Restaurants and Retail Businesses: Best Management Practices Plan

Introduction and Purpose of BMP:

The purpose of this Best Practices Management Plan is to ensure businesses in your industry have a consistent and easy to use outline for suggested approaches to mitigate COVID-19 transition in order to quickly and safely reopen their businesses.

Using this Worksheet:

Instructions: Refer to the EDB Business Checklist for mitigation measures required by the Sonoma County Department of Health. List with sufficient detail how businesses within your industry could implement best practices in adherence to the three main categories.

1.   Minimizing In-Person Interactions:

> Refer to the mitigation checklist and list potential BMPs to encourage remote work (when/where possible), provide distancing, and limit/manage person-to-person contact as needed.

Restaurants and retail businesses should:

1.   Encourage staff who are able to tele-work to do so.
2.   Continue to advertise alternative business delivery models such as take out.
3.   Arrange or eliminate furniture, fixtures, merchandise or machinery to provide room for physical distancing.
4.   Create traffic pathways in your physical space to minimize physical interactions using floor stickers, arrows, and other methods to clearly mark these pathways.
5.   Limit the number of customers in the facility at any one time to the maximum number which allows for customers (or groups of household members) and employees to easily maintain at least six-foot distance from one another, at all practicable times.
6.   Provide signage regarding the physical distancing protocol at the facility; persons to maintain a minimum six-foot distance from non-household members as much as practicable and not engage in any unnecessary physical contact.
7.   Control physical distancing of people consuming food and beverage by limiting at-bar service, separating dining tables and restricting table use to

keep parties separated from others by a minimum of 6 feet or separated by a physical barrier such as a high-backed booth.

8. Encourage the use of outdoor spaces for dinning and retail operations where and when feasible.
9. Designate an employee to monitor that the maximum number of customers in the facility is not exceeded and physical distancing is maintained.
10. Encourage customers to utilize face coverings when entering the facility.
11. Implement protections for cashiers, bartenders, and other workers who normally have regular, close interaction with the public. This can be done with the implementation of engineering controls such as Plexiglas screens or other physical barriers, or spatial distance of at least six feet.
12. Not allow customers to sit or stand within 6 feet of food, glassware, consumables, or other materials that will be provided to other customers.
13. When feasible, separate workstations by at least six feet. Otherwise, ensure proper use of face coverings and evaluate additional measures such as dividers.
14. At retail counters or in other locations where queueing is possible, place tape or other markings at least six feet apart in customer areas inside the facility and on sidewalks at public entrances with signage that directs customers to use the markings to maintain distance.
15. Where long lines form, assign an employee to monitor lines in order to ensure that social distancing can be maintained within the facility.
16. Create one-way aisles in higher traffic areas.
17. Separate order areas from pickup and delivery areas to prevent customers from gathering.
18. Develop restroom occupancy plans that will help ensure 6-foot physical distancing can be accomplished. Limit restrooms to single user if necessary.

2. Daily Monitoring of Employee Health Requirements:

Refer to the mitigation checklist and list potential BMPs related to employee health and safety, such as verifying employees' temperatures to be below 100.00 degrees Fahrenheit, deploying self-assessments, and enabling/encouraging the use of PPE.

1. Require all employees to perform a self-check for COVID-19 symptoms before reporting to work site or other assignment away from home. This can be done using the Sonoma County SoCo COVID-19 Check available on the Apple and Google App stores, or on the SoCo Emergency website. If web access is an issue, companies may develop paper checklists.
2. Employers must verify on site that all employees not able to tele-work do not have a temperature of more than 100 Fahrenheit before reporting for work.
3. Provide face coverings and other appropriate personal protective equipment (PPE), and ensure correct usage at all times for employee and customer safety
4. All employees should wash their hands or use hand sanitizer frequently and after any of the following activities: customer interactions, using the restroom,

sneezing, touching the face, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift
5. Ensure appropriate face coverings are used by all employees and is verified upon entry to the workplace.
6. Implementation of personal protective equipment such as gloves, masks and other protective measures deemed appropriate for the nature of the business operations.
7. Consider assigning one staff person to develop and enforce COVID-19 mitigation best practices.
8. Reduce employee interaction by reducing overlapping shifts i.e. swing shifts and scheduling groups of employees to work together frequently.
9. Limit sharing of office supplies, tools, knives etc.

3. Managing Health and Safety Guidelines:

Refer to the mitigation checklist and list potential BMPs that could be used to communicate COVID-19 mitigation protocols, enforce hygiene and sanitation rules, and effectively train employees as necessary.

1. Train employees on all measures and protocols applicable to their function or role prior to returning to work at place of business.
2. Frequently disinfect high-contact surfaces (e.g. point of sale terminals, counters, tables, restroom surfaces, etc.).
3. Discontinue self-serve operations, such as salad bars, buffets, food sampling, and beverage service stations that require customers to use common utensils or dispensers.
4. Offer single use disposable utensils or containers and provide packets or ramekins for condiments. Discontinue bulk dispensed items.
5. Provide cups, lids, stir sticks etc. upon request and do not provide them via self-service.
6. Use online ordering, menu boards, single use disposable menus, or use menus that can be sanitized between use (i.e. laminated).
7. Discourage customers from bringing their own bags, mugs, or other reusable items from home.
8. Signage regarding proper hand washing technique should be posted at all hand-wash sinks.
9. When possible, utilize "contactless" payment methods.
10. Make disinfecting wipes containing an EPA-approved disinfectant or other disinfection measure(s) available near shopping carts and shopping baskets.
11. When feasible accept all deliveries outside and restrict access of delivery personnel.
12. Provide signage encouraging regular hand washing in breakrooms and other locations where employee information is provided.

13. Provide signage at each entrance of the facility to inform employees and customers of common COVID-19 symptoms and that they must not enter the facility if they are sick with or suspect they may be experiencing COVID-19 symptoms.
14. Consider offering special hours or appointments for immuno-compromised and other vulnerable populations.