

WISCONSIN

GUIDANCE ON PREPARING WORKPLACES FOR COVID-19



RESTAURANTS, FOOD SERVICE AND BARS



From supper clubs to corner pubs, food and drink are a cornerstone of Wisconsin life. The more than 15,000 restaurants, bars, food trucks and other eateries in the state employ more than 275,000 workers. These businesses are an essential component of the quality of life that attracts visitors and new residents to the state. While some restaurants have been able to shift operations to accommodate curbside and delivery options, these strategies are not viable for all businesses and often only provide enough revenue to cover basic costs. Expanding offerings to incorporate on-site dining will help bring more employees back to work and accommodate demand beyond curbside options.

This document includes guidance for any establishment that provides meals, drinks, or retail food sales within the state of Wisconsin. This includes full-service restaurants, fast-food establishments, bars, taverns, grocery stores, schools, senior meal sites, cafes, delis, and coffee stands, as well as wineries, breweries, food trucks, caterers, and mobile food vendors. Keeping employees and customers safe is the number-one priority for all businesses. This document provides guidelines for protecting both. Please see the **“General Guidance for All Businesses”** document for guidance that applies to all industries, and please consult the other available industry guides as relevant for your specific business type.

Recommendations for Restaurant and Food Services and Bars

Employee health and hygiene

- ▶ Employees who have a fever or other symptoms of COVID-19 will not be allowed to work.
- ▶ Maintain an adequate supply of paper goods, soap and hand sanitizer to allow proper hand hygiene among employees and customers.
- ▶ Provide tissues for proper cough/sneeze etiquette and no-touch disposal receptacles.
- ▶ Emphasize effective hand hygiene, including washing hands with soap and water for at least 20 seconds, especially before preparing or eating food; after using the bathroom; and after blowing your nose, coughing or sneezing.



PROTECT



WASH OFTEN



DISINFECT



CAUTION

Face masks and cloth face coverings

- ▶ Employees and customers should wear a face mask or cloth face covering while indoors or in enclosed spaces (e.g., outdoor dining), even if social distancing is being practiced. The main purpose of a cloth face covering is to help prevent the wearer from unknowingly spreading the virus to other people, not to protect the wearer from becoming infected. Coverings may be removed while eating or drinking.
- ▶ Instruct your employees how to properly put on and remove a face mask or cloth face covering. The [CDC](#) illustrates how to properly wear a face covering and have several tutorials for how to make one.

Clean and disinfect

- ▶ Familiarize yourself with requirements from your [local health department](#) and make sure you are adhering to them.
- ▶ In food preparation areas, utilize only appropriate food service chemicals.

- ▶ Sanitize high-contact areas in the front and back of the establishments (for example, doorknobs, buttons, cooler doors, shopping carts/baskets and check-out counters) every two hours, or after each user if feasible. Sanitize tables and seating after each guest.
- ▶ Sanitize food contact surfaces after each use.
- ▶ Restrooms should be sanitized frequently, and the establishment shall monitor that patrons and staff adhere to social distancing guidelines regarding restroom use.
- ▶ Use disposable menus or sanitize menus after each use.
- ▶ Do not use disinfecting wipes to wipe more than one surface; use one wipe per item or area and discard after each use or when visibly soiled.

Food and beverage handling and preparation

- ▶ Ensure you are adhering to the requirements in the [Wisconsin Food Code](#).
- ▶ Use gloves to avoid direct bare hand contact with ready-to-eat foods or unwrapped single-use items such as straws, stir sticks or toothpicks.
- ▶ Wrap food containers to prevent cross-contamination.
- ▶ Follow four steps to food safety: Clean, Separate, Cook and Chill.
- ▶ Encourage staff to become Certified Food Protection Managers.
- ▶ Do not allow customers to refill their own drinks; only allow staff to refill drinks, and use a new cup or mug for the refill.
- ▶ Use rolled silverware/napkins stored in sealed bags. Staff will roll silverware in designated sanitary areas. Do not preset silverware. Once removed from the sealed bags, utensils may not be reused, even if they have not been unwrapped.
- ▶ Grocery stores are permitted to keep open areas where customers self-dispense unpackaged foods, such as fresh produce. Self-dispensing that requires the use of tongs or scoops, like bulk bins and bakery displays, are *encouraged to close* but not required to do so. Grocery stores are required to sanitize the tongs and scoops frequently and close the self-dispensing area if they are not able to accomplish this sanitizing.
- ▶ Grocery store produce areas may remain accessible for customer self-service.

Social distancing

- ▶ The capacity of customer-facing businesses should be reduced as much as possible to ensure adequate social distancing.
- ▶ Eliminate any unnecessary physical contact between staff and customers, and maintain social distancing with a six-foot distance between individuals whenever possible.



