

Employee Guidance for Restaurants

Prepared by:



Disclaimer:

This document is meant to 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 Employee Guidance for Restaurants 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.

Employee Guidance for Restaurants









1. Establishments must designate an employee to implement and monitor for compliance with social distancing measures, sanitization, and other standards included in this guidance. This employee may be the Food Safety Manager; however, establishments may designate an alternative employee.
2. Establishments should institute employee training programs on these standards.
3. Review your COVID-19 Control Plan with your employees.
4. Have ALL staff complete food safety training prior to reopening.
(free through the end of May 2020 at www.servsafe.com)
 - ServSafe Food Handler Training
<https://www.servsafe.com/ServSafe-Food-Handler>
 - ServSafe Delivery: COVID-19 Precautions
<https://www.servsafe.com/Landing-Pages/Free-Courses>
 - ServSafe Takeout: COVID-19 Precautions
<https://www.servsafe.com/Landing-Pages/Free-Courses>
 - ServSafe Reopening Guidelines
<https://www.servsafe.com/Landing-Pages/Free-Courses>
5. Educate your staff in how to answer operating questions from customers/guests and ensure that they are comfortable addressing these concerns.
6. Educate your staff on what “screening” means
 - Explain what screening practices you will use for **employees**.
 - Do the same for screening **guests**.
 - Sample screening tools (See Appendix A)
 - <https://files.constantcontact.com/7a9f9045001/ebc11a72-fecb-4027-ab88-10411252b811.pdf>
 - https://www.reopeningri.com/resource_pdfs/COVID19_Screening_Tool_English-NEW.pdf
 - Review what steps should be taken if **employee** is ill.
 - Be sure to do the same for if a **guest** becomes ill.
7. Train staff on “proper personal hygiene” policies (See Appendix B)
 - Proper use of gloves

- Proper hand washing procedures
 - Proper hand care
 - Proper uniform
 - Tools/Posters (See Appendix C)
 - [https://www.reopeningri.com/resource_pdfs/RI-Employee Rules to Stay Safe at Work-05.04.20.pdf](https://www.reopeningri.com/resource_pdfs/RI-Employee_Rules_to_Stay_Safe_at_Work-05.04.20.pdf)
 - Employer Checklist
[https://www.reopeningri.com/resource_pdfs/RI Employer Guidance-05.04.20.pdf](https://www.reopeningri.com/resource_pdfs/RI_Employer_Guidance-05.04.20.pdf)
8. Educate staff on mandate to wear a face covering.
9. Train staff on new company procedures for:
- Taking reservations.
 - Takeout, curbside pick-up, or delivery options
 - For assistance with building a reservation portal, takeout and delivery options contact your Point of Sale provider.
10. Review the Restaurant Pledge with your employees (Appendix D)
- The Rhode Island Restaurant Pledge is a promise to your customers that your business is following the best health and safety procedures to ensure the safety of both guests and employees.
 - When customers see the Rhode Island Restaurant Pledge endorsement, they can be certain that the restaurant is taking a leadership role in protecting their community. This pledge also allows customers to learn what they can do to help keep everyone safe.
 - This Pledge is available for download on the RIHA website at www.rihospitality.org

Appendix A

By entering this establishment, you agree that:

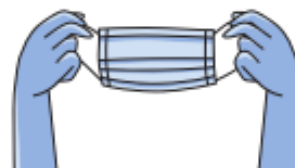
You have not had any of these symptoms in the last three days:

-  **Cough**
-  **Fever**
-  **Shortness of breath/Difficulty breathing**
-  **Runny nose/Stuffy Nose**
-  **Sore throat**
-  **Diarhea**
-  **Vomiting**
-  **Loss of taste/smell**
-  **Headache**

Will wear a cloth face covering:

To protect our staff, our guests and you, please use a cloth face covering when:

- You are entering or leaving the establishment
- Ordering food or interacting with staff
- Using the restroom
- Anytime you can't socially distance from someone that isn't a member of your dining party



Don't forget to wash your hands!

Wash your hands with warm water and soap for at least 20 seconds!



We're offering takeout!

If you prefer to enjoy our food at home, visit our website or give us a call to order food for takeout!



REOPENING RI COVID-19 Screening Tool

Use this tool to screen employees, clients, and/or visitors for symptoms of COVID-19.

SYMPTOMS

HAVE YOU HAD ANY OF THE FOLLOWING SYMPTOMS IN THE PAST THREE DAYS?	YES	NO
COUGH		
SHORTNESS OF BREATH OR DIFFICULTY BREATHING		
FEVER		
CHILLS		
MUSCLE PAIN		
SORE THROAT		
HEADACHE		
NAUSEA OR VOMITING		
DIARRHEA		
RUNNY NOSE OR STUFFY NOSE		
FATIGUE		
RECENT LOSS OF TASTE OR SMELL		
POOR FEEDING OR POOR APPETITE (INFANTS AND CHILDREN)		

RISK FACTORS

	YES	NO
Have you been in close contact (less than six feet) with anyone with COVID-19 or symptoms of COVID-19 in the past 14 days?		
Have you traveled anywhere outside the 50 United States in the past 14 days?		
Have you traveled to Rhode Island from another state for a non-work-related purpose in the past 14 days? ¹		
Have you been directed to quarantine or isolate by the Rhode Island Department of Health or a healthcare provider in the past 14 days? If so, when does/did your quarantine or isolation period end?		
<p>IF YOU HAVE ANSWERED "YES" TO ANY OF THE QUESTIONS ABOVE, YOU WILL BE ASKED TO LEAVE THE BUILDING.</p> <ul style="list-style-type: none"> • Employees: Please contact your supervisor and your Human Resources representative. • Visitors: Please call to discuss when you can return to this facility. 		

