OPENING AND OPERATING RECOMMENDATIONS

ITEMS IDENTIFIED BY AN * INDICATES A REQUIREMENT BY THE PIMA COUNTY HEALTH DEPARTMENT.

PREPARE THE WORKFORCE

- Wellness/symptom checks, including temperature checks for all restaurant personnel, and when possible for vendors, contractors, third-party delivery service workers, etc. as they arrive on premises and before opening of a restaurant. *
- Implement strict handwashing practices using soap and water for at least 20 seconds, especially after touching your face, nose, coughing, etc., going to the bathroom, and before eating or preparing food, and between servings. *
- Cloth masks and gloves and/or frequent hand-washing is required for all servers and restaurant personnel. Develop or follow handwashing policy for servers as it exists in the Pima County Food Code. *
- Mitigate anxiety by thoughtfully preparing employees to return to work. Increased communication is key. 
- Provide ServSafe food handler training for your workers. They’re your front line, educating them protects them, you and your guests. Require all employees to complete new COVID-19 ServSafe Certification. (It is free and only takes 10 mins.) *
- The operator should identify signs of potential illness during a pre-work screening, following the business and Health Department guidelines for returning to work after illness. Additionally, follow CDC guidelines - tell the employee to self-isolate if COVID-like symptoms, 14 days from the onset of symptoms and be symptom-free for three days without medication. 
- Consider assigning duties to vulnerable workers that minimize contact with customers and other employees. *
- Limit crew members in bringing in personal belongings to limit touching of surfaces. *
- Provide segregated spaces for staff to store personal belongings (such as lockers, to avoid contact with other employee’s items). Provide plastic ziploc bags for storage of masks. *
- Specific sanitization efforts and a pre-shift and post-shift checklist should be adhered to before the start of every shift by Crew Members. This includes phones, computers and other communication devices, payment terminals, kitchen tools, cleaning tools, keys, refrigeration handles, etc. and any other direct contact surfaces in the restaurants. 
- Handshaking or personal contact should be forbidden by Crew Members. 
- Consider asking Crew Members to sanitize their vehicles, rides, or bikes and begin taking along some sanitizing wipes for their ride share apps to further stop the spread of any virus. A quick wipe down of the car door and/or bike handles or steering wheel, seats, etc. could be a helpful virus deterrent. 
- Instruct crew to not make any stops on their way TO work, to minimize possible exposure/contamination. Personal errands should be done on the employee’s way home. Consider providing gloves to employees for personal use when running personal errands. 
- Determine the Projected list of employee needs for each station. 
- Prepare a rehire salary agreement with new job responsibilities. 

FOOD PREPARATION, EQUIPMENT & SERVICE

- Hand sanitizers available at or adjacent to entrances to the facility, restrooms and in employee work areas, or soap and running water readily accessible to staff and customers and marked locations. * 
- Cold holding equipment is holding less than 41° F. *
- Hot holding equipment is holding greater than 141° F. *
- Use linens that have been washed at a temperature of at least 160° F. *
- Check all equipment, water supply, fire suppression and HVAC systems for proper working function to be compliant to all local, state and federal codes. Ensure HVAC filters are clean and changed often, at least every 30 days. 
- Discuss use of mechanical updates like using UV lights that are typically used in hospital sanitation processes. Consider increasing the frequency of air filter replacement and HVAC system cleaning. 
- Ensure crew sanitizes timeclock/desk in tablet before touching. Consider placing (Lysol/Clorox) wipes by timeclock. 
- Wipe down/sanitize all items coming into the store, including mail, delivery boxes, inventory items, etc. 
- Full sales reports from your POS system and rank the items sold by number of covers sold. 
- Ask yourself when the last time you had costed out recipes was. 
- Routinely change, wash and sanitize utensils frequently and place appropriate barriers in open areas. 
- Use linens that have been washed at a temperature of at least 160° F.*
- Use door stops, foot pull devices and automatic doors if available. 
- Be sure to offer touchless payment methods if possible. * 
- Sanitize employee areas after each seating with EPA-registered disinfectant, including but not limited to: tables, tablecloths, chairs/booth seats, table-top condiments and condiment holders. *
- Between seatings, clean and sanitize table condiments, digital ordering devices, check presenters, self-service areas, tabletops, and common touch areas. 
- Trays, tables, chairs, highchairs, boosters and bar stools shall be cleaned and sanitized after each use. 
- Store single-use items should be discarded. 
- Consider using: a) rolled silverware and eliminating table presents; Single use silverware and serving ware, cloth wrapped straws, Onset menus, etc. 
- Remove masks from pre-work temperatures to prevent fever. 
- When using gloves, always wash your hands, for 20 seconds with soap and warm water, before putting on gloves, and after removing gloves as your hands may become contaminated while removing them. 
- Change, wash, and sanitize utensils frequently and place appropriate barriers in open areas. Alternatively, cafeteria style (worker served) is permissible with appropriate barriers in place. 
- Seal trash bags. 
- Beverages should be brought with a cocktail napkin around them to limit touch of the surface. 
- Pens and writing utensils should be sanitized after use. If customers need to use pens to sign credit card slips, have a bin of clean/sanitized pens as well as a “dirty” bin for pens that have been used. Sanitize pens before returning to a “clean” bin. 
- Eliminate guests or unauthorized persons, including Crew Members off duty or coming in to pick up something, in food service preparation areas. 
- Include "no touch" food servers and towel dispensers or air dryers in all restrooms and sink areas for guests and Crew Members. 
- Use door stops, foot pull devices and automatic doors if available. 
- Consider cashless payment methods. For cash transactions, use hand sanitizer before and after every transaction. 
- Consider removing disposable pens and paperless transactions whenever possible. 
- Facilities shall offer menu(s) in a way as to not become a vehicle of contamination, such as cleanable menu boards, laminated menus, and/or disposable menus. 

