



# Stay at Home 2.0

RESTAURANTS

## COVID-19 REOPENING GUIDANCE

GOVERNOR'S ECONOMIC REOPENING TASKFORCE



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## FOOD SERVICE INDUSTRY

### Safeguarding Guidance:

The Governor's Economic Re-Opening Task Force recommends protocols for safeguarding all New Hampshire businesses during the coronavirus disease 2019 (COVID-19) pandemic. This industry-specific guidance is based on what is currently known about COVID-19 and is intended to protect the public's health and allow New Hampshire to remain open for business.

The intent of these recommendations is to reduce transmission of COVID-19 among employees and customers; support healthy business operations; and maintain a healthy work environment.

In addition to strict adherence to [U.S. Centers for Disease Control and Prevention \(CDC\)](#), [Equal Employment Opportunity Commission \(EEOC\)](#) and [Occupational Safety and Health Administration \(OSHA\) guidance](#), and [US Food and Drug Administration \(FDA\)](#), the State of New Hampshire recommends policies and procedures to protect consumers and employees, including:

#### Employee Protection Guidelines:

1. Follow Universal Guidelines for All New Hampshire Employers and Employees.
2. Follow CDC [guidance for Businesses and Workplaces](#).
3. Follow CDC guidelines for [Reopening Guidance for Cleaning and Disinfecting Businesses](#).
4. Follow [ServSafe COVID-19](#) training guidelines.
5. Conduct employee health screening as outlined in the Universal Guidelines for All New Hampshire Employers and Employees.
6. Build social distancing into food service operations to maintain a safe distance of at least 6 feet between employees and customers.
7. Employees [shall wear cloth face coverings](#) over their nose and mouth when at work and around others in settings where social distancing may be difficult.
  - a. Customers should also be asked to wear cloth face coverings when in a food service facility where social distancing is difficult (e.g. waiting in line for pick-up or seating).
  - b. Cloth face coverings worn by employees should be kept clean in accordance with CDC guidance.
8. Train all employees on the importance of frequent hand washing and the use of hand sanitizers with at least 60% alcohol content



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### Consumer Protection Guidelines:

1. As an extension of the curbside and delivery model, restaurants are permitted to offer outdoor dining beginning on Monday, May 18, 2020. Restaurants are permitted to expand outside wherever an outdoor area can be set up safely, such as parking spaces close to entrances, sidewalks, existing patios, lawn areas. Outdoor areas must be able to be cleaned and disinfected, as appropriate. The outdoor space must be clearly delineated and distanced from the general public. If expansion is in a shared space, restaurants must coordinate and seek approval from local authorities.
2. Seated indoor dining is not permitted.
3. Tables for outdoor seating must be limited to no more than six (6) guests per table
4. Tables spacing must be maintained so people sitting at adjacent tables are more than 6 feet apart, and to allow employees/servers to stand back 6 feet from a group's table (e.g. when taking an order) and still maintain a minimum of 6 feet from other adjacent tables.
5. Reservations or call ahead seating is required to promote social distancing and prevent groups of guests waiting for tables. Establishments may use a text alert system to alert guests of available seating, an intercom system for guests waiting in their vehicles, or only one member of the party being allowed to wait in the waiting area for their table to be ready.
6. Reservations should be staggered to prevent congregating in waiting areas. Waiting areas should build in social distancing so customers and employees are spaced at least 6 feet apart (either through spacing of seating while waiting, or demarcation's on the floor).
7. Bar seating areas must remain closed.
8. Signage must be prominently posted throughout the venue to ask customers if they are experiencing COVID-19 symptoms, including:
  - a. Fever
  - b. Respiratory symptoms such as sore throat, cough, or shortness of breath
  - c. Flu-like symptoms such as muscle aches, chills, and severe fatigue
  - d. Changes in a person's sense of taste or smell
  - e. If you answered yes to any of these questions, please do not put our employees and other guests at risk and come back another day when you feel better.
9. Customers should be asked to bring and wear a cloth face covering when entering and exiting a facility to protect other patrons and employees during the seating and exiting process, or when getting up to use the restroom. Cloth face coverings are not required while a customer is seated and dining outdoors.
10. Alcohol-based hand-sanitizer must be made readily available at the reception desk for both customers and employees



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## Business Process Adaptation Guidelines:

1. Place hand sanitizer stations in restaurant lobby reception and bathrooms, as well as at cashier stations. Restrooms should be monitored and routinely cleaned and soap dispensers regularly filled.
2. Disinfect all front-of-house surfaces including door handles, screens, phones, pens, keyboards and other areas of hand contact every two hours, at a minimum.
3. To the extent possible, use menus that are disposable or sanitized between each use. A disposable ordering system is also advisable when possible to limit guest interaction with wait staff.
4. Use of 'self-serve' utensils, plates or napkins, are not allowed. Consider using rolled silverware and eliminating table presets.
5. Sanitize all tabletop items, including condiments, after each table turns (or use disposables).
6. Disinfect chairs, especially where contact occurs, after each table use.
7. No self-serve buffets or appetizers, condiments on a counter for use by multiple tables, or beverage station re-use.
8. No catering or large-group functions shall be allowed.
9. Restroom occupancy should be limited for group restrooms to incorporate social distancing, and waiting lines outside of restrooms should be avoided.

