PHASE 4: REVITALIZATION

RESTAURANT & BAR ESTABLISHMENT SAFETY GUIDELINES

Illinois Department of Commerce & Economic Opportunity
JB Pritzker, Governor

RESTORE ILLINOIS
A Public Health Approach To Safely Reopen Our State

PART OF PHASE 4 OF RESTORE ILLINOIS PLAN

APPLICABLE TO EACH REGION UPON TRANSITION TO PHASE IV | ISSUED ON JUNE 22, 2020 | EARLIEST EFFECTIVE DATE JUNE 26, 2020

The Revitalization Phase of the Restore Illinois public health approach to reopening the Illinois economy includes larger gathering sizes, additional businesses reopening and increased capacities. We must all continue to social distance, frequently wash our hands and cover our faces to maintain progress in overcoming COVID-19.

COVID-19 Restaurant and Bar Establishment Reopening Safety Guidance Updated 6/17/2020

SAR-CoV-2 is a novel coronavirus that has emerged and caused coronavirus disease, abbreviated as COVID-19. Public health experts continue to learn about COVID-19, but based on current data and similar coronaviruses, spread from person-to-person happens most frequently among close contacts[1] via respiratory droplets. Transmission to persons from surfaces contaminated with the virus has not been documented yet, but current evidence suggests that the virus may remain viable for hours to days on surfaces made from a variety of material.

Purpose

The IDPH provides the following safety guidance for retail restaurant and bar establishments. To prevent exposure to and the spread of COVID-19 the Department provides the following guidance. Additional guidance may be needed as COVID-19 outbreak conditions change, including as new information about the virus, its transmission, and impacts, becomes available.

At this time, restaurant and bar establishments are allowed to resume indoor dining operations, as included in part of Governor Pritzker's "Restore Illinois" plan. The Restore Illinois plan breaks the State up into 4 different regions, each of which will be evaluated based on several metrics individually to determine which Phase of recovery that region is in. To determine what phase each region of the State is in, please visit the following link: Phase of Restore Illinois. Once the region in which a retail restaurant and bar establishment is located is promoted to Phase IV of the recovery, operations can resume following this IDPH Restaurant and Bar Establishment Reopening Safety Guidance.

Note: Organizations that operate across multiple workplace environments should refer to applicable Phase IV guidelines for guidance on those workplaces

Note: As of release, seated area capacity of restaurants and bars should be determined by arranging seating to provide a minimum of six feet between tables or other designated patron service areas. Standing area capacity of restaurants or bars may operate at maximum of 25% of standing area capacity. Capacity restrictions will be reassessed based on the latest science and public health metrics on an ongoing basis throughout Phase IV

[1] Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact

Safety Guidelines for Restaurant and Bar Establishment Operators

Many of the following guidelines are taken from the FDA and the full checklist can be found here: FDA's Checklist: Best Practices for Re-Opening Retail Food Establishments During COVID-19

FACILITY OPERATIONS - BEFORE OPENING

i. Minimum guidelines

1. Post signs on how to stop the spread of COVID-19 and promote everyday protective measures
2. Conduct a self-inspection to assure the premises is in good order and equipment is working properly
3. Assure all areas of the food establishment, including restrooms and waiting areas, are properly cleaned, stocked, sanitized, or disinfected, and there are no signs of pest infestation or harborage
4. Assure the 3-compartment sink is clean and equipped with detergent and sanitizer, and the warewasher is clean and functioning and equipped with detergent and sanitizer (single temperature machine, 165F) or reaches 180F rinse (high temperature). Have sanitizer test strips available and appropriate for the sanitizer being used
5. Ensure ventilation systems including air ducts and vents in the facility are clean, have new filters and are operating properly. Working with local health department to optimize air flow within establishment is recommended

WATER, PLUMBING, AND ICE - BEFORE OPENING

i. Minimum guidelines

1. Assure hot and cold potable water are available throughout the facility and the water and sewage lines are working
2. Clean and sanitize all ice machines and ice bins
3. Flush all water lines, including equipment water lines and connections according to: IDPH Guidance for Maintaining Water Systems During Reduced Use and Returning Water Systems to Regular Use after Extended Periods of Reduced Use

