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Restaurant Reopening Procedures

Food Safety

1. Continuing employee safety training; including proper handwashing with soap and water for at least twenty seconds as frequently as possible.
2. Implement the use of hand sanitizer in addition to handwashing.
3. Train team members to cover coughs and sneezes into their elbow or sleeve and not their hands.
4. Person-in-Charge has an up to date ServSafe Food Manager Certification. The FDA requires every facility to have a person in charge on site during open hours and directs that the person in charge should have a food manager certification.
5. Provide ServSafe food handler training for all associates.
6. Discard all items that are out of date.
7. Where salad bars and buffets are permitted by local/state officials, they must have sneeze guards in place. Change, wash, sanitize utensils frequently and place appropriate barriers in open areas.
8. Cafeteria style (worker served) is permissible with appropriate barriers in place.
9. If providing a “grab and go” service, stock cookers to no more than minimum levels.
10. Discontinue self-service food stations, product samples.
11. Never touch ready to eat foods with bare hands.
12. Use single service gloves, deli tissue, or suitable utensils.
13. Wrap food containers to prevent cross contamination.
14. Follow 4 steps to food safety: clean, separate, cook, and chill.

Social Distancing

1. The maximum number of customers allowed in a facility at one time to maintain social distancing should be determined by the operator or by the State’s department of Health’s guidelines.
2. Each facility shall post and enforce the maximum determined number of in-house patrons as determined by mandated social distancing protocols in a readily viewable and accessible location.
3. Each facility shall arrange seating to allow appropriate social distancing between groups and requiring staff and customers to adhere to social distancing guidelines wherever possible both during in-house and carry out transactions.
4. Designate with floor markings, signage, tape, or by other means appropriate social distancing spacing of at least 6 feet for employees and customers.
5. Where appropriate, designate social distancing spacing for persons waiting to enter the facility, persons waiting to be seated, and persons waiting for takeout orders.
6. Provide contactless payment systems, automated ordering systems, mobile ordering apps, website updates, and simple texts.
7. Ensure minimum of 6 feet in between employees and guests. If not possible, install barriers.
8. Consider specific hours for at-risk populations (e.g. elderly).
9. Stagger entry of customers and guests.



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10. Increase availability of curbside pickup and delivery.
11. Consider suspending return policies.
12. Update floor plans for common dining areas. Redesign seating to ensure at least six feet of separation between table set ups.
13. Limit party size at tables to no more than established “maximums approved” by local and state government. Recommendation is to limit group seating to a maximum party size of 10 individuals and continuing to ensure the appropriate social distancing from other patron parties.
14. Consider a reservations-only business model or call-ahead seating to better space patrons.
15. Any social distancing measures based on square footage should consider service areas as well as guest areas.
16. Remind third-party delivery drivers and any suppliers that you have internal distancing requirements.
17. Limit contact between your staff and guests.
18. If practical, establish physical barriers, such as partitions or plexiglass, at registers.
19. Use technology solutions where possible to reduce person-to-person interaction, such as mobile ordering and menu tablets, text on arrival for seating, and contactless payment options.
20. Do not 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.
21. 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.
22. Where possible, workstations should be staggered so employees avoid standing directly opposite of 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 sanitation.
23. Limit the number of associates allowed simultaneously in break rooms.
24. With larger staffs, use communication boards or digital messaging to convey pre-shift information.



Additional considerations for Markets:

1. Consider using every other check-out lane to aid in social distancing.
2. Avoid displays that may result in customer gatherings, discontinue self-service buffets and salad bars.
3. Shorten customer time in store by encouraging them to:
 - a. Use shopping lists.
 - b. Order ahead of time, if offered.
4. Set up designated pick-up areas inside or outside retail establishments.

Additional considerations for Pick-Up Service:

1. Establish designated pick-up zones for customers.
2. Offer curbside pickup.
3. Practice social distancing by offering to place orders in vehicles trunks.

