

Coronavirus Action Plan – Restaurants

Location:
Effective Date:
Revision Number: 1

This is a sample Coronavirus Action Plan. It is not meant to be exhaustive or construed as legal advice. Consult additional insurance and/or legal counsel for professional advice. Please modify this action plan to meet your business needs, taking all relevant federal, state and local compliance requirements into account.

To help slow the spread of COVID-19 and safeguard our staff, has created an action plan for responding to COVID-19. This plan, which is based on Centers for Disease Control and Prevention (CDC) and Occupational Safety and Health Administration (OSHA) guidance, highlights the responsibilities of managers and employees, and outlines the steps is taking to address COVID-19.

RESPONSIBILITIES

When it comes to ensuring a safe workplace during the COVID-19 outbreak, both managers and employees have roles to play. The following is a breakdown of the responsibilities for leadership and staff.

Managers and Supervisors

Leadership, including managers and supervisors, should familiarize themselves with the details of the action plan. Above all, leadership must be prepared to answer questions from employees and set a good example by adhering to the guidance prescribed in the plan. This involves practicing social distancing and good personal hygiene.

Employees

Employees play a critical role in 's COVID-19 prevention efforts. To protect everyone in the restaurant, has a number of general best practices employees should follow:

- **Understand the signs and symptoms of COVID-19, and stay home if you are feeling sick**—Any employee who is experiencing symptoms of COVID-19 (e.g., fever, cough, shortness of breath, sore throat, runny nose, body aches, chills or fatigue) should stay home. Individuals experiencing such symptoms should also be instructed to consult guidance from the CDC on seeking medical care.
- **Practice good hygiene**—Employees should clean their hands often, either with an alcohol-based hand sanitizer, or soap and water. Hand sanitizers should contain at least 60%-95% alcohol, and employees should wash their hands with soap for at least 20 seconds. In addition, employees should avoid touching their face and cough into their arm.
- **Practice social distancing**—Social distancing is the practice of deliberately increasing the physical space between people to avoid spreading illness.

For specific employee safety protocols, click [here](#).

Pandemic Response Team

The pandemic response team is a cross-functional team that recommends and oversees workplace protocols to control the spread of COVID-19. The team will include the following roles:

- **Manager**—[Insert name of individual or department] is responsible for the facility's overall action plan. [Insert name of individual or department] is responsible for working with stakeholders and relevant health and safety bodies to manage this action plan.
- **Virus prevention and protocols lead**—[Insert name of individual or department] is responsible for recommending and developing protocols to ensure the wellness of all employees. They are also tasked with overseeing procedures for isolating employees should they become sick at work.
- **Sanitization and disinfection lead**—[Insert name of individual or department] manages logistics related to daily and periodic sanitation and disinfection efforts. Their responsibilities include ensuring that routine cleanings are completed

Provided by Rose & Kiernan, Inc.

This plan is a guideline. It is not meant to be exhaustive or construed as legal advice. Consult additional insurance and/or legal counsel for professional advice. © 2020 Zywave, Inc. All rights reserved.

and that the necessary cleaning supplies are readily available.

- **Communication lead**—[Insert name of individual or department] is tasked with managing any and all pandemic-related communications. They will work with human resources and internal communication stakeholders to ensure COVID-19 training is completed and that employees and their managers understand their role in preventing the spread of the disease. [Insert name of individual or department] will provide COVID-19 related updates on a [Insert frequency] basis and as needed.

OPERATING PROTOCOLS

In order to keep staff safe and prevent the spread of COVID-19, requires the following workplace protective measures:

General Safety Policies

- will provide clear instruction and guidance so employees know what is expected in regard to opening, prep, service and closing procedures.
- Employees who exhibit signs or symptoms of COVID-19 will be asked to leave the restaurant. Additionally, we will post signage at the entrance of the restaurant stating that anyone with a fever or symptoms of COVID-19 will not be allowed to enter the restaurant.
- Access to hand-washing stations and alcohol-based hand sanitizers will be provided to employees and customers. [Insert details.]
- will monitor the number of customers on our premises.
- will limit contact between waitstaff and customers.
- will consider a reservations-only or call-ahead-seating process to better space customers and control party sizes.
- will install physical barriers where practical (e.g., booth seating or partitions).
- will ensure customers stay separated while waiting for seating and don't congregate in waiting or bar areas.
- will update floor plans and seating arrangements to:
 - Maintain 6 feet of separation between tables.
 - Leave two bar stools empty between customers who are not in the same party.
- Employees can voice COVID-19 concerns by [Insert details].
- will establish flexible work practices to reduce the number of individuals in the restaurant during normal business hours.
- will comply with mandated occupancy limits. [Insert details. Take state and local rules into account.]
- will provide tissues and no-touch disposal receptacles. [Insert details.]
- will place posters that encourage hand hygiene at the entrance to the workplace and in other areas where they are likely to be seen, to help stop the spread of COVID-19. [Insert details.]
- will increase ventilation rates in an effort to reduce the abundance of potentially harmful particles.
- will perform more frequent cleanings. [Insert details.]
- is aware that some employees may be at higher risk for serious illness, such as older adults and those with chronic medical conditions. To safeguard at-risk workers, we will take steps to ensure they have minimal contact with others. [Insert details.]
- is prepared to change our business practices if needed to maintain critical operations. [Insert details.]
- will assess food services, providing to-go options and other alternatives to traditional sit-down dining to ensure staff and customer safety. [Insert details.]
- has identified alternate supply chains for critical goods and services. [Insert details.]
- has contingency plans in place should absenteeism spike as a result of COVID-19. [Insert details.]
- will modify the flow of traffic to minimize potential close contact with others. We will consider separate entrances and exits to limit customer contact with other patrons.
- will refrain from offering valet services. [Insert details.]

- will train all employees on the importance of frequent hand-washing, the use of hand sanitizers and avoiding touching their hands to their face.
- In order to protect staff when working around customers, may provide:
 - **Gloves**—Employees may contract COVID-19 by touching contaminated surfaces and then touching their face. Gloves are an effective way to prevent COVID-19 from getting on an employee's skin. They are also a good reminder for employees not to touch their face.
 - **Face masks**—Viruses can be transmitted through the mouth via tiny viral particles known as aerosols. Face masks can help protect employees from these particles.

Food Safety Protocols

Food safety is a top priority at . To ensure the safety of our customers, staff will be instructed to:

- Change, wash and sanitize utensils frequently.
- Use gloves to avoid direct bare hand contact with ready-to-eat foods or unwrapped single-use items such as straws, stir sticks or toothpicks.
- Wash and rinse food contact surfaces, food preparation surfaces and beverage equipment after each use.
- Use rolled silverware and napkins stored in sealed bags. Employees should roll silverware in designated sanitary areas and should not preset tables.
- Use single-use gloves or deli tissue when handling food, if appropriate.
- Discard all expired food items.
- Provide condiments by request, or offer single-use, disposable containers.
- Wrap food containers to prevent cross contamination.
- Stock coolers at minimum levels.
- Close all self-service food and drink stations (e.g., coffee carafes, fountain soda machines, salad bars and buffets).
- Provide a food handling training refresher to all employees upon reopening.

In addition, will establish protocols for food delivery and pickup, including:

- Establishing a designated pickup zone
- Providing guides (e.g., tape on the floor) or signage to inform customers of food pickup protocols
- Practicing social distancing by offering to place orders in vehicle trunks
- Reminding third-party delivery drivers about internal distancing requirements when they are picking up orders
- Encouraging no-touch deliveries
- Providing order updates via text messages or phone calls
- Ensuring coolers and other transport containers are cleaned and sanitized
- Maintaining time and temperature controls
- Avoiding cross contamination (e.g., wrapping food during transport)
- Providing hand sanitizer or wipes employees can use to clean their hands often when making deliveries

Protocols for Workers

To ensure safety at facilities, employees will be asked to:

- Educate themselves on customer protocols and procedures.
- Notify their supervisor and stay home if they are experiencing COVID-19 symptoms (e.g., fever, cough or shortness of breath).
- Stagger lunches to limit the number of individuals congregating in break areas. may divide crews to reduce the number of workers in the restaurant at a given time.
- Limit close contact with others, maintaining a distance of at least 6 feet when possible. Workers are encouraged to

remind customers to maintain at least 6 feet of distance from workers and other customers. Above all, avoid job tasks that require face-to-face contact with others where possible. If this is unavoidable, employees will be provided with face masks, physical barriers and other workplace controls to ensure their safety.