FOOD CONTACT AND NON-FOOD CONTACT SURFACES (CLEAN, DISINFECT, SANITIZE)

i. Minimum guidelines

1. Use necessary sanitizers and disinfectants that meet EPA's criteria against SARS-CoV-2 per label instructions to clean and disinfect the facility during hours of operation and assure staff are trained to use them properly.
2. Clean and disinfect common areas (e.g., restrooms, cafeterias), high-touch areas and equipment (e.g. door knobs, display cases, equipment handles, check-out counters, order kiosks) more frequently; every hour recommended for high-traffic areas
3. Have sufficient stocks of single-service and single-use articles (e.g. tableware, carryout utensils) available in place of re-usable dishes and utensils. If not, ensure all reusable food service items are handled with gloves and washed properly in 3 compartment sink or in a dishwasher.
    i. Sanitization of multi-use items (e.g., menus, if reused, special cards, pens, check presenters, etc.) should be completed after each use
    ii. Discard any single-use or paper articles (e.g., paper menus) after each use
4. Disinfect tables and chairs between parties and again at closing time (see EPA approved list of disinfectants)
5. Valet staff should perform cleaning of vehicle in compliance with GSA protocols
6. Create and implement an enhanced cleaning/sanitizing schedule for all food contact surfaces, and cleaning/disinfecting of non-food contact surfaces; if practical, have designated staff member that is responsible for cleaning
7. Gloves should be worn by staff preparing food per pre-COVID food handling protocols, such as handling Ready to Eat (RTE) foods
8. All required disinfecting, cleaning, or sanitizing activities to be conducted by employees should be within their normal workday or during otherwise compensated time

FOOD AND TEMPERATURE CONTROL

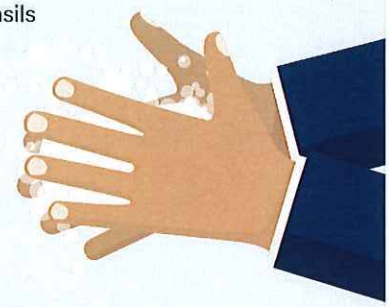
i. Minimum guidelines

1. Assure all coolers, freezers, and hot and cold holding units are functioning, clean, sanitized, and protected from contamination
2. Have calibrated thermometers available to check equipment and product temperatures to ensure food safety/HACCP plans are executed as designed
3. Examine all food for spoilage, damage, expiration, tampering or pest activity
4. Assure food is properly labeled and rotated, and all food, packaging, and chemicals are properly stored and protected from cross contamination

HANDWASHING STATIONS

i. Minimum guidelines

1. Train and remind employees of effective hand hygiene practices including washing hands with soap and water for at least 20 seconds every 30 minutes, and:
   i. Upon arrival to work
   ii. Prior to and during food preparation
   iii. When switching between tasks
   iv. Before donning gloves to work with food or clean equipment and utensils
   v. After using the restroom
   vi. After handling soiled dishes and utensils
   vii. When hands are visibly soiled
   viii. After coughing, sneezing, using a tissue, touching face
   ix. After eating or drinking
   x. After smoking or vaping
   xi. After handling cell phone
2. Handwashing sinks should be accessible, functional with hot and cold running water and fully stocked with soap, hand drying devices and waste cans
3. Have paper towels and trash cans available in the bathrooms so doors can be opened and closed without touching handles directly
4. Provide hand sanitizers (minimum 60% alcohol), as appropriate, in multiple locations to encourage hand hygiene by both patrons and employees to supplement hand washing



EMPLOYEE HEALTH/SCREENING

i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home
2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the DCEO Restore Illinois guidelines website
    i. Employers should conduct in-person screening of employees upon entry into workplace to verify no presence of COVID-19 symptoms
    ii. If employee shift is greater than 5 hours, employers should also conduct mid-shift screening to verify no presence of COVID-19 symptoms (in person preferred, though virtually is permitted)
3. If employee reports having any COVID-19 related symptoms, they should remain isolated at home for a minimum of 10 days after symptom onset OR until feverless and feeling well (without fever-reducing medication) for at least 72 hours OR confirmed to not have COVID-19 via 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If employee reports having any COVID-19 related symptoms, employer should encourage employee to contact their health care provider; if multiple employees report having any COVID-19 related symptoms or test positive for COVID-19, employer should notify their local health department within one day of being informed of the prevalence of COVID-19 symptoms or positive test results
5. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed according to CDC guidelines
6. Where appropriate, notify employees who have been exposed. Employers should not identify an employee who tested positive by name
7. Any employee who has had close contact[2] with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop
8. Have an adequate supply of personal protective equipment (PPE) and/or cloth face coverings for staff, as well as a policy and training for staff to wear their masks
    i. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see IDHR's guidance