- ▶ Install physical barriers such as sneeze guards and partitions at cash registers, bars, host stands and other areas where maintaining physical distance of six feet is difficult.
- ▶ Offer cashless and contactless transactions whenever possible.
- ▶ When exchanging paper and coin money, do not touch your face afterward. Ask customers to place cash on the counter rather than directly into your hand. Place money on the counter, not in hand, when providing change back to customers. Clean counter after each customer at checkout.
- ▶ Any indoor or outdoor waiting area must be marked to enforce social distancing standards. One member of a party should be allowed in the waiting area, while other members of the party wait in their vehicle. Advance reservations are preferred to walk-in dining.
- ▶ Dining rooms should maintain six feet between tables. When possible, physical barriers made of plastic or similar solid material should separate tables/booths. Tables and booths that are not compliant should be clearly signed and blocked off (i.e., with visible tape) across seats and tables.
- ▶ Limit each tables to six guests. Extra chairs should be

removed and tables may not be combined.

- ▶ For bar areas, two bar stools should be left empty between customers not in the same party. The same rules apply to outdoor patio areas.
- ▶ Adjust menu offerings and kitchen workflows to allow employees to maintain six feet of distance.
- ▶ Use floor markings in entry and cash wrap areas to encourage social distancing.
- ▶ Smoking patios should be closed or limited to one person at a time.
- ▶ Common-use areas (such as lounge areas and child play areas) should be closed if social distancing and sanitizing between users cannot be maintained.

Additional customer protections

- ▶ Post signage on the front door letting customers know about changes to your policies and instructing them to stay away if they are experiencing COVID-like symptoms.
- ▶ Install sanitizing stations (with hand sanitizer that is at least 60% alcohol) at the entrance to your business and encourage customers to use them.
- ▶ Remove all unnecessary touchpoints, especially those that cannot be sanitized. Examples include the use of pens to sign receipts (cashless and contactless transactions are recommended), paper ordering slips, and order/table buzzers.
- ▶ Utilize disposable items instead of reusable whenever possible, and provide adequate trash receptacles to accommodate waste.
- ▶ Remove shared condiments from tables. Provide them by request and sanitize after usage, or provide single-use containers or disposable packets.
- ▶ Close all self-service food and drink stations (for example, salad bars and buffets).

Food pickup and delivery

- ▶ Continue offering online sales, delivery and curbside pickup, and consider pre-ordering of dine-in meals to reduce dine-in customers' time on site and reduce the number of customers dining at once.

- ▶ If offering take-out/carry-out options, conduct an evaluation of your facility to identify and apply operational changes in order to maintain a six-foot distance from others when possible.
- ▶ Avoid direct hand-off if possible.
- ▶ Post signs to inform customers of food pickup protocols.
- ▶ Provide physical guides, such as tape on floors or sidewalks, to ensure that customers remain at least six feet apart in line, or ask customers to stay in their cars or away from the establishment while waiting to pick up food.
- ▶ Establish designated pickup zones for customers to help maintain social distancing.
- ▶ Practice social distancing when delivering food. An example of this could be offering no-touch deliveries and sending text alerts or calling when deliveries have arrived.
- ▶ Ensure that coolers and transport containers are cleaned and sanitized.
- ▶ Maintain time and temperature controls.
- ▶ ServSafe is offering [free takeout and delivery training videos](#) for curbside and delivery operations with COVID-19 precautions.

Offsite/catering

- ▶ Food trucks and caterers should adhere to similar guidelines to restaurants regarding social distancing. This may require food trucks to operate with only one employee. Food trucks should locate at least 30 feet apart to provide adequate room for queuing with social distancing.
- ▶ Catering staff are not responsible for setup of venue; the host entity is responsible for table distancing and event logistics.
- ▶ Prepackaged disposable utensils and supplies or pre-wrapped utensils (as discussed in the "Food and beverage handling and preparation" section) should be provided for guests. Serving dishes and utensils should be sanitized between uses.
- ▶ Customers should not be allowed to self-serve (i.e., no buffet service). Single-serving condiments should be used.



IN PARTNERSHIP WITH WISCONSIN'S REGIONAL ECONOMIC DEVELOPMENT ORGANIZATIONS:

7 Rivers Alliance
Centergy
Madison Region
Economic Partnership
Milwaukee 7

Momentum West
Prosperity Southwest
Grow North
The New North
Visions Northwest

CHECKLIST GUIDE FOR REOPENING

Your Restaurant, Bar or Food Service Business

After reading through the available guidance for your business sector at wedc.org/reopen-guidelines use this checklist to ensure that you have taken the necessary steps to open your business safely, protecting the health of your employees and customers. In addition to reviewing this checklist, be sure to consult your local health department, as some communities may have additional local regulations in place.