- Refrain from sharing equipment. In instances where this is unavoidable, will provide alcohol-based wipes and other cleaning materials that employees can use to clean equipment.
- Keep the following in mind when exchanging paper and coin money:
 - Do not touch your face after the exchange.
 - Ask customers to place cash on tables rather than directly into your hand.
 - Place money directly on the table when providing change back to customers.
 - Sanitize tables between customers.
- Practice proper hand hygiene. Wash your hands regularly with soap and water for at least 20 seconds. An alcohol-based hand sanitizer containing at least 60% alcohol can also be used. Employees should clean their hands:
 - Before, during and after food preparation
 - Before eating food
 - After using the restroom
 - After blowing their nose, coughing or sneezing
 - After putting on, touching or removing face masks
 - Before and after work shifts
 - Periodically throughout the day
 - Before and after work breaks
 - After touching money or objects that have been handled by customers
- Avoid touching your eyes, nose and mouth whenever possible.
- Avoid contact with others whenever possible (e.g., handshakes).
- Avoid gathering when entering and exiting the restaurant. Employees should also only enter and exit designated areas.
- Follow any posted signage regarding COVID-19 social distancing practices.

Protocols for Customers

In order to protect customers as well as our staff, we will:

- Communicate our safety protocols and why we are taking specific precautions. This will be done using signage, social media and other available communication channels. Customers will also be provided with information regarding other safety protocols upon entry into the restaurant.
- Encourage customers to practice social distancing when in the restaurant. Customers will be asked to maintain at least 6 feet of distance from staff via written signage or instructions provided prior to their visit.
- Place hand sanitation stations and wipes throughout the restaurant and encourage customers to use them frequently.
- Ensure customers use entrances that utilize touchless, automatic doors where possible.
- Limit the number of customers allowed in elevators at a given time. We will also use floor markings to encourage social distancing practices.
- Encourage the use of touchless payment options to minimize handling cash, credit cards and reward cards.
- Increase cleaning and sanitizing of all high-touch surfaces (e.g., ATMs, pens, touch screens and carts).
- Minimize person-to-person contact where possible.
- Update messaging on our websites to educate customers on operational precautions and hours.

Additional Safety Policies

- **[Insert COVID-19 response protocols for specific aspects of your restaurant's operations.]**

Sick Leave Policy

- [Insert policies specific to your restaurant's operations.]

CLEANING AND DISINFECTING PROCEDURES

- Surfaces and equipment will be disinfected at the end of each shift, before and after use, or—for frequently touched items—multiple times a day. The following items will be cleaned regularly:
 - High-contact areas in the front and back of the house (this should be done every two hours or after each customer leaves the area, if possible).
 - Table condiments
 - Digital-ordering devices
 - Check presenters
 - Self-service areas
 - Tabletops
 - Reusable menus (Paper menus should be discarded after each use.)
 - Door handles and push plates
 - Restrooms
 - Handles on beverage dispensers
 - Refrigerator and freezer handles
 - Plastic curtains on walk-in refrigerators and freezers
 - Display screens, handles and buttons on equipment
 - Thresholds and hand railings
 - Display cases
 - Kiosks
 - Sneeze guards
 - Pens or other writing utensils
 - Clipboards
 - Employee linens
 - Ice scoops
 - Sink handles
 - Soap dispenser push plates
 - Towel dispenser push plates
 - Trash receptacle touch points
 - Cleaning tools
 - Buckets
 - Telephones
 - Computers
 - Office cabinet handles
 - Tables, chairs, booths and other furniture
 - Counters and other surfaces
 - Vending machine buttons
 - Baby changing stations in restrooms
 - Shared work vehicles
 - Floors
 - Hostess stands
 - Coffee and beverage stations
 - Lamps
 - Light switches and thermostats
 - Faucets and toilet/urinal handles
 - Seat covers
 - Stall latches
 - Sanitary receptacles
 - Sharps containers
 - Stairwells
 - Carpets
 - Food prep areas.
 - Dishes and cutlery
- Staff should not use disinfecting wipes to clean more than one surface. Use one wipe per item or area, and discard them after each use or when they are visibly soiled.
- The appropriate cleaning chemicals will be used in food preparation and contact areas.
- Special precautions will be taken when it comes to laundering tablecloths, napkins and other items:
 - All items will be washed at a high temperature and in accordance with CDC [guidelines](#).
 - Dirty laundry will be stored in bags to reduce employee contact.
- Employees responsible for cleaning will be given the appropriate protective equipment. Cleaning should be completed using CDC-recommended products, including:
 - Environmental Protection Agency-registered household disinfectants

