

Phase III: Restore Illinois for
Restaurants and Bars
Required Staff Training



Sources of Exposure to COVID-19 Virus

- Covid-19 is thought to spread mainly from person-to-person
 - People in close contact (less than 6 feet)
 - Through respiratory droplets when infected person coughs, sneezes, talks. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
 - May be spread by people who are not showing symptoms
- By touching a surface or object that has the virus on it (not thought to be the main way)
- Risk of spread between animals and people is considered to be low
- As more is learned about this virus, sources of exposure can change

Hazards Associated with Exposure to Virus

- Working/gathering in close contact (less than 6 feet)
- Crowded places / mass gatherings
- Coughs / sneezes without face covering
- Common touch surfaces



Workplace Protocols: Prevent/Reduce Exposure to COVID-19 Virus

- Employee face coverings over nose and mouth when within 6 feet of others
- 6 foot separation between tables
- Additional social distancing protocols
- Handwashing / sanitizer for staff and customers
- Frequent and thorough handwashing
- Monitoring of employee health for COVID-19 symptoms in addition to normal food employee health monitoring
- No self-service areas

Workplace Protocols: Prevent/Reduce Exposure to COVID-19 Virus

- No table pre-sets
- Single use condiments
- No refilling customer beverage containers (use new glass every time)
- Use disposable dishware if possible
- Use disposable or touchless menus if possible (if not, clean and sanitize after each use)
- Customers should handle their own leftovers to-go
- Limit service to carry-out or to-go if inclement weather
- Frequent cleaning and disinfecting of common touch surfaces

Symptoms of COVID-19

- Fever or chills
 - Cough
 - Shortness of breath
 - Difficulty breathing
 - Fatigue
 - Muscle or body aches
 - Headache
 - New loss of taste or smell
 - Sore throat
 - Congestion or runny nose
 - Nausea or vomiting
 - Diarrhea
- Symptoms may appear 2-14 days after exposure to the virus
 - This list does not include all possible symptoms. CDC updates the list as more is learned about the virus.

What To Do If You Are Sick

- Stay at home if feeling ill
- Report symptoms per establishment protocol to supervisor
- Follow current Centers for Disease Control and Prevention (CDC) guidelines regarding testing, isolation and quarantine

High Risk Populations

- Since COVID-19 is a new disease, all risk factors for disease haven't been identified, but the following individuals appear to be at greatest risk:
 - People 65 years and older
 - People who live in congregate living settings such as a nursing homes or long-term care facilities
 - People of all ages with underlying medical conditions including chronic lung disease, serious heart conditions, severe obesity, diabetes, chronic kidney disease undergoing dialysis and liver disease and people with compromised immune systems for any reason.

Isolation of Individuals with Suspected/Confirmed COVID-19

- If an employee does contract COVID-19:
 - Remain isolated at home for a minimum of 10 days after symptom onset
 - Can be released after fever free and feeling well for at least 72 hours OR has 2 negative COVID-19 tests in a row, with tests a minimum of 24 hours apart
- Any employee who has had close contact with co-worker or other person diagnosed with COVID-19:
 - Required to quarantine for 14 days after the last/most recent contact with the infectious individual

Reporting of Possible Cases

- Call the McHenry County Department of Health Disease Program at **815-334-4500** with any possible cases to receive confirmation and guidance.

General Health

- **Required:**
 - Employees should wear face coverings over their nose and mouth when within 6 feet of others
 - Seating to be arranged to provide a minimum of 6 feet between tables
 - Hand washing capability or sanitizer to be provided for employees and customers
 - Employees to wash hands upon arrival to work and consistent with Section 2-3.01.14 of the 2017 FDA Retail Food Code
 - Gloves should be worn by staff preparing food per food handling protocols including Ready-to-Eat foods

Use of Face Coverings

- How?
 - Wash your hands before putting on your face covering
 - Put it over your nose and mouth and secure it under your chin
 - Try to fit it snugly against the sides of your face
- Why?
 - Wear a face covering to help protect others in case you're infected but don't have symptoms
- **Don't** put the covering around your neck or up on your forehead
- **Don't** touch the outside of the face covering; assume it is contaminated



HR Policies

- **Required:**

- Provide training on back to work policies in relation to COVID guidelines
- Employees should not report to, or be allowed to remain at work if they are sick or symptomatic:
 - **Coughing, shortness of breath or difficulty breathing, fever of 100.4°F or above (38°C), chills, muscle pain, headache, sore throat, new loss of taste or smell, or other CDC-identified symptoms.**
 - Employees who are sick or symptomatic should be encouraged to seek evaluation from their primary care provider and get tested for COVID-19

- **Recommended:**

- Provide reasonable accommodation for COVID-19 vulnerable employees

Travel Policies

- **Required:**
 - Limit non-essential business travel
 - If travel is necessary, employee should follow CDC considerations to protect themselves and others during the trip
 - Wear face masks if 6 feet social distancing is not attainable.

