**Reopening/COVID Resiliency Plan**

**Restaurant Template**

This plan is based upon the risk classification associated with a restaurant operation of *(insert company name)* located at *(insert address).* The jobs at this location are considered a **Medium Exposure Risk** - those that require frequent and/or close contact with (i.e., within 6 feet of) people who may be infected with SARS-CoV-2, but who are not known or suspected COVID-19 patients, i.e. general public.

The plan identifies the necessary policies, practices and conditions necessary to meet the Centers for Disease Control and Prevention (CDC) and guidelines for COVID-19, federal Occupational Safety and Health Administration (OSHA) standards. The plan has the the strong commitment of management and is being implemented with the participation of our employees.

1. **Infectious Disease and Preparedness Response Plan**
   1. An assessment of the level of risk associated with job tasks has been performed
      1. The Sources of SARS-CoV-2 exposure at the workplace have been identified and the following controls will be implemented to address those risks:
         1. Co-Workers

Where possible work stations will be staggered so employees avoid standing directly opposite one another or next to each other. Where six feet of separation is not possible employees will wear face coverings.

* + - 1. Delivery Drivers

All entrants into the restaurant for purpose of delivery will be required to wear face protection. Any employee interacting with delivery drivers will be required to wear face protection/mask.

3. Supplier Deliveries

All entrants into the building for the purpose of delivering supplies will be required to wear face protection. Any employee interacting with these entrants will be required to wear face protection/mask. When the transaction is complete and the visitor has left the building, the area will be sprayed down with ready to use disinfectant and any items received will be sprayed down and cleaned, if possible.

4. Wait Staff & Cashiers

Contact between customers and wait staff/cashiers will be limited. Wait staff/cashiers will wear PPE as required by County Health Department Officials and New York State.

5. Patrons

Signage will be provided to encourage patrons to wear appropriate PPE as required by County Health Department Officials and New York State.

* + 1. Non-occupational risk factors at home and in community
       1. Employees are encouraged to follow the New York State Stay at Home and social distancing guidelines when not working.
    2. Employee’s individual risk factors
       1. All employees who have a health condition that may place them at high risk are asked to contact their primary health care provider for guidance. You may then contact your supervisor and/or Human Resources to discuss your personal situation. People at higher risk for severe illness are:
          1. Those of age > 65
          2. Those with chronic medical conditions, etc.

Asthma or lung disease

Heart conditions

Immunocompromised

Severely obese (BMI>40)

Diabetics

Those with liver or kidney disease undergoing dialysis

* + - 1. For employees with individual risk factors we will minimize face-to-face contact between these employees or assign work tasks that allow them to maintain a distance of six feet from other workers, customers and visitors.
  1. Outbreak Contingency Plan
     1. Increased absenteeism
        1. If absenteeism becomes an issue, we will utilize employees on furlough or layoff or hire part-time employees as necessary. We may also re-assign duties to current employees, as needed.
        2. We provide staggered breaks.
        3. Cross training of employees is practiced where practical.
     2. Interrupted supply chains should be anticipated and adjustments made as necessary.

