



COVID-19 Reopening Guidance  
June, 2020

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# DC Staging Recommendations

In addition to the report's primary guidance and universal safeguards (e.g., physical distancing of at least six feet, use of masks in public spaces, stringent sanitation and hygiene practices) the Committee proposes the following guidance for the subsectors listed below.

## SUBSECTOR: RESTAURANT

### STAGE 1

- Outdoor table service only, with physical distancing and safeguards
- Buffets prohibited
- Maximum table size of 6
- Standing or seating at outdoor bars prohibited
- Request that customers provide names and contact information and record time of arrival

### STAGE 2

- Indoor seating of up to 50% capacity allowed with safeguards and physical distancing
- Outdoor seating permitted – Bar seating permitted with individuals 6 feet apart (bar standing still prohibited)
- Request that customers provide names and contact information and record time of arrival
- Maximum table size of 10; parties larger than 6 must be from same household
- Buffets permitted if employee serves the food
- Bringing alcohol from home prohibited

### STAGE 3

- Indoor seating of up to 50% capacity allowed with safeguards
- Restaurants may submit case-by-case requests for capacity expansion for approval consistent with physical distancing requirements
- Request that customers provide names and contact information and record time of arrival
- Outdoor seating permitted

## ADDITIONAL RECOMMENDED MITIGATION GUIDELINES

- Use of single-use utensils or condiments at restaurants
- Sanitation of common items in between all table seating
- All food-contact surfaces must be sanitized every 2 hours
- All food-handling staff to wear masks and gloves

– Use online reservation and ordering systems whenever possible and keep customer logs to facilitate contact tracing

## COVID-19 REOPENING GUIDANCE

### Employer:

- Pre-screen (e.g., take temperature and assess symptoms prior to starting working, CDC guidance states the minimum temperature that indicates a fever is 100.4°F)
- Disinfect and clean work spaces and equipment, and consider more frequent cleaning of high touch surfaces.
- Train all employees on the importance of frequent hand washing including washing hands for at least 20 seconds, the use of hand sanitizers with at least 60% alcohol content, and give them clear instruction to avoid touching hands to face.
- Provide adequate cleaning and sanitizing products and supplies.
- Offer sanitizers and wipes to customers and guests.
- Offer protective face covering to employees.

### Employees:

- Regularly self-monitor (e.g., take temperature and assess [symptoms of coronavirus](#)).
- Wear a mask or face covering/gloves/hat as required
- Regularly wash hands for 20 seconds or sanitize with hand gel at least every 30 minutes and after handling food, payment, clearing table, sneezing, coughing or touching your face/mouth.
- Regularly clean all high touch areas before and after and/or as often as you can – including door handle, bathroom knob, table, chairs and counter tops, etc.
- Immediately clean hands after enter or re-enter the restaurant and after bathroom use.
- Immediately clean hands before and after handling food, never touch ready to eat food with bare hand.
- Practice social distancing and stay at least 6 feet from other people whenever possible.

FOH Employees: Required to wear face mask, face shield, gloves and hat at all time.

BOH Employees: Required to wear face mask, gloves and hat at all time.

Sanitizing food prepping surface before and after use. Strictly follow food safety rules and regulations.

Delivery Employees: Required to wear face mask, face shield, gloves and hat at all time.

Carry hand sanitizer at all time. Clean and sanitize food carrying bags after each use.

Outside Delivery/Supplier: Required to wear face covering upon entering the restaurant.

Customers: Required to wear face covering when moving through common areas, including patio and when entering the restaurant.

## Food Code Requirements to Coronavirus Mitigation

- 1) Prohibiting sick employees in the workplace
- 2) Strict handwashing practices that include how and when to wash hands
- 3) Strong procedures and practices to clean and sanitize surfaces
- 4) Ensuring the person in charge of a foodservice facility is a certified food safety manager and on site at all times during operating hours
- 5) Encourage social distancing on establishment on both customers and employees

## Managing Operations in a Foodservice Establishment

Continue to follow established food safety protocols and best practices for retail food establishments and important COVID-19 recommendations, including the following:

- Follow the 4 key steps to food safety: Always – [Clean, Separate, Cook, and Chill](#).
- Discard all food items that are out of date.
- Wash, rinse, and sanitize food contact surfaces dishware, utensils, food preparation surfaces, and beverage equipment after use.
- Frequently disinfect surfaces repeatedly touched by employees or customers such as door knobs, equipment handles, check-out counters, and grocery cart handles, etc.
- Frequently clean and disinfect floors, counters, and other facility access areas using [EPA-registered disinfectants](#).
- Prepare and use sanitizers according to label instructions.
- When changing your normal food preparation procedures, service, delivery functions, or making staffing changes, apply procedures that ensure:
  - Cooked foods reach the proper internal temperatures prior to service or cooling.
  - Hot foods are cooled rapidly for later use – check temperatures of foods being cooled in refrigerators or by rapid cooling techniques such as ice baths and cooling wands.
  - The time foods being stored, displayed, or delivered are held in the danger zone (between 41°F and 135°F) is minimized.
  - Proper training for food employees with new or altered duties and that they apply the training according to established procedures.
- Ensure that person in charge is ServSafe certified and that their certification is up to date, and provide food handler training to refresh employees.

- Verify that your ware-washing machines are operating at the required wash and rinse temperatures and with the appropriate detergents and sanitizers.
- Remember that hot water can be used in place of chemicals to sanitize equipment and utensils in manual ware-washing machines.

## Managing Cleaning/ Sanitizing/ Disinfecting

- Thoroughly detail-clean and sanitize entire facility, especially if it has been closed. Focus on high-contact areas that would be touched by both employees and guests. Do not overlook seldom touched surfaces. Follow sanitizing material guidance to ensure it's at effective sanitizing strength and to protect surfaces.
- Avoid all food contact surfaces when using disinfectants.
- Between seatings, clean and sanitize tabletops, table sides, chairs, chair back and arm chairs, and common touch areas. Single-use items should be discarded. Consider using rolled silverware and eliminating all table presets, and check presenter
- Clean and sanitize reusable menus. If you use paper, discard them after each customer use. Implement procedures to increase how often you clean and sanitize surfaces in the BOH (Every hour) Check restrooms regularly (Every hour) and clean and sanitize them based on frequency of use.
- Make hand sanitizer readily available to guests and employees. Consider touchless hand sanitizing solutions.
- Face masks are available for employees and guests, if needed.

## Managing Employees Health

- Instruct employees with symptoms associated with COVID-19 to report them to their supervisors. Instruct sick employees to stay home and report to their supervisors
- The operator should identify the sign of illness during a pre-work screening and follow the business's policies on when the ill employee is allowed to return to work. At a minimum, however, follow CDC guidelines – tell the employee to self-isolate for 14 days from the onset of symptoms and be symptom-free for three days without medication.
- If an employee is sick at work, send them home immediately. [Clean and disinfect](#) surfaces in their workspace. Others at the facility with close contact (i.e., within 6 feet) of the employee during this time should be considered exposed.
- Instruct employees who are well, but know they have been exposed to COVID-19, to notify their supervisor and follow CDC-recommended precautions (see below).
- Inform fellow employees of their possible exposure to COVID-19 in the workplace, if an employee is confirmed to have COVID-19, while maintaining confidentiality.

- Implement workplace controls to reduce transmission among employees, such as those described below that are included in [CDC's Interim Guidance for Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19](#).
- For additional information when employees may have been exposed to COVID-19, refer to CDC's [CDC's Interim Guidance for Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19](#).
- For additional information on employee health and hygiene and recommendations to help prevent worker transmission of foodborne illness, refer to [FDA's Employee Health and Personal Hygiene Handbook](#).
  - If FDA recommendations differ from CDC's regarding employee health and COVID-19, follow CDC.
- For returning previously sick employees to work, refer to [CDC's Guidance for Discontinuation of Home Isolation for Persons with COVID-19](#).
- Follow [CDC](#) and [FDA](#) information on PPE (i.e., gloves, face masks/coverings, and protective gear).
- Frequently review CDC's [CDC's Interim Guidance for Business and Employers to Plan and Respond to Coronavirus Disease 2019](#).
- Understand risk at the workplace – use [OSHA's Guidance on Preparing Workplaces for COVID-19](#).

## Personal Hygiene for Employees

- Emphasize effective hand hygiene including washing hands for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing, or sneezing.
- Always wash hands with soap and water. If soap and water are not readily available, then use an alcohol-based hand sanitizer with at least 60% alcohol and avoid working with unwrapped or exposed foods.
- Avoid touching your eyes, nose, and mouth.
- Use gloves to avoid direct bare hand contact with ready-to-eat foods.
- Before preparing or eating food, always wash your hands with soap and water for 20 seconds for general food safety.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash and wash hands after.