ii. Encouraged best practices

1. Consider nominating a staff person to become a COVID-19 safety team leader. Their responsibilities can include staff training and monitoring, as well as assisting patrons with their questions or issues
2. Monitor and have a plan to respond to a higher than normal level of absenteeism
3. Ensure dishwashers have access to both face and eye protection to protect eyes, nose, and mouth from containment splash

[2] Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact

HR AND TRAVEL POLICIES

i. Minimum guidelines

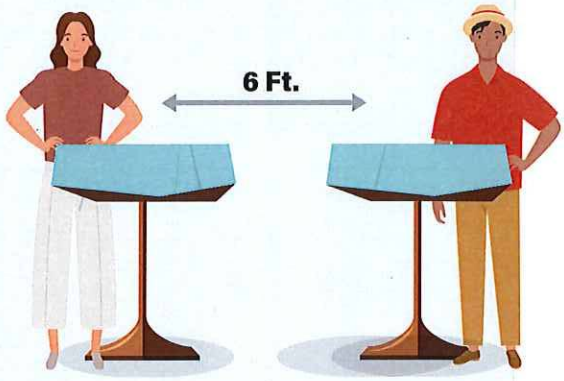
1. All employees and workers who perform work at the worksite (such as temporary or contract workers) should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the DCEO Restore Illinois guidelines website
2. Employees should follow CDC travel guidance to protect themselves and others during business travel
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other CDC-identified symptoms), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations
4. Employers should clearly explain all paid leave policies and make workers aware that they may be eligible for benefits if they are sick or symptomatic
5. Employers should be aware that the Occupational Safety and Health Act of 1970 and provisions of state law prohibit employers from retaliating against workers for raising safety or health concerns

ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

OCCUPANCY

i. Minimum guidelines



1. *[Seated areas]* Area capacity should be determined by arranging seating to provide a minimum of 6 ft. between tables or other designated patron service areas
2. *[Standing areas]* Maximum occupancy of 25% of standing area capacity
3. 10-person party limit
4. Configure space to allow for at least 6-ft. of distance between tables or other designated patron service areas; if tables/ booths cannot be moved, employers should only use every other table/ booth to allow for separation between patrons of unrelated parties
    i. Bar seating should be spaced 6-ft apart to maintain social distancing between patrons of unrelated parties
    ii. [Booths only] Employers may use consecutive booths to serve patrons of unrelated parties only if employer installs an impermeable barrier with a height of 6-ft or greater from the floor between booths. Use of barriers should not impede entry/ exit or impose a fire risk. Use of plexiglass is a best practice
5. To the extent possible, patrons should wait for services off premises, either outdoors and maintaining social distance of 6-ft with use of recommended face coverings or in their vehicles. Patrons can wait in waiting area, but should adhere to 6-ft distancing guidelines
6. Live music is permitted but employees and performers should follow social distancing guidelines, keeping the maximum distance possible from each other and from customers. Performers should wear face coverings where possible and the use of barriers between singers and customers and employees during the performance is strongly encouraged; additional guidelines for performers can be found in the Theaters and Performing Arts guidelines
7. Before allowing external supplier or non-patron visitor (excluding third-party visitors providing carry-out services only) to enter, or while requiring them to wait in a designated area, employer should ask whether external supplier or visitor is currently exhibiting COVID-19 symptoms
    i. If practical, employer should take external supplier or non-patron visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
8. Keep log of all external suppliers who enter premises
9. Suppliers and other non-patron visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face-covering)

i. Encouraged best practices

1. If practical, alter hours of operation to adequately spread out patron traffic and allow for additional cleaning time
2. Stagger shift start and end times to minimize congregation of employees during changeovers
3. If practical, group employees in clusters and schedule groups on same shifts to reduce cross-team exposure
4. Limit contact between external suppliers and employees
5. Restrict suppliers from entering premises and if practical, have deliveries dropped at door
6. Before allowing entrance, employers should ask whether patron is currently exhibiting COVID-19 symptoms
    i. If practical, employer should take patron temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)