Policy Checklist

- Create a policy for identification and isolation of sick people, including employee self-monitoring, required reporting of illness, sick leave policies and isolating individuals that become ill at work.
- Assess leave policies for quarantined/isolated workers and those caring for sick family members.
- Create a policy on personal protective equipment (PPE). Require that employees wear face masks or cloth face coverings when indoors or in enclosed spaces, even if social distancing is being practiced.
- Connect employees to employee or community assistance resources such as the Wisconsin COVID-19 hotline (211) or COVID-19 Resilient Wisconsin dhs.wisconsin.gov/covid-19
- Create a customer service policy. Customers should wear face coverings while indoors or in enclosed spaces, even if social distancing is being practiced. Require that customers bring their own face mask or covering, and also provide them for customers who don't bring their own. Considerations should be made for individuals who are exempt from wearing a face covering. Refuse service to any customer who does not follow customer service policies or arrives with symptoms. Check with state and local health departments for the most up-to-date information on mask requirements and exceptions.
- Create a response plan in the event that an employee has COVID-19 symptoms or is suspected or confirmed to have COVID-19. This should include criteria for impacted employees to return to work and guidance for identifying, communicating with and accommodating potentially exposed workers.

Communications Plan Checklist

- Establish an employee communications schedule and develop a training plan for employees with modules on social distancing, hygiene and sanitation best practices, what to do if they feel sick, proper use of PPE and cloth face coverings, and how to educate customers about the new policies and practices.
- Develop a marketing plan for customers that addresses business signage, social media communications, new business policies and customer instructions (stay home if you are sick, limit items you touch, closure of common areas, hygiene including handwashing, social distancing reminder).
- Communicate with vendors/suppliers for contactless dropoff or to arrange deliveries during non-customer hours.
- Update website and social media with new policies and procedures. Update customers on dining/ordering options and policies as circumstances change.

Facility Plan Checklist

- Post signage about policy changes for customers and employees.
- Provide tissues and no-touch trash receptacles.
- Set up sanitizer or handwashing stations in convenient locations around the business. Provide disinfectant wipes near displays requiring touch (e.g., ordering kiosks).

- Remove unnecessary touchpoints or items that cannot be sanitized (such as table cards).
- Remove some sets of tables and chairs, or install barriers, to ensure that occupied tables and barstools allow for patrons to be seated at least six feet away from those not in their party (e.g., leave two vacant barstools between occupied stools). Limit parties to six patrons. The same rules apply to outdoor patio areas.
- Close self-service areas (salad bars, condiment stations, drink stations) and remove shared condiments from tables. Use pre-packaged or single-serve options, or have staff fill glasses.
- Install social distancing markers or directional arrows on floors to encourage distancing of at least six feet where possible, and to minimize contact. Consider closing waiting areas and texting diners when a table is available, or allowing only one member per party to wait in designated and well-marked distanced locations.
- Consider adding clear plastic barrier protection at the cash register, bars, host stands, kitchen or other places where maintaining physical distance of six feet is difficult.
- Implement touchless payment systems/options.
- Close common areas such as lounge areas or child play areas if possible. If left open, sanitize after each use.
- For grocery stores: Self-dispensing items that require the use of tongs or scoops are encouraged, but not required, to close. Tongs and scoops should be sanitized frequently. This area needs to be closed if sanitizing cannot be accomplished.
- Close smoking patios or limit to one person at a time.
- Establish designated pickup zones for customers to help maintain social distancing.
- Minimize the need of employees to share equipment/tools (knives, pens, phones, etc.) by purchasing additional sets as needed. If items must be shared, provide a means to sanitize them between uses.

Operations Plan Checklist

- Before you reopen, sanitize; consult on HVAC and water systems, possibly increasing air flow; and ensure fans are not blowing air directly from one person toward another.
- Assign one or more staff members (ideally one per shift) to take the lead on cleaning and disinfecting. Review cleaning/disinfecting/sanitizing product labels to determine glove and other PPE requirements. Provide chemical hazard training to employees.
- Eliminate unnecessary physical contact between staff and customers.
- Create disposable menus or use a type that can be sanitized (e.g., laminated).
- Adjust menu offerings and kitchen workflows to allow employees to maintain six feet of distance.
- Create a clean and sanitary location to prepare silverware settings. Pre-roll and package silverware settings and provide them to guests upon seating. Do not preset tables.
- Do not allow refills; instead, provide fresh glasses and plates.
- Purchase face masks or cloth face coverings for customers and PPE for staff.
- Purchase cleaning supplies appropriate to sanitize the type of surfaces and products found in your restaurant.

- Avoid direct hand-off of carry-out and delivery options if possible.
- For food trucks:** Space trucks at least 30 feet apart to provide adequate room for queuing.

Cleaning Schedule

Between Customers/Frequently

- Food contact surfaces
- Common areas in front and back of house (door handles, payment machines)
- Customer touchpoints (tables, chairs, barstools)
- Restrooms

Daily

- Clean HVAC intake
- Coolers and transport containers
- All laundry items should be placed in plastic bags after use, then washed using the highest appropriate water temperature setting and dried thoroughly.