Coverings</td>
<td>24</td>
</tr>
<tr>
<td>PPE Supplies and Resources</td>
<td>26</td>
</tr>
<tr>
<td>ServSafe Resources</td>
<td>30</td>
</tr>
<tr>
<td>COVID-19 Fact Sheet in English</td>
<td>30</td>
</tr>
<tr>
<td>COVID-19 Fact Sheet in Spanish</td>
<td>31</td>
</tr>
<tr>
<td>FREE Training</td>
<td>32</td>
</tr>
</tbody>
</table>
Reopening Checklist

Building Systems
Pest Control
- Building should be inspected by pest control operator
- Traps checked and placed/replaced
- Check drains and treat if necessary

Ventilation System (Hoods)
- Check inspection tag
- Inspected/cleaned

Fire Extinguishers
- Check/inspect pressure and sign
- Ensure Ansul system and fire system is in good repair/up to date on inspection
- Have inspected if necessary

Grease Trap
- Inspected and fully cleaned

Sewer/Drains
- Treated
- Dependent on city, have these inspected, cleaned, flushed

Heating/Cooling
- Ensure all vents are cleaned, dust removed
- Ensure all are in working order

Building
- Check perimeter of building for holes or cracks
- Ensure there are no holes/ cracks in the foundation
  - Fill in any holes or cracks to prevent pests

Cleaning Products
- Call purveyor to ensure all sanitizer/soap dispensers in mop closet and three-bay sink are dispensing correctly
- Ensure dishwashing machine is working correctly
  - Delime if necessary
  - Fill proper chemicals if necessary
  - Test final rinse temperature with proper thermometer

Gas Lines
- Turn gas back on, check inspection tag, have inspected if necessary
- Light pilots of equipment
Office Controls
- Contact vendors to confirm availability of product, schedules, hours, and cut off dates and times
- Remove out of office messages
- Update social media and websites hours/days of business
- Contact service providers to ensure phone, internet, lights, music, or other building systems are running/working
- Contact all staff prior to re-open to notify of hours
- Create procedures on how you will socially distance customers/staff
- Retrain staff on:
  - Personal hygiene policies
  - Handwashing procedures
  - Glove use
  - Washing, rinsing, and sanitizing properly
  - How to sanitize properly, mix sanitizer solution, and testing the solution
  - Cleaning frequently touched surfaces often
  - How to handle bodily fluids and proper clean up
  - When to stay home – what symptoms to be cognizant of
  - Schedule a ServSafe Food Handler training for staff

FOH
- Clean and sanitized all rails, chairs, tables, booster seats, highchairs, counter tops
- Check condiments/teas/coffee
  - Throw out condiments/items past expiration
  - Refill sanitized salt/pepper shakers
- Check expiration dates of syrup bibs for fountain soda
- Clean and sanitize fountain soda machine, put back together
- Clean and sanitize FOH refrigerator units
  - Ensure working thermometer is placed inside
  - Ensure proper temperature is reached
- Dust all light fixtures
- Wash/Clean all windows/mirrors
- Clean and sanitize all FOH silverware
  - Ensure stored correctly, handles up or same direction
- Wash and sanitize all glassware/tableware
  - Store inverted on a cleaned and sanitized surface
- Sanitize all menus
- Floors vacuum and mop flooring
- Public Areas should be cleaned more frequently, paying attention to:
  - Door handles, push plates, drinking/beverage fountains, thresholds, railings, tables, chairs, coffee and beverage stations, vending and ice machines, ordering kiosks, pens, computer screens, payment stations, telephones, and keypads, high chairs

BOH
- Clean and sanitize all counters/food contact surfaces
- Wash/Dust ceiling and walls
- Check quality/expiration dates of all cold, frozen goods
  - Dispose of anything past expiration, opened products, prepped product, or anything not in original containers
- Clean and sanitize any BOH refrigerator units
  - Clean shelving, doors, walls
  - Ensure lights are covered with protective covers inside units
  - Ensure proper storage locations of all food product
- Ensure working thermometer in each cold holding unit
  - Ensure proper temperature is reached in each unit
- Ensure proper lighting in all areas of the kitchen
  - Protective covers are installed if necessary
- Clean/dust all vents (ceiling/refrigerator)
- Throw out any prepped food left in drawers/make tables
  - Clean and sanitize make table drawers/counters
- Grills and stoves – Check that pilots are lit before turning on units
  - Clean grates, tops and drawer units
  - Ensure proper thermometer in units
- Clean and sanitize
  - Pots/Pans and store inverted/hanging
  - Tableware (bowls, dishes, etc.) and store upside down on cleaned and sanitized surface
  - Utensils and store with handles up/facing the same way/hanging
  - Trash cans, replace liners
- Frequently touched surfaces will need to be cleaned more often paying attention to
  - Ice machine, bucket and scoop, prep tools and equipment (cutting boards, knives, mixing bowls), plates, flatware, glassware, door handles, refrigerator/freezer handles and curtains
**Ice Machine**
- Wash, rinse, and sanitize ice machine including all removable parts/grates
- Properly flush/sanitize system before turning on
- Dust vents
- Wash, rinse, and sanitize ice bins, buckets, and scoops