1. **Basic Infection Prevention Measures Will Be Implemented**
   1. Frequent and thorough hand washing will be required, including by providing workers, customers, and worksite visitors with a place to wash their hands. Where soap and running water are not immediately available, alcohol-based hand rubs containing at least 60% alcohol will be provided.
   2. Employees are required to wash their hands upon entering the building.
   3. Cleaning and disinfecting products are available to employees to keep work areas disinfected throughout the day. If employees are working in same area as another employee, they must wipe common surfaces after every break.
   4. Per existing FDA Food Code requirements, employees who are sick should remain at home.
   5. Respiratory etiquette is required, including covering coughs and sneezes.
   6. If an employee becomes ill or presents signs of illness they will be asked to go home or to their health care provider. We will ask the employee to self-isolate for a duration per [CDC guidance](https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html) from the onset of the symptoms and be symptom-free for three days without medication, before returning to work.
   7. Vendors, Customers and the public will be provided with tissues/napkins and no-touch trash receptacles.
   8. Workers will be prevented from using other workers’ phones, desks, offices, or other work tools and equipment, unless the aforementioned is completely disinfected.
   9. Regular housekeeping practices will be maintained, including routine cleaning and disinfecting of all frequently touched surfaces, equipment, and other elements of the work environment. When choosing cleaning chemicals, information on Environmental Protection Agency (EPA)-approved disinfectant labels with claims against emerging viral pathogens is used.
   10. Soap and water are provided in multiple areas of the workplace. Alcohol-based hand sanitizer that is at least 60% alcohol is available in public use areas of the building. If hands are visibly dirty, soap and water should be chosen over hand sanitizer.
   11. All cleaning & disinfecting products are continuously inventoried, and orders are on- going. Products will be distributed as soon as possible upon receipt.
   12. Posters are in place that encourage hand hygiene to help stop the spread in workplace areas where they are likely to be seen.
   13. Handshaking and other casual contact between employees or visitors is not allowed. Rather the use of other noncontact methods of greeting are encouraged.
   14. Employees are directed to follow [CDC Coughing and Sneezing & Clean Hands Etiquette]((https:/www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html).
2. **Policies and Procedures for Prompt Identification and Isolation of Sick Employees**
   1. Employees are informed and encourage employees to self-monitor for signs and symptoms of COVID-19 such as fever, cough and/or shortness of breath. ([See CDC Symptoms of Coronovirus (COVID-19) Poster)](https://www.cdc.gov/coronavirus/2019-ncov/downloads/COVID19-symptoms.pdf)
   2. If any employee is sick or feeling symptoms of COVID-19, they are advised NOT TO report to the work location. They will be encouraged to contact their primary care provider for guidance, then contact their supervisor and/or HR to discuss their personal situation.
   3. Employees are advised to take their own temperature at home prior to coming to work. If the employee’s temperature is 100.4 or higher they are advised to stay home. We will abide by County Health Department and New York State guidance as it pertains to temperature testing.
   4. If an employee shows signs or symptoms, or feels sign or symptoms of the COVID-19 while at work, that employee will be tested for a fever with a non-contact thermometer, will be isolated from fellow employees and will either wait there until a ride is able to pick them up or safely escorted out of the building and sent home to contact their primary care provider.
   5. If a sick employee is suspected or confirmed to have COVID-19, the CDC cleaning and disinfection recommendations will be followed [(See CDC Cleaning & Disinfecting Your Facility Poster).](https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility-H.pdf)
   6. If an employee is confirmed to have COVID-19 infection, fellow employees will be informed of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). Employees will be instructed about how to proceed based on the CDC Public Health Recommendations for Community-Related Exposure as follows:

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| --- | --- | --- |
| **Person** | **Exposure To** | **Recommended Precautions for the Public** |
| • Household member  • Intimate partner  • Individual providing care in a household without using recommended [infection control precautions](https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-home-care.html)  • Individual who has had close contact (< 6 feet)\*\* for a prolonged period of time \*\*\* | • Person with symptomatic COVID-19 during period from 48 hours before symptoms onset until meets criteria for [discontinuing home isolation](https://www.cdc.gov/coronavirus/2019-ncov/community/strategy-discontinue-isolation.html)  (can be a laboratory-confirmed disease or a clinically compatible illness [in a state or territory with widespread community transmission](https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/cases-in-us.html)) | • Stay home until 14 days after last exposure and maintain social distance (at least 6 feet) from others at all times  • Self-monitor for symptoms   * Check temperature twice a day * Watch for fever\*, cough, or shortness of breath * Avoid contact with [people at higher risk for severe](https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html) illness (unless they live in the same home and had same exposure)   • Follow [CDC guidance](https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html) if symptoms develop |

* 1. Employees will not return to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers and state and local health departments.
  2. Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and follow CDC recommended precautions.