- Alcohol solutions with at least 60% alcohol
- Diluted household bleach solutions (if appropriate for the surface)
- Trash will be collected from the workplace regularly. Those collecting trash will be instructed to wear nitrile, latex or vinyl gloves.
- HVAC air filters will be cleaned and disinfected regularly.
- Hand sanitizer dispensers will be refilled frequently.
- When an employee has tested positive for COVID-19, deep cleaning will be triggered and will ensure areas in which the individual worked are cleaned thoroughly. In regard to deep-cleaning practices:
 - will identify an approved external company to complete a deep cleaning of the facilities. This external company will be equipped with the proper training, permits and cleaning equipment to complete the task.
 - The pandemic response team will coordinate and supervise deep-cleaning efforts to ensure:
 - There is a specific plan and strategy in place, and that plan accounts for all machinery, equipment, common areas, tools and offices.
 - Authorized individuals are the only ones allowed access to the site during the deep cleaning.
 - Employees are aware of deep-cleaning practices.
 - The company contracted to perform the deep cleaning uses the appropriate PPE during the process and disposes of potentially contaminated items properly.

EXPOSURE SITUATIONS

has response plans in place for situations when employees exhibit symptoms of or test positive for COVID-19.

Employee Exhibits Symptoms of COVID-19

- The employee reports their symptoms to their supervisor, who then communicates that an employee is exhibiting symptoms of COVID-19 to the relevant parties (e.g., human resources).
- The employee is given a face mask and gloves, and is sent to a designated isolation room for further evaluation by the virus prevention and protocols lead or another designated individual. This evaluation will examine an employee's symptoms in more detail, flagging employees who are experiencing the following:
 - A fever of 100.4 F or higher
 - Shortness of breath or difficulty breathing
 - A cough
 - A runny nose
 - Muscle pain
 - Tiredness
- If COVID-19 symptoms are confirmed, employees may be asked to go home and speak with their health care provider. will ensure employees are able to get home safely before dismissing them. If, after an evaluation, the employee is not exhibiting COVID-19 symptoms, they may return to work at the discretion of the virus prevention and protocols lead.

Self-quarantining and Return to Work

Employees who test positive for COVID-19 or believe they have been infected will be instructed to follow the advice of a qualified medical professional and self-quarantine. When self-quarantining, employees should:

- Stay away from other people in their home as much as possible, staying in a separate room and using a separate restroom if available.
- Not allow visitors.
- Wear a face mask if they have to be around people.
- Avoid sharing household items, including drinking cups, eating utensils, towels and bedding.
- Clean high-touch surfaces daily.

- Continue monitoring their symptoms, calling their health care provider if their condition worsens.

Notably, employees who are symptomatic or who have tested positive should not return to work until the conditions outlined in the table below are met:

Return-to-Work Considerations	
Employee was symptomatic but was not tested for COVID-19.	Employee was tested for COVID-19.
<p>The employee may return to work if:</p> <ul style="list-style-type: none"> • They have not had a fever for at least 72 hours and have not used fever-reducing medication during that time. • Coughs and other symptoms have improved. • Seven days have passed since they first experienced symptoms. 	<p>The employee may return to work if:</p> <ul style="list-style-type: none"> • They no longer have a fever. • Coughs and other symptoms have improved. • They have received two negative COVID-19 tests in a row.

When an employee tests positive for COVID-19, deep-cleaning procedures will be triggered. Furthermore, employees who have been in close contact with an individual who has tested positive for COVID-19 will be instructed to self-quarantine.

OSHA RECORDKEEPING AND REPORTING

will adhere to OSHA-mandated requirements as they relate to recording and reporting certain work-related injuries and illnesses.

QUESTIONS

If employees have any questions regarding the content of this action plan, they should be instructed to speak with their supervisor. Furthermore, while the strategies highlighted in this document can protect workers from COVID-19, it's important to follow CDC guidance at all times. For more information, click [here](#).