## Managing Social Distancing

- Update floor plans for common dining areas, redesigning seating arrangements to ensure at least six feet of separation between table setups. Limit party size at tables to no more than the established “maximums approved” as recommended by CDC or approved by local and state government. Where practical, especially in booth seating, physical barriers are acceptable. Consider a reservations-only business model or call-ahead seating to better space diners.
- Any social distancing measures based on square footage should take into account service areas as well as guest areas.
- Remind third-party delivery drivers and any suppliers that you have internal distancing requirements.
- Post signage at the entrance that states that no one with a fever or symptoms of COVID-19 is to be permitted in the restaurant.
- Limit contact between wait staff and guests. Requiring wait staff to wear face coverings.
- Physical barriers such as partitions or Plexiglas barriers at registers.
- Use technology solutions where possible to reduce person-to-person interaction: mobile ordering and menu tablets; text on arrival for seating; contactless payment options.
- Provide hand sanitizer for guests to use, including contactless hand sanitizing stations, and post signs reminding guests about social distancing. Thank them for their patience as you work to ensure their safety.
- Try not to allow guests to congregate in waiting areas or bar areas. Design a process to ensure guests stay separate while waiting to be seated. The process can include floor markings, outdoor distancing, waiting in cars, etc. Consider an exit from the facility separate from the entrance. Determine ingress/egress to and from restrooms to establish paths that mitigate proximity for guests and staff.
- Where possible, workstations should be staggered so employees avoid standing directly opposite one another or next to each other. Where six feet of separation is not possible, consider other options (e.g., face coverings) and increase the frequency of surface cleaning and sanitizing. Note: Face coverings may be required by government officials and/or restaurant operators to mitigate the distancing gap. If not mandated, face coverings are recommended by CDC and, when worn, they should be cleaned daily according to CDC guidance.

## Managing on Food Pick-Up and Delivery

- Observe established food safety practices for time/temp control, preventing cross contamination, cleaning hands, no sick workers, and storage of food, etc.
- Have employees wash hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, after blowing their nose, coughing or sneezing, or after touching high touch surfaces, e.g., doorknobs, and doorbells.



- 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. See, CDC's [How to Protect Yourself & Others](#).
- Increase the frequency of cleaning and disinfecting of high-touch surfaces such as counter tops and touch pads and within the vehicle, by wiping down surfaces using a regular household cleaning spray or wipe.
  - Make sure to read the label and follow manufacturer's instructions on use.
- Establish designated pick-up zones for customers to help maintain social distancing.
- Practice social distancing when delivering food, e.g., offering "no touch" deliveries and sending text alerts or calling when deliveries have arrived.
- Conduct an evaluation of your facility to identify and apply operational changes in order to maintain social distancing if offering take-out/carry-out option by maintaining a 6-foot distance from others, when possible.
- Keep hot foods hot and cold foods cold by storing in appropriate transport vessels.
  - Keep cold foods cold by keeping enough coolant materials, e.g., gel packs.
  - Keep hot foods hot by ensuring insulated cases are properly functioning.
- Keep foods separated to avoid cross contamination, e.g., keeping raw foods separated from cooked and ready-to-eat foods.
- Ensure that any wrapping and packaging used for food transport is done so that contamination of the food is prevented.
- Routinely clean and sanitize coolers and insulated bags used to deliver foods.



## Plan for COVID-19 Exposure

- If a staff member or outdoor dining patron diagnosed with COVID-19 is found to have visited your establishment during their infectious period (starting 48 hours before symptom onset), please be prepared to close your business for at least 24-48 hours to perform appropriate cleaning and disinfection, and for DC Health to perform an initial investigation and provide recommendations. The establishment can reopen based on guidance from DC Health.
- Please note, anyone who is exposed to COVID-19 will be required to quarantine for 14-days from the date of their exposure. If the exposed person undergoes testing and the test result is negative, they will still be required to complete the 14-day quarantine to ensure symptoms do not develop during the remainder of the incubation period. If the test result is positive, they should follow up with their healthcare provider and will be required to isolate until cleared by DC Health.