**Dish Washer**
- Wash, rinse, and sanitize all counters and any windows where dishes are dropped
- Ensure chemicals are filled and hooked up to machine
- Ensure hot water is turned on
- Test run machine
  - Take temperature of final rinse
  - Test sanitizer strength with test kit
- Clean/sanitize all dish racks
- Wash, rinse, and sanitize three bay sinks
  - Test soap/sanitizer dispensers
  - Replace chemicals if necessary
- Send all stored dishes through machine
- *Areas should be cleaned more frequently, paying attention to:
  - Door handles, push plates, sink faucets, trash cans, three compartment sink, hand sinks, mop buckets, mop sink, cleaning tools, mops

**Dry Storage**
- Dust all shelves
- Check expiration dates
  - Throw out anything past expiration
  - Rotate food using FIFO method
- Check for pests
- Ensure all product 4” away from walls and 6” off floor
- All single use items are protected from contamination in original packaging

**Bar**
- Have all keg/tap lines professionally flushed/sanitized
- Wash all coolers/lowboys
  - Clean gaskets
  - Clean shelves
  - Place a working thermometer inside each cooler
- Check expiration dates
FOOD SAFETY REOPENING TOOLKIT

- Throw out anything past expiration
- Rotate using FIFO method

- Wash, rinse and sanitize all
  - Glassware – Store on a cleaned and sanitized surface, inverted
  - Tableware – Store inverted on a cleaned and sanitized surface
  - Utensils – Store in a clean and sanitized container, protected from contamination, with handles up

- Frequently touched surfaces will need to be cleaned more often paying attention to
  - Ice machine, bucket and scoop, prep tools and equipment (cutting boards, knives, mixers, blenders), plates, flatware, glassware, door handles, bar top, stools, touchpad, computer, service counter, payment stations, remotes

Grab & Go Area
- Wash all to go cases and coolers
  - Clean gaskets
  - Clean shelves
- Ensure proper thermometers are in each unit
- Check product shelf life
  - Throw out any expired product
- Check condiments, single use items to ensure packaging is intact
- *Public Areas should be cleaned more frequently, paying attention to:
  - Door handles, push plates, drinking/beverage fountains, thresholds, railings, tables, chairs, coffee and beverage stations, vending and ice machines, ordering kiosks, pens, computer screens, payment stations, telephones, and keypads, menus, takeout shelves/counters, vending machines

Stationary Equipment
- Wash, rinse, and sanitize all equipment
  - Take off any removable parts – wash, rinse, and sanitize
  - Wash rinse and sanitize all surface of the equipment
  - Put back together and cover until ready to use
- Clean under all stationary equipment
- Test for proper function – refer to manual or manufacturer

Restrooms
- Wash/Sanitize all surfaces of
  - Toilets
  - Sinks
  - Cabinets
  - Fixtures
- Stock with
Food Safety Reopening Toolkit

- Proper paper goods
- Soap
- Hot and cold running water
- Trash receptacle
- A sign reminding staff to wash hands before returning to work

- Provide staff with proper PPE to clean restrooms
  - Gloves, masks, goggles, aprons

- Restrooms need to be cleaned more frequently, paying attention to:
  - Door handles, towel and soap dispensers, hand dryers, baby changing stations, trash cans, counter tops, feminine hygiene receptacles, toilet paper dispensers

Laundry

- Dirty laundry should be placed into bags or carts for transport
  - Towels, aprons, chef coats, pants, hats
- Towels and aprons should be kept soil free
  - Aprons worn once and laundered
- Use gloves when handling laundry

Receiving/Loading Dock/Garbage or Dumpster Area

- Inspect for signs of pest
  - Droppings, nests, holes, etc
- Ensure outside of facility is secure
- Clean around garbage containers
  - Protect them from pests
  - Close off with gate, keep gate closed, keep covers closed
Pledge

Welcome's you back!

Our top priority is the protection of our guests. Our guests' comfort, safety, and health are as important as ambiance and great food.

To ensure everyone's safety as we welcome you back to our homes we ask that we make the following pledges:

**RHODE ISLAND RESTAURANT PLEDGE**

**OUR PLEDGE TO YOU:**

- We will continue to follow strict sanitation policies and practices with our team, ensuring all staff are trained in food safety and there is a certified Food Safety Manager on each shift.
- We will protect our employees and guests by asking all staff to report any illness, self-monitor symptoms and temperature, and ask that no one enter the building with a temperature or signs of illness.
- We will rearrange our indoor and outdoor seating if possible, to allow for social distancing and will be sure to space out our guests while seating parties, as necessary.
- We will clean and sanitize common areas and surfaces frequently. All hard surfaces, tables, and chairs will be sanitized after each use.
- Place settings, menus, and condiments will either be single use and discarded, or washed and sanitized after each use. Tables will not be preset, and condiments will be given upon request.

**YOUR PLEDGE TO US:**

- If you have been exposed to COVID-19 or have experienced any symptoms, fever, cough, shortness of breath, nausea, please opt for contactless take-out or delivery option.
- If you have underlying health conditions, are considered high risk, or are concerned about contracting COVID-19, please opt for our contactless take-out or delivery option.
- If you have any questions about our pledge, please ask a manager who will be happy to address any doubts or answer any questions to assist you. Our pledge will be posted at every entrance, so you can understand precautions put in place to keep our community safe.
- Your gracious patience and understanding with us as we navigate through these circumstances for the first time are greatly appreciated. This is the first time any of us have been through such a crisis. Your willingness to follow the guidelines/restrictions placed on restaurants will help us all enjoy dining experiences that we’ve missed immensely.