1. **Workplace Flexibilities and Protections**
   1. If an Employee is sick, we require the employee to stay home until they are feeling better, have no symptoms or elevated temperature.
   2. Sick leave policies are flexible and consistent with public health guidance and employees are made aware of these policies via email and bulletin board postings.
   3. Some employees may experience child care issues while schools are closed. We will offer a shift change to help alleviate these issues.
   4. We maintain flexible policies that permit employees to stay home to care for a sick family member. We are aware that more employees may need to stay at home to care for sick children or other sick family members than is usual. It is the responsibility of the employee to bring these concerns to their supervisor and/or HR. Each case and our response will be on a case by case assessment.
   5. Some employees will be at a higher personal risk than others. It is the responsibility of the employee to bring these concerns to their supervisor and/or HR. Each case and our response will be on a case by case assessment.
2. **Implementation of Workplace Controls**
   1. Engineering controls have been implemented in the workplace that do not rely on worker or customer behavior:
      1. Indoor and outdoor dining floor plans have been redesigned with seating arrangement that ensures separation between table setups per County Health Department and New York State guidance.
      2. Capacity limits will be followed based on guidance from the County Health Department and New York State.
      3. Party sizes will be limited based on guidance from the County Health Department and New York State.
      4. In booth seating areas will utilize either physical barriers or six feet of separation between patrons seated in the booths.
      5. Bar area occupancy will be redesigned per guidance from the County Health Department and New York State.
   2. Administrative controls have been implemented:
      1. Sick workers are to stay at home.
      2. Virtual communications and telework will be used when feasible for office personnel.
      3. Worker education and training on COVID-19 risk factors and protective behaviors (e.g., cough etiquette and care of PPE) will be provided via email/text and/or bulletin board postings.
   3. Safe work practices and procedures for safe and proper work have been implemented:
      1. We provide resources and a work environment that promotes personal hygiene. For example, we provide tissues/napkins, no-touch trash cans, hand soap, alcohol-based hand rubs containing at least 60 percent alcohol, disinfectants, and disposable towels for workers to clean their work surfaces
      2. Handwashing signs are posted in restrooms [(See CDC Clean Hands Keep You Healthy Poster)](https://www.cdc.gov/handwashing/images/19_309599-A-Frankson_Handwashing_thumb.jpg)
      3. We limit the number of employees allowed simultaneously in break rooms.
      4. Employees will practice proper hand hygiene before serving food or beverages and after removal of food or beverage items from a table or bar.
   4. Cleaning and sanitizing are implemented on a regular basis:
      1. The NYS Department of Health Updated Interim Guidance for Cleaning and [Disinfection of Food Retail Stores for COVID-19](https://www.fda.gov/food/food-safety-during-emergencies/best-practices-retail-food-stores-restaurants-and-food-pick-updelivery-services-during-covid-19)  will be shared with staff and followed.
      2. Dining tables, bar tops, stools and chairs will be disinfected after each use.
      3. The entire facility is thoroughly cleaned with bleach solution and sanitized prior to re-opening. The entire facility is cleaned with bleach solution and sanitized when closing each day.
      4. All high-contact areas will be sanitized upon opening each day and then throughout the day, as customers come and go from the facility. High contact surfaces include:
         1. Door knobs
         2. Handles on coolers
         3. Counters
         4. Trash Containers
         5. Bathroom faucets
         6. Soap handles
         7. Light switches
         8. Remote controls
         9. Telephones
         10. POS Systems
         11. Customer side of POS Systems
   5. Patron focused practices and procedures have been implemented:
      1. Patrons are encouraged to phone in reservations or call ahead so that we can appropriately space diners.
      2. Patrons are encouraged to use hand sanitizer upon entry and exit.
      3. Signs are posted reminding guests to social distance.
      4. Patrons are not permitted to congregate in waiting or bar areas. Patrons are separated while waiting to be seated through several queuing strategies including floor markings, outdoor distancing and waiting in their vehicles.
      5. Ingress/Egress paths have been established to and from restrooms to mitigate proximity for guests and staff when possible.
      6. If a patron shows signs or symptoms, or feels sign or symptoms of the COVID-19 while on the premises, the patron will be isolated from employees and patrons. The patron and will either wait there until a ride is able to pick them up or will be safely escorted out of the building.
      7. If a patron is suspected or confirmed to have COVID-19, the CDC cleaning and disinfection recommendations will be followed [(See CDC Cleaning & Disinfecting Your Facility Poster).](https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility-H.pdf)
      8. Condiments are made available upon request and their containers are disinfected after each use.
      9. Check presenters, pens and other reusable guest contact items are disinfected after each use.
      10. Menus will be single use, disposable, or laminated to allow for disinfection between uses.
   6. Personal protective equipment will be provided to employees as needed and required by County Health Department and New York State.
3. **Employee Training and Training Documentation**
   1. Employees have been trained on the following:
      1. Cough Etiquette
      2. Using PPE
      3. Cleaning
      4. Disinfecting
   2. A system is in place to track and document employee training.