Health Monitoring

- **Required:**
 - Employers should screen employees upon entry into the workplace and mid-shift to verify no presence of COVID-19 symptoms
 - Information should be posted about COVID-19 symptoms in order to allow employees to self-assess their symptoms and consider going home if needed
 - If an employee tests positive for COVID-19, the current CDC and Illinois Department of Public Health (IDPH) guidelines for isolation, quarantine and contact tracing will be followed

Physical Workspace

- **Required:**
 - Display signage at entry with face covering requirements, social distancing guidelines, and cleaning protocols (multiple languages as needed)
 - Configure space to allow for 6 foot separation between tables and customer areas
 - Close congregate areas, self-service food areas, buffets, salad bars, coffee stations, beverage stations, etc.
 - Eliminate table presets - use single packet condiments or washable bowl or single use paper cups
 - No shared condiments
 - Use disposable or rolled/sleeved silverware

Physical Workspace

- **Required:**
 - Menus should be disposable, touchless, or sanitized between each use
 - No refilling customer beverages. A **new**, cleaned glass should be used with each refill
 - Water fountains in employee breakrooms, except for touchless water bottle refill stations, should be made unavailable for use
 - Only customers should handle their own leftover food
 - Take-out area must allow for at least 6 feet of separation from seated customers
 - In case of inclement weather or emergency, food should be packaged to-go and customers encouraged to leave.

Physical Workspace

- **Recommended:**
 - Use service trays to deliver items to table to minimize hand contact
 - Display:
 - visual markers 6 feet apart at where customers line up
 - signage at exits of restrooms to promote use of paper towel to open door for exit
 - signage to promote distancing within shared restrooms
 - If practical, install impermeable barriers (i.e. plexiglass) between street or sidewalk traffic, between tables and in close contact areas.

Physical Workspace

- **Recommended:**
 - If practical, implement touchless transactions
 - If practical, allow one-way traffic flow in and out of restaurant to the outdoor seating area to limit any congregation
 - Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical.

Disinfecting/Cleaning Procedures

- **Required:** Cleaning and sanitize the following items
 - Tables and chairs after each party (use) and at closing time
 - Discard single-use articles after each use
 - Common touched surfaces every 30 minutes (restrooms, doorknobs, railings, etc.)
 - Multi-use items such as menus, pens , check presenters, etc. after each use
- **Recommended:**
 - Provide hand sanitizer in outdoor seating area for customers
 - Create a cleaning/sanitizing schedule and designate a staff member(s) to be responsible for cleaning/sanitizing the areas

Staffing and Attendance

- **Required:**

- Arrange tables 6 feet apart
- Employees should social distance from customers when not performing services
- Limit occupancy in common areas to allow for social distancing of 6 feet or greater
- Live music is permitted but must follow social distancing guidelines, performers must wear a face covering

- **Recommended:**

- Alter hours of operations to allow for cleaning sanitizing and spread out customer traffic
- Stagger shift start and end times for employees
- If practical, group employees on same shift schedules

External Interactions

- **Required:**
 - Screen external suppliers or non-customer visitors before entry, or while requiring them to wait in a designated area, for COVID-19 symptoms.
 - If practical, employer should take their temperature
 - Maintain a log of all external non-customer visitors that enter the facility
 - Face coverings should be worn over nose and mouth
 - Exceptions can be made for people with a medical condition or disabilities that prevent them from safely wearing a face covering.
- **Recommended:**
 - Limit contact between external suppliers and employees
 - Restrict suppliers from entering premises
 - i.e. deliveries dropped off at the door

Customer Behaviors

- **Required:**
 - 6-person party limit
 - Implement a reservation or call ahead model, if practical
 - All outdoor dining areas must be staffed to ensure social distancing will be maintained prior to guests being seated.
 - Customers should wait for services off premises, either outdoors and maintaining social distance of 6 feet with use of recommended face coverings, or in their vehicles
 - Customers should be seated immediately upon entry.
 - Customers should wear face coverings over their nose and mouth while on premises, except while eating and drinking at the table
 - Exceptions can be made for people with medical conditions or disabilities

Customer Behaviors

- **Recommended:**
 - Before allowing entrance, establishments should ask whether the customer is currently exhibiting COVID-19 symptoms
 - If practical, the employer should take customer temperature using a thermometer (infrared/thermal cameras preferred, touchless thermometers permitted)

Handouts

- Checklists, Signage, and posters are available:
 - <https://dceocovid19resources.com/assets/Restore-Illinois/businessstoolkits/restaurantbars.pdf>
- Wellness screening templates
 - [IDPH_Symptom monitoring forms_1.6.pdf](#)
 - [Employee Monitoring Tool.docx 03092020.pdf](#)

References

- Illinois Department of Commerce and Economic Opportunity
 - <https://www2.illinois.gov/dceo/Pages/default.aspx>
- Centers for Disease Control and Prevention
 - <https://www.cdc.gov>
- Illinois Department of Public Health
 - <https://www.dph.illinois.gov>
- McHenry County Department of Health
 - <https://www.mchenrycountyil.gov/county-government/departments-a-i/health-department>