RIHA is not responsible for any actions, policies or statements made by an individual establishment.
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RHODE ISLAND RESTAURANT PLEDGE

We've joined!
MORE DETAILS INSIDE

RIHA
Rhode Island Hospitality Association

rihospitality.org  |  rifooodsafety.org

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Best Practices

- Employees will stay home if sick, self-monitor each day and each shift. We will send home anyone with signs of illness immediately
- Employees will wash hands often, for 20 seconds total, apply hand sanitizer with at least 60% alcohol, avoid touching face, mouth, or body
- Proper glove use will be practiced when prepping or touching any food raw or ready to eat. A barrier will be used where applicable to handle food, gloves, tongs, deli sheets
- We will continue to follow food safety regulations provided in the food code, by the CDC, FDA, and Department of Health
- We will continue to train all employees on cleaning and disinfecting as well as using and mixing chemicals properly and safely
- We will frequently clean and sanitize high touch surfaces, ensure food surfaces are cleaned and sanitized regularly, ensure food containers and utensils are cleaned and sanitized rigorously
- Sanitizer and wipes will be readily available to guests and employees
- We will help to educate our guests and staff on social distancing by using signs, posters, recordings, or flyers in all to go orders
- Our automated or online ordering, touchless payment, and curbside pick-up in designated areas will continue in our effort to help reduce close contact between guests and staff, and limit the amount of time spent in public areas of our establishment
- We will confirm orders are delivered or ready by using emails and text messaging confirmations. Pick up times will be given to all guests to avoid large gatherings or over crowding
- We will keep all our guests informed with any changes to our hours of operation, regulations put in place or any requirements in place to keep you and our employees safe.
Re-Opening Guidelines

Communicate, train, and communicate again. – Welcoming your employees back is exciting but there may be potential anxiety experienced. To be successful open communication is imperative. Communicate, train all staff, and ensure understanding. Communication and training should not just happen once but be ongoing with regular check-ins for understanding and compliance.

Make sure online presence is robust, keep the public up to date on all policies, store hours, requirement, and regulations put in place at your location.

Food Safety

- The person in charge must have an up to date ServSafe Food Safety Manager certification. This person must be on premises during all operating hours, that includes prep
- Provide all staff with ServSafe Food Handler for basic food safety knowledge, both FOH and BOH
- Market and promote new safety procedures in place and social distancing on websites, through email, and social media
- Provide staff with proper personal protective equipment and the ability to social distance co workers
- Discard all food items that are out of date
- Ensure proper labeling for all food items in storage
- For buffets and salads bars ensure there are sneeze guards in place
  - Change, wash and sanitize utensils frequently
  - Allow for proper barriers in open areas
- If possible, avoid self service areas such as buffets, salad bars, and drink stations to discourage cross contamination, or gatherings of people in one area. Instead offer staff hosted buffet or cafeteria lines.
- If offering delivery ensure product remains under temperature control, hot food 135 F or higher and cold food 41 F or lower during the flow of food
- Maintain food safety in the establishment, follow proper dating and labeling procedures, discard food that has spoiled or is past date, keep all food under proper temperature control
- Grab and Go items should only be stocked to minimums

Cleaning and Sanitizing

- Designate specific staff in your location per shift to recognize and oversee safety and sanitation practices
- Thoroughly clean and sanitize entire facility, especially if it has been closed (see Re-Open Checklist)
FOOD SAFETY REOPENING TOOLKIT

- Focus on areas that would be touched by both employees and guests but do not overlook all surfaces
- Avoid food contact surfaces when using chemicals
- Follow guidelines for mixing and testing chemicals properly
- Between guests clean and sanitize table, chairs, condiment dispensers/containers, menus, check presenters, pens, self service areas, all tableware/dinnerware. Throw away any single use items.
- Consider single use items such as menus, condiments, utensils. Do not preset tables with glassware/table ware
- Remove unwrapped straws from self service areas, beverage stations, bars
- Check restrooms regularly to clean, sanitize surfaces, and stock
- Make hand sanitizer or wipes available to guests throughout the establishment
- All linens should be laundered and sanitized after every use including towels, aprons, and linen napkins

Employee Health

- Prohibit sick employees in the workplace
- If an employee is ill, tell the employee to self-isolate and before returning to work must be symptom free with no medication for seven days
- The minimum temperature that indicates a fever is 100 F
- Encourage employees monitor themselves for signs of illness or temperature throughout each shift
- Help to monitor staff symptoms and temperatures by asking yes and no questions like,
  - Do you have any of these symptoms: fever, aches, cough, shortness of breath?
  - Have you been in contact with anyone diagnosed with COVID-19?
  - Are you currently awaiting test results from a COVID-19 test?
  - I understand my responsibility to report any symptoms to my manager, stay home when I am sick, and comply with health and sanitation standards.
- Enforce strict handwashing practices, provide training to all staff and inform when and how to wash hands. Inform staff not to touch their face, mouth, or body
- Inform all staff of the need to shower or bath before work each day
- Inform staff the need to wear clean proper uniform throughout their shift, and change into their uniform at work if possible
- Enforce the use of proper PPE and provide to all staff. This includes a face covering that fits snugly over the nose and mouth
  - If wearing a face mask, they must be kept clean, laundered after each use or when they become wet/soiled
- Communicate orally and in writing to employees/staff all regulations put in place and have them sign for consent
Social Distancing