COMMUNICATIONS

- Physical and/or electronic signage posting at the restaurant entrance of public health advisories prohibiting individuals who are symptomatic from entering the premises. 
- Clearly mark directional spacing along entrances, hallways, restrooms and any other location within a restaurant where queues may form or patrons may congregate. *
- Pima County Health Notice - Posting of the “STOP Please do not enter if you have COVID-19† 
- Post signs reminding guests about social distancing. Thank them for their patience as you work to ensure their safety. 
- Place signs in restroom hallway or entrance to remind guests of the suggested limit of one guest per restroom at a time unless accompanying a child or someone in need of additional assistance. 
- Post printable media accessed from www.pima.gov/cov19† Update your restaurants website. Ensure your new hours are listed, whether you are offering delivery or takeout, and your social media channels. 
- Update your social media channels... and keep posting! Make sure you are advertising that on your social media platforms and engaging with your customers consistently. 
- Add a note on your restaurant’s website about your sanitation and cleaning procedures. 
- Ensure third-party sites that list your website are updated. 

SOCIAL DISTANCING PLAN

- Physical distancing of 6 feet minimum between tables, bar top or counter seating is not allowed, unless each party is spaced approximately 6 feet apart.* 
- Clearly marked 6-foot spacing marks and/or signage along entrances, hallways, restrooms and any other location within a restaurant where queues may form or patrons may congregate. * 
- Limit parties to no larger than 10 allowed per table. * 
- Indoor occupancy limited to 50 percent unless meeting physical distancing standards allows a higher occupancy.* 
- Where practical, especially in booth seating, physical barriers are acceptable. 
- Seat guests in intervals or rotations to allow proper time and process to clean and sanitize all dining and seating surfaces before and after every guest visit. 
- Consider continuing food delivery or curbside pickup. Establish procedures for touchless pickup (i.e. setting customer’s order on table for them to pick up, rather than handing order directly to them). 
- When possible, exit should be separate from the entrance. 
- Determine ingress/egress to and from restaurants to establish paths that mitigate proximity for guests and staff. 
- Limit one of guest per restroom at a time, unless accompanying a child or someone in need of additional assistance. 
- Consider creating mobile room dividers or transparent barriers to provide space barriers between people where requested or recommended for social distancing. 
- Where possible, workstations should be staggered so employees avoid standing directly opposite one another or next to each other. Where use of separation is not possible, consider other options (e.g., face coverings or plexiglass dividers) and increase the frequency of surface cleaning and sanitizing. 
- Extend premise outdoors onto vacant land, into vacant building space, in common areas, sidewalks or parking lots as allowed by a Pima County temporary extension of premise permit. 

REDUCE TOUCH POINTS

- Implement touchless payment methods if possible.* 
- Eliminate self-service stations including salad bars and buffets. * 
- Instruct crew to not make any stops on their way TO work, to minimize possible exposure/contamination. Personal errands should be done on the employee’s way home. Consider providing gloves to employees for personal use when running personal errands. 
- Sanitize employee areas after each seating with EPA-registered disinfectant, including but not limited to: tables, tablecloths, chairs/booth seats, table-top condiments and condiment holders.* 
- Between seatings, clean and sanitize table condiments, digital ordering devices, check presenters, self-service areas, tabletops, and common touch areas. 
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