SOCIAL DISTANCING/ PHYSICAL WORKSPACE

i. Minimum guidelines

1. Employer should display signage at entry and throughout workspace with face covering requirements, social distancing guidelines, cleaning protocols, and any reduced capacity limit, in multiple languages as needed
2. Employees should social distance from patrons while not performing services
3. Employees should maintain social distance to the extent possible while performing services
4. Limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft or greater by removing/decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirements
5. Implement a reservation or call ahead model especially for busy periods, if practical
6. Buffets and self-service food stations (e.g. hot and cold bars, bulk items, baked goods) should adhere to additional minimum guidelines:
    i. Patrons may self-serve food if hand sanitizer stations are located at both ends of the buffet or self-service station and signage is posted to require hand sanitizing before each visit to a station
    ii. If areas are not configured for self-service, designated staff (e.g., buffet attendant) should serve onto patron's plate wearing appropriate face covering and gloves, while maintaining 6-ft social distancing with patrons and other employees
    iii. Separate buffet stations should maintain 6-ft distancing and allow for social distancing between patrons throughout establishment
    iv. Impermeable barriers should be put in place between servers and patrons; patron and servers should not exchange or pass the same plate multiple times
    v. Queue points should be established 6-ft apart with markers to encourage social distancing
    vi. Queue should be limited to patrons in respective party to the extent possible
    vii. Utensils used for serving should be changed hourly
7. Eliminate any table presets (e.g., table tents, menus, ketchup bottles, salt and pepper shakers, lemons, straws, shared condiments, etc.)
8. Eliminate the use of beverage napkins or coasters
9. Eliminate the service of shared snacks at the bar
10. Remove shared items (e.g., magazines) from waiting areas and configure any seating to be 6-ft apart to allow for social distancing
    i. Any surfaces in waiting area (e.g., seats) touched by patrons should be disinfected after use
11. Use single packet condiments, if possible, OR serve condiments in containers – such as a washable bowl or paper cup – that can be sanitized or disposed of after use (no shared condiments permitted)
12. Use disposable silverware, if possible, OR use rolled silverware or silverware placed in sleeves (employers should utilize gloves while rolling/placing in sleeves)
13. Use disposable or touchless menus, if practical, or use menus that can be sanitized between each use
    i. If practical, QR Digital menu or app-based ordering should be used
14. To the extent possible, eliminate refilling patron beverages and use a new glass cleaned using proper dishwashing procedures or a new disposable cup
    i. Employers using disposable cups may refill beverages only if employee wears appropriate face covering and gloves and uses pitcher to refill beverage. Per standard restaurant guidance, pitchers should never touch the rim of the cup
    ii. Self-service beverage fountains are permissible with the following precautions:
        - Customers may not reuse cups and should refill beverages with new disposable cups;
        - Customers must not touch the fountain spigot and should minimize contact with dispensing surfaces.
        - Fountain surfaces must be cleaned and sanitized every hour.

15. Standing areas in bars can remain open; employer should designate specific areas with 6-ft distancing for patrons of same party to utilize and should use 6-feet markings on floor to provide guidance on social distancing between unrelated parties
16. Ensure that the area for take-out patrons allows for at least 6-ft of separation from seated patrons
17. Employers should follow Indoor and Outdoor Recreation guidelines for non-gambling gaming/ amusement operations (pool tables, darts, etc.)
18. Employers should follow Protocols for Resumption of Casino Gambling Operations by the Illinois Gaming Board for casino gambling gaming/ amusement operations