- Update existing floor plans for common areas, dining rooms, and bars. Rearrange seating to allow for six feet of separation between table setups/seating guests.
- Limit the allowed party size to maximums of 6 people approved by the establishment, per CDC recommendations.
- Consider call ahead seating only to avoid groups gathering in waiting areas or long lines, to allow for spaced seating in dining rooms.
- Post signage visible to the public:
  - Reminding guests not to enter if they have a fever of 100°F or higher.
  - Asking that anyone entering the establishment is wearing a face covering.
  - Reminding guests and staff of spacing and social distancing.
- Limit contact between wait staff and guests, ensure waitstaff are wearing face coverings.
- Install plexiglass or other physical barriers around cash registers.
- Use technology solutions wherever possible to reduce person-to-person contact, mobile ordering, online ordering, the use of tablets for ordering and payment options.
- Stagger workstations wherever possible for employees to avoid standing directly opposite or next to one another even with face coverings.
- Limit the capacity in each room in the back of the house, including break rooms or locker rooms.
- Use communication boards or conference calling for pre-shift meetings or all staff meetings.
- In waiting areas to avoid over crowding and allow for social distancing, use barriers such as rope, put down tape to indicate six feet from the person in front, and post signage reminded guests to follow these requirements.
Food Safety Guidelines

Avoid community transmission and avoid the acceleration range of six feet

How it is spread
Droplets – from coughing or sneezing, person to person

- These droplets remain on surfaces and the survival time is still unknown
  - Surfaces must be cleaned and sanitized often – set a time or requirements. For example: every half hour
  - High touch surfaces should be cleaned such as door handles, computer screens/monitors, credit card touch pads, pens, etc.
  - Linens should be changed to single use paper product that is disposable

Important Measures for Safety

1. Hand washing
   a. Avoid fecal oral route of contamination by handwashing after using the restroom
   b. Wash hands more often and for the correct amount of time (30 seconds)
      i. Set guidelines for staff – every 15 or 30 minutes
      ii. Whenever returning to the restaurant
      iii. In between customers
      iv. In between tasks
      v. After handling money
      vi. After touching hair face or body
      vii. Whenever returning to the prep space
   c. Use sanitizer or diluted bleach to wash surfaces
   d. Avoid bare hand contact with any food
      i. Use a barrier such as gloves, deli sheets, utensils

2. Closures (If an employee has become sick, closing the business will depend on severity and guidelines from the Department of Health (https://health.ri.gov))
   a. Practice to-go and curbside pickup, no dine in service
   b. Remove seating from pick up area
   c. Remove salad bars and buffets or self-service areas

3. Social Distancing of at least six feet
   a. Especially high-risk populations
      i. The very old/young
      ii. Those with compromised immune systems
   b. Places including
      i. Nursing homes,
      ii. Long term care facilities
      iii. Hospitals
      iv. Schools
   c. No communal dining
4. Single Use Items
   a. Switch to single use utensils, individual packets/portions, disposable tableware
   b. Do not permit reusable containers

Resources
https://health.ri.gov/diseases/ncov2019/
Take-Out and Delivery

Personal Hygiene

- Employees must ensure proper handwashing practices are followed
  - Wash hands often with soap and warm water for at least 20 seconds, paying special attention to in between fingers and underneath nails
  - Hand sanitizer should not be used in place of handwashing. If hand sanitizer is used after handwashing, allow time for it to dry completely prior to touching any surfaces or food products
- No bare-hand contact should occur with ready to eat food. Ensure gloves are worn at all times, following proper glove usage protocols
  - Gloves should be single use ONLY
  - Hands must be washed prior to placing gloves on
  - Ensure the proper sizes glove are available at all times and chosen
  - Gloves should be changed when:
    - Gloves become dirty or torn
    - Before beginning a different task
    - After an interruption, such as taking a phone call
    - After handling raw meat, seafood, or poultry and before handling ready-to-eat food
    - After four hours of continuous use
- Employees must wear face coverings at all times, mandated on April 14, Executive Order 20-24
  - The CDC has determined that cloth masks can aide in slowing the spread of COVID-19
  - Face masks should cover nose and mouth and fit snuggly around face
  - **Do not** use N-95 masks; these are meant for medical workers
    - There is no restriction against wearing these types of masks if already in possession
  - Launder reusable face coverings daily before/after each use
  - For information on proper usage, washing and making face coverings, visit the CDC website: [https://bit.ly/2Vf90nB](https://bit.ly/2Vf90nB)
- Know when hands should be washed
  - When entering the establishment
  - For take-out, before and after each guest interaction
  - After handling money, credit cards or dirty dishes
  - After touching eyes, nose or mouth
  - After using the restroom
  - When switching tasks
  - When switching gloves
  - Anytime a task is interrupted
- Employees must ensure they are following the employee health agreement guidelines
  - Anyone feeling off, sick or showing any symptoms of illness MUST stay home
Off-Site delivery

- Do not require credit card signatures in order to avoid close proximity
- Ensure all food is placed in containers to avoid mixing, spilling, leaking
  - Delivered to guest in a protected manner
- All food items should be properly labeled to prevent potential allergic reactions
- Monitor food to ensure time/temperature guidelines are followed

Take-Out

- Encourage patrons to stay in their cars using curbside pick up
  - Bring food outside to patrons picking up to go orders
- Do not require credit card signatures in order to avoid close proximity
- Establishments should use single-use, pre-wrapped utensils to reduce the risk of contamination
- Condiments being provided should be single use products
Bulk Food Sales

Food has not been identified as a likely source of COVID-19 at this time; however, food businesses can play an important role in protecting their employees and their customers from COVID-19 by following food safety guidelines. The following are guidelines for food businesses who wish to sell bulk food products to the public.