**Additional Considerations**

1. **Workplace Controls**
   1. Consider ways to improve air filtration/installation of new air filters.
   2. Consider ways to increase ventilation rates in the workplace.
   3. Consider installing physical barriers at registers or between seating (i.e. plastic sneeze guards).
   4. Consider a drive through window or other solutions for customer service.
   5. Consider ways to structure your shifts so staff come into minimal amount of contact with staff members.
   6. Consider sanitizing with spray sanitizer, rather than sanitizer bucket and towel.
   7. Consider purchasing hand sanitizing stations.
   8. Consider paging systems.
   9. Consider hand held POS systems.
2. **Employee child care needs.**
   1. Consider developing a plan for referring employees to child care and or offering assistance in paying for child care.
   2. Consider talking to companies that provide your business with contract or temporary employees about the importance of child care and families leave and encourage them to develop non-punitive leave policies.
   3. Consider modifying your family leave policies to address child care needs.
   4. Consider ways in which your business can help support your employees in finding and paying for child care.
3. **Analysis of Current Capacity & Capabilities for Disease Control & Prevention**
   1. Consider identifying gaps in your businesses necessary workplace controls?
      1. *Ex. table spacing in a restaurant, distance between register and customer, use of rest rooms, breaks and break rooms, other.*
   2. *C*onsider how you will rectify gaps in necessary workplace controls tied to OSHA/CDC requirements.
   3. Consider implementing controls to address the vulnerable.
      1. *Ex. minimize face-to-face contact between these employees or assign work tasks that allow them to maintain a distance of six feet from other workers, customers and visitors, or to telework if possible.*
   4. Consider any idiosyncrasies associated with your business.
      1. *Ex. employee travel to and from customer sites, customer visits, cleaning of items frequently handled by customers and/or employees, etc.*

**Resources**

**View Industry Examples:**

* **Chautauqua County Chamber of Commerce:** [**https://www.chautauquachamber.org/covid-19-and-the-workplace.html#restart**](https://www.chautauquachamber.org/covid-19-and-the-workplace.html#restart)

**Source Documents:**

* **OSHA:** [**https://www.osha.gov/Publications/OSHA3990.pdf**](https://www.osha.gov/Publications/OSHA3990.pdf)
* **CDC:** [**https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html**](https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html)

**Industry Specific Resources:**

* **National Restaurant Association**:[**https://restaurant.org/covid19**](https://restaurant.org/covid19)
* **New York State Restaurant Association:** [**https://www.nysra.org/covid-19-info--resources.html**](https://www.nysra.org/covid-19-info--resources.html)
* **OSHA Guidance Document:** <https://www.osha.gov/Publications/OSHA4017.pdf>
* **New York Restaurant Promise:** <https://files.constantcontact.com/8731e2ce601/fc8db846-c8ee-4a1f-bc3c-15557f1da59a.pdf>

**General Resources:**

* **CDC Coronavirus (COVID-19):** [**www.cdc.gov/coronavirus/2019-nCoV**](http://www.cdc.gov/coronavirus/2019-nCoV)
* **New York State Dept. of Health:** [**https://coronavirus.health.ny.gov/home**](https://coronavirus.health.ny.gov/home)
* **Chautauqua County Dept. of Health:** [**https://chqgov.com/public-health/novel-coronavirus-covid-19**](https://chqgov.com/public-health/novel-coronavirus-covid-19)

**Travel Guidance:**

* [**https://www.cdc.gov/coronavirus/2019-ncov/travelers/travel-in-the-us.html**](https://www.cdc.gov/coronavirus/2019-ncov/travelers/travel-in-the-us.html)

**Information for Businesses:**

* **CDC Resources for businesses and employers:** [**www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html**](http://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html)
* **CDC General business frequently asked questions:** [**www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html**](http://www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html)
* **Federal OSHA:** [**https://www.osha.gov/SLTC/covid-19/**](https://www.osha.gov/SLTC/covid-19/)

**Handwashing Information:**

* [**www.cdc.gov/handwashing/when-how-handwashing.html**](http://www.cdc.gov/handwashing/when-how-handwashing.html)
* [**www.cdc.gov/handwashing**](http://www.cdc.gov/handwashing)

**Respiratory Etiquette: Cover Your Cough or Sneeze:**

* [**www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html**](http://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html)
* **New York State Department of Health:** [**https://www.health.ny.gov/publications/7102.pdf**](https://www.health.ny.gov/publications/7102.pdf)
* [**www.cdc.gov/healthywater/hygiene/etiquette/coughing\_sneezing.html**](http://www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html)

**Social Distancing**

* [**www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html**](http://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html)

**Housekeeping and Cleaning**

* [**www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html**](http://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html)
* [**www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html**](http://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html)
* [**www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2**](http://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2)
* [**www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html**](http://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html)
* [**https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html**](https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html)

**Employees Exhibiting Signs and Symptoms of COVID-19**

* [**www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html**](http://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html)

**Training Materials**

* [**www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html**](http://www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html)