Protective Equipment

1. Face coverings are required for all employees, unless not advisable by a healthcare professional, against documented industry best practices, or not permitted by federal or state laws/regulations.
2. Face coverings should be kept clean in accordance with CDC guidance, which states face coverings should be washed after each use. A washing machine should suffice in properly washing a face covering.
3. Individuals should be careful not to touch their eyes, nose, and mouth when removing their face covering and wash hands immediately after removing.
4. Disposable gloves are also encouraged when appropriate.

Communication

1. Communicate with your customers, providing hours of operation, menu items, reservation information, social distancing requirements, and safety efforts through your website, email campaigns, and social media channels.
2. Review of state and local officials tailored applications of opening criteria to local circumstances.
3. Place signage at entrance asking customers not to enter if symptomatic and asking them to perform safe social distancing with associates and other patrons. Thank them for their patience as you work to ensure their safety.



Cleaning/Sanitizing/Disinfecting

1. Create and execute an environmental cleaning and sanitizing schedule of commonly touched surfaces, such as workstations, countertops, railings, door handles/knobs, menu covers, bill holders, and any other commonly touched items in the front of the house and back of the house surfaces with which customers and associates come into contact.
2. Thoroughly detail-clean and sanitize entire facility. Focus on high contact areas that would be touched by both employees and guests. Do not overlook seldom-touched surfaces. Follow sanitation material guidance to ensure it is at effective sanitizing strength to protect surfaces.
3. Train associates on cleaning and disinfecting procedures and protective measures.
4. Have and use cleaning products and supplies.
5. Avoid all food contact surfaces when using disinfectants.
6. Between seating's, clean and sanitize table, condiments, digital ordering devices, check presenters, self service areas, tabletops, and common touch areas. Single-use items should be discarded. Consider using rolled silverware and eliminating table pre-sets.
7. Remove lemons and unwrapped straws from self-service drink stations.
8. Clean and sanitize reusable menus. If you use paper menus, discard them after each customer use.
9. Implement procedures to increase how often you clean and sanitize surfaces in the back-of-house.
10. Check restrooms regularly and clean and sanitize based on frequency of use.
11. Make hand sanitizer readily available to guests and associates. Consider touchless hand sanitizing solutions.
12. Clean high-touch items after each use (e.g. carts, baskets, etc.)
13. Disinfect high-contact surfaces hourly.
14. Clean merchandise before stocking, if possible.
15. Close once/week for deep cleaning.

Employee Health Monitoring and Personal Hygiene

1. An operation or notification plan shall be created by the operator for any instance when an employee is diagnosed with a probable or confirmed case of COVID-19 by a healthcare provider and is reported to the local health district with jurisdiction.
2. Prohibit sick associates in the workplace.
3. Require regular handwashing by establishing strict handwashing practices that include how and when to wash hands. Associates should be instructed to wash their hands often with soap and water for at least 20 seconds.
4. Associates must perform daily symptom assessment. This includes taking their temperature with a thermometer and monitoring for fever. Also watch for coughing or trouble breathing.
5. Require associates to stay home if symptomatic.
6. Take associates temperature upon arrival at work. CDC guidelines state the minimum temperature that indicates a fever is 100 degrees Fahrenheit.



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7. Monitoring employees' health at the start of, and every eight (8) hours during each shift whenever possible including a temperature screening.
8. If an associate becomes ill or presents signs of illness, the operator should follow the CDC guidelines and ask the associate to self-isolate for seven days from the onset of symptoms and be symptom-free for three days without medication and seven days have passed since symptoms first began.
 - a. These instances do not require documentation from a healthcare provider for the employee to return to work. Employees who have been diagnosed with a confirmed or probable case of COVID-19 shall not return to work until documentation is provided by a healthcare provider or the local health department where the employee resides.
9. Place hand sanitizers in high-contact locations. Hand sanitizers should have at least 60% alcohol content.
10. Give associates clear instruction to avoid touching hands to face.
11. Group associates by shift to reduce exposure.
12. Immediately isolate and seek medical care for any individual who develops symptoms while at work.
13. Contact the local health district about suspected cases or exposures.
14. Work with local health department to identify potentially infected or exposed individuals to help facilitate effective contact tracing/notifications.
15. Shutdown restaurant for deep sanitation if case is suspected or confirmed.