- Sales may be done by customer curbside pickup, takeout, or if the establishment can transport safely, by delivery.
- Potentially hazardous food products, whether cooked or raw, must be kept under temperature control at all times (as the product leaves the establishment, during transport, and at customer receipt).
- If the product has been cooked but is sold cold, it must have been properly cooled before leaving the establishment.
- Bulk foods must be protected from contamination at all times, including during preparation, packaging, and delivery.
- Bulk food products should not be so large as to not fit in a household refrigerator.

These guidelines are crucial for foods that are time- and/or temperature-controlled for safety.

Below are guidelines that businesses selling bulk food should follow to protect both employees and customers:

- Strengthen health screening of staff and onsite contractors for COVID-19 symptoms such as fever, cough, shortness of breath, muscle aches (myalgias), chills, runny nose or stuffy nose, sore throat, headache, or diarrhea (People with COVID-19 have experienced a range of different symptoms. As we learn more about the virus, we know that some people with COVID-19 have only experienced one or two mild symptoms); travel history (any domestic or international travel in the last 14 days); or exposure to a known or suspected case of COVID-19.
- Wash your hands thoroughly with soap and warm water for 20 seconds upon first arriving to work, after using the restroom, before and after eating, and frequently throughout the day. Avoid touching your eyes, nose, or mouth.
- Provide alcohol-based (at least 60% alcohol) hand sanitizers or similar cleaners for use by both employees and customers by placing them at convenient/accessible locations.
- Use sanitizing solution (i.e., one teaspoon of unscented household bleach in a gallon of cool water; there is no need to change the ratio of bleach to water to kill the virus. If in doubt, please follow the instructions on the bottle) to frequently sanitize commonly touched surfaces and objects such as cash machine keypads, counter tops, dining tables, doorknobs, electronics, faucet handles, and menus frequently throughout the day. Change the chlorine-based sanitizing solution at least once every four hours.
- Ensure dishwasher and/or three-compartment sinks are used properly and have the appropriate level of sanitizer for final rinse (50-100 PPM chlorine-based sanitizer; follow product label for other approved sanitizers).
- Ensure sneeze guards are in place where required.
- If you have food employees at higher risk for COVID-19, such as people age 60 or older, people with underlying health conditions (such as heart disease, lung disease, or diabetes), people with weakened immune systems, or, out of an abundance of caution, people who are pregnant and who may be more susceptible to viral respiratory infections: consider temporarily re-assigning them to non-public-contact duties.
FDA Guidance for Food Establishments

The U.S. Food and Drug Administration (FDA) is working with U.S. government partners including the Centers for Disease Control and Prevention (CDC) to closely monitor and mitigate the effects of an outbreak caused by coronavirus disease 2019 (COVID-19). For the most recent FDA updates, please visit: Coronavirus Disease 2019. For more information specific to Rhode Island, please visit COVID-19: Rhode Island Department of Health. Below is a list of frequently asked questions put together by the FDA:

Q: Is food imported to the United States from China and other countries affected by coronavirus disease 2019 (COVID-19), at risk of spreading COVID-19?  
A: Currently, there is no evidence to support transmission of COVID-19 associated with imported goods and there are no reported cases of COVID-19 in the United States associated with imported goods.

Q: Are food products produced in the United States at risk for the spread of COVID-19?  
A: There is no evidence to suggest that food produced in the United States can transmit COVID-19.

Q: Can I get sick with COVID-19 from touching food, the food packaging, or food contact surfaces, if the coronavirus was present on it?  
A: Currently there is no evidence of food or food packaging being associated with transmission of COVID-19. Like other viruses, it is possible that the virus that causes COVID-19 can survive on surfaces or objects. For that reason, it is critical to follow the four key steps of food safety—clean, separate, cook, and chill.

Q: Can I get COVID-19 from a food worker handling my food?  
A: Currently, there is no evidence of food or food packaging being associated with transmission of COVID-19. However, the virus that causes COVID-19 is spreading from person-to-person in some communities in the U.S. The CDC recommends that if you are sick, stay home until you are better and no longer pose a risk of infecting others. Anyone handling, preparing, or serving food should always follow safe food handling procedures, such as washing hands and surfaces often.

Q: Should food workers who are ill stay home?  
A: CDC recommends that employees who have any symptoms of respiratory or other illness stay home and not come to work until they are free of fever (100.4° F [37.8° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g., cough suppressants). Employees should notify their supervisor and stay home if they are sick. We recommend that businesses review CDC’s interim guidance for businesses and employers for planning and responding to coronavirus disease. Also, see the FDA’s Retail Food Protection: Employee Health and Personal Hygiene Handbook.
Q: Should food facilities (grocery stores, manufacturing facilities, restaurants, etc.) perform any special cleaning or sanitation procedures for COVID-19?
A: CDC recommends routine cleaning of all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs. Use the cleaning agents that are usually used in these areas and follow the directions on the label. CDC does not recommend any additional disinfection beyond routine cleaning at this time.

View the EPA-registered disinfectant products on the Disinfectants for Use Against SARS-CoV-2 list that have qualified under EPA’s emerging viral pathogen program for use against SARS-CoV-2, the coronavirus that causes COVID-19.