¹ Public health, public safety, and healthcare workers are exempt. Does not apply to anyone traveling for medical treatment, to attend funeral or memorial services, to obtain necessities like groceries, gas, or medication, to drop off or pick up children from day care, or to anyone who must work on their boats.

05/12/2020



Appendix B

Proper Personal Hygiene

- Employees must ensure proper handwashing practices are followed
 - Avoid fecal-oral route of contamination by handwashing after using the restroom
 - Wash hands more often with soap and warm water for at least 30 seconds, paying special attention to in between fingers and underneath nails
 - Hand sanitizer should not be used in place of handwashing. Use hand sanitizer after handwashing, allow time for it to dry completely prior to touching any surfaces or food products
 - Set guidelines for staff – every 15 or 30 minutes to allow for handwashing
 - Entering the establishment or whenever returning to the restaurant
 - In between customers
 - For take-out, before and after each guest interaction
 - In between tasks
 - When changing gloves
 - Anytime a task was interrupted
 - After handling payment
 - After touching hair, face, eyes, nose, mouth or body
 - Whenever returning to the prep space or kitchen
 - After clearing dirty dishes or utensils
 - After removing garbage or recyclables
 - After using the restroom
 - Review how to stop the spread of germs
<https://health.ri.gov/publications/posters/stop-the-spread-of-germs.pdf>
- 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 size gloves 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 coverings should cover nose and mouth and fit snugly 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>
- See additional Department of Health guidelines on face coverings here https://www.reopeningri.com/resource_pdfs/COVID-19_Advisory-face-covering-English.pdf
- Employees must ensure they are following the employee health agreement guidelines
 - Anyone feeling off, sick or showing any symptoms of illness **MUST** stay home
 - Retrain employees on the reporting agreement found here <https://health.ri.gov/forms/agreements/FoodEmployeeReporting.pdf>
 - Educate staff on the need to stay home when sick: https://www.cdc.gov/coronavirus/2019-ncov/downloads/StayHomeFromWork_Horizontal.pdf

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
- Establishments should use single-use, pre-wrapped utensils to reduce the risk of contamination
- Condiments being provided should be single use products

Appendix C

REOPENING RI

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Rules to keep you safe at work

Going to work



Stay home if you're sick; return to work only when cleared to do so.



Undergo symptom screenings before entering your workplace.



Wear a clean cloth or surgical mask over your nose and mouth.

Interacting



Keep 6 feet distant from others at all times.



Stay behind any shield that is meant to be between you and customers.



Keep in-person interactions to small groups.



Avoid communal areas.

Hygiene



Clean and disinfect shared surfaces before you use them.



Wash your hands frequently with soap and water.
If unavailable, use sanitizer with >60% alcohol.



Avoid touching your eyes, nose and mouth.



Cover coughs and sneezes with your elbow or with a tissue you throw away.

Note: This is a summary. Please refer to full guidance at [ReopeningRI.com](https://reopeningri.com)

reopeningri.com | health.ri.gov/covid
An official publication of the State of Rhode Island



RHODE ISLAND

Appendix C

REOPENING RI

05.04.20

Employer screening, team and records guidance

Screening



Screen employees with, at least, a symptom and risk factor questionnaire by phone, computer or poster.

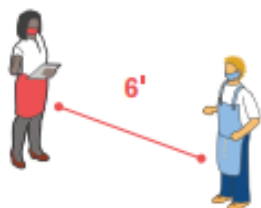


Send employees home if they have COVID-19 risk factors.



Require employees to wear a cloth face covering, in accordance with the [Governor's Executive Order](#).

Teams and meetings



Limit gatherings to the number permitted under the latest State guidance. Maintain 6 feet apart unless closer contact is specifically permitted for your business; close communal spaces.



Maintain consistent work crews or teams; minimize employees' exposure to colleagues outside their teams; stagger work schedules to minimize the number of employees in a workspace.

Records

Develop an infection control plan. Work closely with the Department of Health in case of an outbreak.



Document date, time, location, and policies for cleaning, employee training, and sick leave.



Note: This is a summary. Please refer to full guidance at [ReopeningRI.com](https://reopeningri.com)



Appendix C

REOPENING RI

05.04.20

Employer cleaning guidance

Cleaning frequencies



At least daily.



High-touch surfaces: frequently.

Procedures

Follow CDC guidance for each setting (at a minimum).

- | | | |
|---|--|---|
| <p>1</p> <p>Clean with soap and water or another cleaning product.</p> | <p>2</p> <p>Wait until the surface is completely dry before using disinfectant.</p> | <p>3</p> <p>Apply disinfectant for at least one minute, following instructions on label, with proper ventilation.</p> |
| <p>4</p> <p>Put disposable cleaning materials in a sealed plastic bag with regular trash.</p> | <p>5</p> <p>Wear disposable or reusable rubber gloves for cleaning and handling trash.</p> | <p>6</p> <p>Wash hands after cleaning, handling materials or removing gloves. 20 sec.</p> |

For employees, customers and visitors



Provide ready access to soap and water and/or hand sanitizer with >60% alcohol at all times.



Place posters with guidance in common areas and at entrances.



Provide ready access to cleaning materials for employees.

Training



Ensure employees know their roles in relevant procedures and protocols.

Note: This is a summary. Please refer to full guidance at [ReopeningRI.com](https://reopeningri.com)



Appendix D (available for download on the RIHA website)

Click Here to Insert Your Company Name

Welcomes 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.