The guidelines above will continue to be updated as the outbreak evolves. Please visit [coronavirus.dc.gov](https://coronavirus.dc.gov)

# How to Protect Yourself & Others

Older adults and people who have severe underlying medical conditions like heart or lung disease or diabetes seem to be at higher risk for developing serious complications from COVID-19 illness. More information on [Are you at higher risk for serious illness](#).



## Know how it spreads

- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19).
- **The best way to prevent illness is to avoid being exposed to this virus.**
- The virus is thought to [spread mainly from person-to-person](#).
  - Between people who are in close contact with one another (within about 6 feet).
  - Through respiratory droplets produced when an infected person coughs, sneezes or talks.
  - These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
  - Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms.

## Everyone Should



### Wash your hands often

- [Wash your hands](#) often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol**. Cover all surfaces of your hands and rub them together until they feel dry.
- **Avoid touching your eyes, nose, and mouth** with unwashed hands.



### Avoid close contact

- **Avoid close contact with people who are sick, even inside your home.** If possible, maintain 6 feet between the person who is sick and other household members.
- **Put distance between yourself and other people outside of your home.**
  - Remember that some people without symptoms may be able to spread virus.
  - [Stay at least 6 feet \(about 2 arms' length\) from other people.](#)
  - Do not gather in groups.
  - Stay out of crowded places and avoid mass gatherings.
  - Keeping distance from others is especially important for [people who are at higher risk of getting very sick](#).



## Cover your mouth and nose with a cloth face cover when around others

- You could spread COVID-19 to others even if you do not feel sick.
- Everyone should wear a [cloth face cover](#) when they have to go out in public, for example to the grocery store or to pick up other necessities.
  - Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- The cloth face cover is meant to protect other people in case you are infected.
- Do NOT use a facemask meant for a healthcare worker.
- Continue to keep about 6 feet between yourself and others. The cloth face cover is not a substitute for social distancing.



## Cover coughs and sneezes

- If you are in a private setting and do not have on your cloth face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
- Throw used tissues in the trash.
- Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.



## Clean and disinfect

- Clean AND disinfect [frequently touched surfaces](#) daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- If surfaces are dirty, clean them. Use detergent or soap and water prior to disinfection.
- Then, use a household disinfectant. Most common [EPA-registered household disinfectants](#) will work.



## Monitor Your Health

- Be alert for symptoms. Watch for fever, cough, shortness of breath, or [other symptoms](#) of COVID-19.
  - Especially important if you are [running essential errands](#), going into the office or workplace, and in settings where it may be difficult to keep a [physical distance of 6 feet](#).
- Take your temperature if symptoms develop.
  - Don't take your temperature within 30 minutes of exercising or after taking medications that could lower your temperature, like acetaminophen.
- Follow [CDC guidance](#) if symptoms develop.

### Attached add on:

- Summary of Best Practice by FDA April 2020



FDA Best Practice.pdf

# Summary of Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic




## BE HEALTHY, BE CLEAN

 <ul style="list-style-type: none"> <li>• Employees - Stay home or leave work if sick; consult doctor if sick, and contact supervisor</li> <li>• Employers - Instruct sick employees to stay home and send home immediately if sick</li> <li>• Employers - Pre-screen employees exposed to COVID-19 for temperature and other symptoms</li> </ul>		 <ul style="list-style-type: none"> <li>• Wash your hands often with soap and water for at least 20 seconds</li> <li>• If soap and water are not available, use a 60% alcohol-based hand sanitizer per CDC</li> <li>• Avoid touching your eyes, nose, and mouth with unwashed hands</li> <li>• Wear mask/face covering per <a href="#">CDC</a> &amp; <a href="#">FDA</a></li> </ul>		 <ul style="list-style-type: none"> <li>• Never touch Ready-to-Eat foods with bare hands</li> <li>• Use single service gloves, deli tissue, or suitable utensils</li> <li>• Wrap food containers to prevent cross contamination</li> <li>• Follow 4 steps to food safety <a href="#">Clean, Separate, Cook, and Chill</a></li> </ul>	
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## CLEAN & DISINFECT

 <ul style="list-style-type: none"> <li>• Train employees on cleaning and disinfecting procedures, and protective measures, per CDC and FDA</li> <li>• Have and use cleaning products and supplies</li> <li>• Follow protective measures</li> </ul>		 <ul style="list-style-type: none"> <li>• Disinfect high-touch surfaces frequently</li> <li>• Use EPA-registered disinfectant</li> <li>• Ensure food containers and utensils are cleaned and sanitized</li> </ul>		 <ul style="list-style-type: none"> <li>• Prepare and use sanitizers according to label instructions</li> <li>• Offer sanitizers and wipes to customers to clean grocery cart/basket handles, or utilize store personnel to conduct cleaning/sanitizing</li> </ul>	
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## SOCIAL DISTANCE