Restaurants and retail food establishments are regulated at the state and local level. State, local, and tribal regulators use the Food Code published by the FDA to develop or update their own food safety rules. Generally, FDA-regulated food manufacturers are required to maintain clean facilities, including, as appropriate, clean and sanitized food contact surfaces, and to have food safety plans in place. Food safety plans include a hazards analysis and risk-based preventive controls and include procedures for maintaining clean and sanitized facilities and food contact surfaces. See: FSMA Final Rule for Preventive Controls for Human Food.

Q: Since restaurant workers and other service industry employees have ongoing contact with the public, are there any special precautions these workers should take to avoid becoming sick with a respiratory illness, such as wearing masks?
A: CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19. Facemasks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others. The use of facemasks is also crucial for health workers and people who are taking care of someone with COVID-19 in close settings (at home or in a health care facility).

As a reminder, the CDC recommends everyday preventive actions for everyone, including service industry workers and customers:
• Avoid close contact with people who are sick.
• Avoid touching your eyes, nose, and mouth.
• Stay home when you are sick.
• Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
• Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
• If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

For the latest information
Please visit the Rhode Island Department of Health COVID-19 web page; call RIDOH’s COVID-19 Hotline at 401-222-8022 or 211 after hours; or email RIDOH.COVID19Questions@health.ri.gov.
Face Covering Guidelines

Food Service/Hospitality employees must wear face masks, mandated on April 14, 2020

Executive Order 20-24

- Employees who do not have possession of a face mask must be provided, by the business, face coverings or materials for the making of such face coverings
- All customer-facing businesses shall take steps to require customers to wear face coverings, including the posting of such requirements at the entrance of the business

Applying a face mask

- Cloth face coverings should—
  o fit snugly but comfortably against the side of the face
  o should cover nose and mouth
  o be secured with ties or ear loops
  o include multiple layers of fabric
  o allow for breathing without restriction
  o be able to be laundered and machine dried without damage or change to shape
- Wash hands
  o after applying face mask wash hands
  o do not touch eyes, nose, or mouth when removing the covering
  o wash hands immediately after removing facemask
- Face coverings should be worn
  o in public settings
  o where social distancing measures are difficult to maintain
- Cleaning/Laundering
  o should be washed frequently/daily
  o machine washing is a sufficient method of sanitizing
- Acceptable materials
  o Bandana
  o Tightly woven cotton – quilted fabric/cotton sheets
  o T-shirt material

DIY guidelines to make a mask:

Note: Six-foot distancing, where allowed, is still necessary to maintain and must be practiced even while wearing a face covering
COVID-19 Reopening Supplies

We recommend that you contact your current vendors for any products or supplies that you may need to reopen and operate under new restrictions.

Many of your vendors that you already do business with are sourcing PPE (masks, gloves, and sanitizer). They may also be prepared with single use items, packaging and labels.

<table>
<thead>
<tr>
<th>RI Hospitality Association Member</th>
<th>Item(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grey Sail Brewing</td>
<td>Sanitizer</td>
</tr>
<tr>
<td>63 Canal Street</td>
<td></td>
</tr>
<tr>
<td>Westerly, RI 02891</td>
<td></td>
</tr>
<tr>
<td>401-315-2533</td>
<td></td>
</tr>
<tr>
<td>Gordon Food Service</td>
<td>Various items</td>
</tr>
<tr>
<td>630 John Hancock Road</td>
<td></td>
</tr>
<tr>
<td>Taunton, MA</td>
<td></td>
</tr>
<tr>
<td>800-733-5708</td>
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</tr>
<tr>
<td><a href="https://www.gfs.com/en-us">https://www.gfs.com/en-us</a></td>
<td></td>
</tr>
<tr>
<td>Falvey Linen</td>
<td>Various items</td>
</tr>
<tr>
<td>50 Burnham Avenue</td>
<td></td>
</tr>
<tr>
<td>Cranston, RI 02910</td>
<td></td>
</tr>
<tr>
<td>401-942-8900</td>
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<tr>
<td><a href="https://www.falveylinen.com/">https://www.falveylinen.com/</a></td>
<td></td>
</tr>
<tr>
<td>Sysco</td>
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<tr>
<td>99 Spring Street</td>
<td></td>
</tr>
<tr>
<td>Plympton, MA 02367</td>
<td></td>
</tr>
<tr>
<td>800-877-1166</td>
<td></td>
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<tr>
<td><a href="https://www.sysco.com/">https://www.sysco.com/</a></td>
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</tr>
<tr>
<td>Packaging &amp; More</td>
<td>Various items</td>
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<tr>
<td>30 Higginson Ave.</td>
<td></td>
</tr>
<tr>
<td>Central Falls, RI</td>
<td></td>
</tr>
<tr>
<td>401-723-5350</td>
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<td><a href="https://packagingmore.com/">https://packagingmore.com/</a></td>
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<tr>
<td>Company</td>
<td>Category</td>
</tr>
<tr>
<td>------------------------------</td>
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</tr>
<tr>
<td>Performance Food Service</td>
<td>Various items</td>
</tr>
<tr>
<td>Pranzi Tents &amp; Events</td>
<td>Outdoor tents and furniture</td>
</tr>
<tr>
<td>TriMark United East</td>
<td>Various items</td>
</tr>
</tbody>
</table>
Non-Members

The following list of vendors have told us that they are offering services or items for purchase. *RIHA has not vetted these vendors and cannot endorse or recommend any vendor or service over another.*

**Rhode Island Vendors:**

Aidance Scientific, Woonsocket

- **Item(s):** PPE
- **Link:** [https://www.safehandsanitizer.us/](https://www.safehandsanitizer.us/)

Airline Hydraulics, North Kingstown

- **Item(s):** Social distancing barriers
- **Link:** [www.airlinehyd.com](http://www.airlinehyd.com)

American Safety Programs, Cranston

- **Item(s):** PPE
- **Link:** [https://www.asptems.com/covid19-ppe-request-form/](https://www.asptems.com/covid19-ppe-request-form/)

Custom Built, North Kingstown

- **Item(s):** Social distancing barriers
- **Link:** [www.cdiri.com](http://www.cdiri.com)

Epic Promotions, Warwick

- **Item(s):** PPE
- **Link:** [www.epicpromos.com](http://www.epicpromos.com)

General Glass Services, Cranston

- **Item(s):** Social distancing barriers
- **Link:** [www.Generalglassservices.com](http://www.Generalglassservices.com)

KCI CORP, Greenville

- **Item(s):** Social distancing barriers
- **Link:** [www.kcipaving.com](http://www.kcipaving.com)

Kinder Industries, Bristol

- **Item(s):** PPE

Ocean State Shields

- **Item(s):** Social distancing barriers
- **Link:** [https://www.oceanstateshields.com/](https://www.oceanstateshields.com/)

Sons of Liberty, South Kingstown

- **Item(s):** Sanitizer
- **Link:** [http://www.solspirits.com/](http://www.solspirits.com/)

Industrious Spirits Company, Providence

- **Item(s):** Sanitizer
- **Link:** [https://www.iscospirits.com/](https://www.iscospirits.com/)

The Virus Guard, Lincoln

- **Item(s):** Social distancing barriers
- **Link:** [https://www.thevirusguard.com/](https://www.thevirusguard.com/)
Out of State Vendors

PPE
A Plan B: https://www.aplanb.com/?dm_i=2BZQ%2C1L5PQ%2C9XOJ9J%2C5DPUU%2C1
Brisco Brands: www.briscobrands.com
Calarese Group: www.calaresegroup.com
Morrison Med: www.morrisonmed.com
OlleyMay: www.olleymay.com
Spirit Sanitizer: www.spiritsanitizer.com

Social Distancing Signage and Barriers
W.B. Mason: Email Alexis Abraham at Alexis.Abraham@wbmason.com

Washable Menus
Terra Slate Paper: www.terraslate.com

Thermometers
Municipal Emergency Services (MES), email James Kimberly at jkimerly@mesfire.com
https://youtu.be/OgxM4U7ysSk

Bathroom Products
Sani Seat Lifter: https://rmsssl.com/
CORONAVIRUS

WHAT CAN YOU DO?

What is COVID-19 Coronavirus?
Coronavirus is a respiratory illness first detected in Wuhan, China, and believed to have initially spread from animals to humans but now is spreading from person-to-person contact. According to the Centers for Disease Control and Prevention (CDC), it’s unclear how easily or sustainably this virus is spreading between people. Typically, respiratory viruses are most contagious when an individual is most symptomatic, but there have been reports of the virus spreading when the affected individual does not show any symptoms.

HOW IT SPREADS / SYMPTOMS

COVID-19 Coronavirus Spreads:
- The virus primarily spreads via respiratory droplets produced when an infected person sneezes or coughs.
- It spreads between people who are in close contact (within about 6 feet).

Symptoms may appear in as few as 2 days to as long as 14 days after exposure:
- Fever, cough and/or shortness of breath
For people who are ill with COVID-19, please follow CDC guidance on how to reduce the risk of spreading your illness to others: https://www.cdc.gov/coronavirus/2019-ncov/about/steps-when-sick.html

PREVENTION

Currently there is no vaccine for COVID-19. The best measure is to avoid coming in contact with the virus:
- Use soap and water for at least 20 seconds or use an alcohol based hand sanitizer that contains 60-95% alcohol when water and soap are not available.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home if sick.
- Clean and disinfect objects and surfaces that have been touched (counters, doorknobs, toilets, phones, etc.).
- Cover nose and mouth when coughing and sneezing with a tissue, then immediately dispose of the tissue and wash hands for at least 20 seconds.
- It is currently flu and respiratory disease season and CDC recommends getting a flu vaccine, taking everyday preventive actions to help stop the spread of germs, and taking flu antiviral if prescribed.

MONITORING

Keeping Employees Safe: What to do if an employee shows flu-like symptoms
- It is highly recommended that any employees who are showing flu-like symptoms should be excluded from the operation until they are symptom free.

Keeping Customer Safe: What to do if a customer shows flu like symptoms in the restaurant
According to the CDC, the spread of COVID-19 occurs when people are in close contact (less than 6 feet) with an infected person. Some basic steps that could be taken are:
- Provide the customer with additional napkins or tissues to use when they cough or sneeze
- Make sure alcohol based hand sanitizer is available for customers to use
- Be sure to clean and sanitize any objects or surfaces that may have been touched

Bodily Fluid Event: What to do if there is a bodily fluid event
If a customer or employee vomits or has diarrhea it is recommended (AT THIS TIME) that the operations follows protocols that are in place for Norovirus be used
- Ensure the employee who is cleaning up the area is using Personal Protective Equipment (PPE)
- Segregate the area that has been contaminated
- Dispose of any food that has been exposed
- Use always utensils that might have been exposed are cleaned and sanitized
- Frequent clean and sanitize the area to include the floor, walls and any other objects contaminated by the incident
- Properly dispose any of the equipment that was used to clean up the area

For additional recommendations and resources, please visit www.cdc.gov/coronavirus
CORONAVIRUS ¿QUÉ PUEDE HACER?