 <ul style="list-style-type: none"> <li>• Help educate employees and customers on importance of social distancing:             <ul style="list-style-type: none"> <li>- Signs</li> <li>- Audio messages</li> <li>- Consider using every other check-out lane to aid in distancing</li> </ul> </li> </ul>	 <ul style="list-style-type: none"> <li>• Avoid displays that may result in customer gatherings; discontinue self-serve buffets and salad bars; discourage employee gatherings</li> <li>• Place floor markings and signs to encourage social distancing</li> </ul>		 <ul style="list-style-type: none"> <li>• Shorten customer time in store by encouraging them to:             <ul style="list-style-type: none"> <li>- Use shopping lists</li> <li>- Order ahead of time, if offered</li> </ul> </li> <li>• Set up designated pick-up areas inside or outside retail establishments</li> </ul>	
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## PICK-UP & DELIVERY

 <ul style="list-style-type: none"> <li>• If offering delivery options:             <ul style="list-style-type: none"> <li>- Ensure coolers and transport containers are cleaned and sanitized</li> <li>- Maintain time and temperature controls</li> <li>- Avoid cross contamination; for example, wrap food during transport</li> </ul> </li> </ul>	 <ul style="list-style-type: none"> <li>• Encourage customers to use "no touch" deliveries</li> <li>• Notify customers as the delivery is arriving by text message or phone call</li> </ul>		 <ul style="list-style-type: none"> <li>• Establish designated pick-up zones for customers</li> <li>• Offer curbside pick-up</li> <li>• Practice social distancing by offering to place orders in vehicle trunks</li> </ul>	
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## EMPLOYEES ACKNOWLEDGE TO BANGKOK JOE'S COVID-19 NEW GUIDANCE:

- If Sick, Stay home. Do not come to work.
- Maintaining Healthy Business Operations by strictly following new normal guideline for safety, sanitizing and social distancing
  - Wear a mask or face covering/gloves/hat as required
  - Regularly wash hand for 20 seconds or sanitize with hand gel at least every 30 minutes and after handling food, payment, clearing table, sneezing, coughing or touching your face/mouth.
  - Regularly clean all high touch areas before and after and/or as often as you can – including door handle, bathroom knob, table, chairs and counter tops, etc.
  - Immediately clean hands after enter or re-enter the restaurant and after bathroom use.
  - Immediately clean hand before and after handling food, never touch ready to eat food with bare hand.
  - Practice social distancing and stay at least 6 feet from other people whenever possible.
  - FOH Employees: Required to wear face mask, face shield, gloves and hat at all time.
    - Wear gloves when serving ready to eat food
  - BOH Employees: Required to wear face mask, gloves and hat at all time.
    - Sanitizing food prepping surface before and after use. Strictly follow food safety rules and regulations.
  - Delivery Employees: Required to wear face mask, face shield, gloves and hat at all time.
    - Carry hand sanitizer at all times. Clean and sanitize food carrying bags after each use.
- You will be screened and taking temperature for assessing symptoms before starting your shift.
- You will stop working and be sent home if you exhibit symptoms compatible with COVID-19.
  - Symptoms may include: fever (subjective or 100.4 degrees Fahrenheit), chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea, or otherwise feeling unwell.

- Anyone who is exposed to COVID-19 will be required to quarantine for 14-days from the date of their exposure.
  - If the test result is positive, they should follow up with their healthcare provider and will be required to self-isolate for 14 days from the onset of symptoms and be symptom-free for three days without medication.
  - If the test result is negative, they will still be required to complete the 14-day quarantine to ensure symptoms do not develop during the remainder of the incubation period.
- **A doctor's note is required to verify that you are healthy and able to return to work.**
- Inform your supervisor if you are sick or have a sick family member at home with COVID-19.

I have read and understand the general rules and regulations for Covid-19 operating guidance. I will perform and operate my service to safeguard of the public health and to the best practices according to Bangkok Joe's Covid-19 operating guidance.

Sign: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

Position: \_\_\_\_\_