¿Qué es el Coronavirus COVID-19?
El coronavirus es una enfermedad respiratoria detectada por primera vez en Wuhan, China, y se cree que se propagó inicialmente de animales a humanos, pero ahora se está extendiendo por medio de contacto de persona a persona. Según los Centros para el Control y la Prevención de Enfermedades (CDC), no está claro con qué facilidad o continuidad se está propagando este virus entre las personas. Por lo general, los virus respiratorios son más contagiosos cuando el individuo es más sintomático, pero ha habido informes de que el virus se propaga cuando el individuo afectado no muestra ningún síntoma.

CÓMO SE PROPAGA / SÍNTOMAS

El Coronavirus COVID-19 se propaga:
- El virus se propaga principalmente a través de partículas respiratorias producidas cuando la persona infectada estornuda o tose.
- Se propaga entre personas que están en contacto cercano (dentro de aproximadamente 6 pies).

Los síntomas pueden aparecer en tan solo 2 días y hasta 14 días después que la persona estuvo expuesta:
- Fiebre, tos y/o dificultad para respirar.
- Para las personas que están enfermas con COVID-19, siga las instrucciones de los CDC sobre cómo reducir el riesgo de propagación de la enfermedad a otras personas: https://www.cdc.gov/coronavirus/2019-ncov/about/steps-when-sick.html

PREVENCIÓN

Actualmente no existe una vacuna para COVID-19. La mejor medida es evitar entrar en contacto con el virus:
- Lávese las manos con agua y jabón durante al menos 20 segundos o use un desinfectante de manos a base de alcohol que contenga 60-95% de alcohol cuando no haya agua ni jabón disponibles.
- Evite tocarse los ojos, la nariz y la boca con las manos sin lavar.
- Quédese en casa si está enfermo.
- Limpie y desinfecte objetos y superficies que han sido tocados (mostradores, picaportes de puertas, rejillas, teléfonos, etc.).
- Cubraste la nariz y la boca al toser o estornudar con un pañuelo desechable, luego deseche inmediatamente el pañuelo y lávese las manos durante al menos 20 segundos.
- Actualmente es temporada de grippe y enfermedades respiratorias y los CDC recomiendan vacunarse contra la grippe (flu), tomar medidas preventivas diarias para ayudar a detener la propagación de gérmenes y tomar antivirales para la grippe si son recetados.

MONITOREO

Mantener a los empleados seguros: Qué hacer si un empleado muestra síntomas similares a los de la grippe (flu)
- Es muy recomendable que cualquier empleado que muestre síntomas similares a los de la grippe debe ser excluido del establecimiento hasta que esté libre de síntomas.

Mantener seguros a los clientes: Qué hacer si un cliente muestra síntomas similares a la grippe en el restaurante
Según los CDC, la propagación de COVID-19 ocurre cuando las personas están en contacto cercano (menos de 6 pies) con una persona infectada. Algunas medidas básicas que podrían tomar son:
- Proporcionar al cliente servilletas o pañuelos desechables adicionales para que usen al toser o estornudar
- Asegúrese de que haya desinfectante de manos a base de alcohol disponible para el uso de los clientes
- Asegúrese de limpiar y desinfectar cualquier objeto o superficie que la gente haya tocado

En caso de fluido corporal: Qué hacer si hay un caso de fluido corporal
Si un cliente o empleado vomita o tiene diarrea se recomienda (EN ESTE MOMENTO) que los establecimientos sigan los protocolos que están en vigor para el Norovirus
- Asegúrese de que el empleado que está limpiando el área está utilizando el Equipo de Protección Personal (PPE)
- Separe el área que ha sido contaminada
- Deseche cualquier alimento que haya sido expuesto
- Asegúrese de que los utensilios que podrían haber sido expuestos se limpien y desinfecten
- Limpie y desinfecte con frecuencia el área, incluya el piso, las paredes y cualquier otro objeto contaminado por el incidente
- Deseche adecuadamente cualquier equipo que se utilizó para limpiar el área

Para obtener recomendaciones y recursos adicionales, visite www.cdc.gov/coronavirus
Free to the Industry: Food Safety and COVID-19 Training

For 30 years, ServSafe has been at the forefront of preparing restaurant and foodservice workers to deliver safe dining experiences. With the challenges presented by COVID-19, ServSafe has developed FREE courses to keep our workers and the dining public safe.

ServSafe Food Handler Online Course and Assessment

Over 2 million people have earned their ServSafe Food Handler certification and until the end of April this premier training and certification program will be FREE.

Two New, Free Training Videos

ServSafe has developed two new, free training videos that address COVID-19 precautions for takeout and delivery.

ServSafe Takeout
Training objectives:
• Knowing the symptoms to avoid working when sick
• Proper sanitization
• How to handle food packaging
• Delivery to guests

ServSafe Delivery
Training objectives:
• Safe package handling
• Good hygiene and sanitation for delivery transportation
• Transporting packaged food
• Safe customer contact

Find Out More at ServSafe.com