ii. Encouraged best practices

1. Deliver items to table on service trays to minimize hand contact
2. Limit food and beverage stations to the extent possible
    i. If practical, employees wearing appropriate face coverings and gloves should serve food or beverage in unused containers and set aside for patron pickup. No patron should serve themselves, and new or freshly sanitized containers should be required for refills
3. Designate specific area or queue for ordering beverages at bar OR require that drink orders be placed through wait staff while patrons are seated at tables
4. Display visual markers 6-ft. apart at patron queue points (e.g., restrooms and bar lines)
5. Display additional signage at exits of restrooms to promote use of paper towel to open door for exit
6. Display additional signage to promote distancing within shared restrooms
7. Eliminate seating at bars within restaurant where possible
8. If practical, install impermeable barriers in close contact areas (e.g., host stand, cashier). Use of barriers should not impede entry/ exit or impose a fire risk. Use of plexiglass is a best practice
9. If practical, implement touchless transactions
10. If practical, allow one-way traffic flow in and out of restaurant to limit any congregation
11. Where possible, eliminate common touchpoints (e.g. remove shared items in commons areas, use touchless door pulls)
12. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical
13. Where possible, minimize use of coat checks and clean area frequently

Additional references for food or bar service operators can be found here:

- FDA: Food Safety and COVID-19
- FDA: Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery During COVID-19
- FDA: Use of Respirators, Facemasks, and Cloth Face Coverings in the Food and Agriculture Sector During Coronavirus Disease (COVID-19) Pandemic
- FDA: Employee Health and Personal Hygiene Handbook
- CDC: Interim Guidance for Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19
- CDC: What Grocery and Food Retail Workers Need to Know about COVID-19
- CDC: COVID-19 Resources for Businesses and Employers
- CDC: Restaurants and Bars Reopening Decision Tree
- CDC: COVID-19 Printed Resources
- IDPH: COVID-19 Resources for Businesses and Organizations
- IDPH: Guidance for Maintaining Water Systems During Reduced Use and Returning Water Systems to Regular Use after Extended Periods of Reduced Use
- IDPH: Retail Food Page and Food Codes
- Illinois Department of Human Services: FAQ for Businesses Concerning Use of Face-Coverings During COVID-19
- EPA: List of EPA-registered Disinfectants
- AFDO: Planning for Reopening Food Service Establishments As COVID-19 Impacts Best Practices and Protocol
- OSHA: Guidance of Preparing Workplaces for COVID-19
- National Restaurant Association: COVID-19 Reopening Guidance: A Guide for the Restaurant Industry

SAFETY GUIDELINES FOR FOOD AND BAR ESTABLISHMENT PATRONS

The following guidance is recommended for patrons of food establishments. In our efforts to slow the spread of COVID-19, it is important to follow the safety guidelines provided below when visiting food establishments:

i. Minimum guidelines

1. Consistent with state and federal guidance to limit the spread of COVID-19 and protect others, patrons should stay as close to home as possible and avoid unnecessary travel
2. Patrons should practice social distancing by staying at least 6 feet from people from other parties at all times while they are outside of their home, including while at restaurants and bars
3. Patrons should wear face coverings over their nose and mouth while on premises, except while eating and drinking at table (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
4. Patrons with symptoms consistent with COVID-19 (including fever, cough, or difficulty breathing) should stay home
5. Patrons should arrive at the food or bar establishment prepared with hand sanitizers and cloth face covering
6. Patrons without reservations should check for available capacity before going to the establishment
7. While standing in line for ordering, pick-up, or checkout, patrons should wear a face covering and follow social distancing recommendations of at least 6 feet. Patrons should not congregate in waiting or bar areas
8. Patrons should be prepared to keep their face covering on while waiting for a table, while ordering, and until their food arrives
9. Patrons should be prepared for longer wait times and be patient, as a limited occupancy may be in place. Patrons may be asked to wait in vehicles car if waiting areas are at maximum capacity. Many restaurants or bars that normally didn't require a reservation may now require one
10. Patrons should respect signs limiting access or the number of patrons that can be present at one time
11. If practical, patrons should avoid contact with shared amenities like public restrooms, indoor/outdoor playground equipment, picnic tables, and benches. Patrons should wash their hands or use hand sanitizer if they do come into contact with shared amenities or equipment
12. Patrons should wash their hands often with soap and water for at least 20 seconds. If soap and water are not readily available, patrons should use a hand sanitizer that contains at least 60% alcohol. Patrons should cover all surfaces of hands and rub them together until they feel dry. Patrons should not touch eyes, nose, and mouth with unwashed hands
13. Patrons should handle their leftover food to be taken to-go, if applicable

If you have questions or need additional support:
Please call our hotline at 1-800-252-2923
or e-mail us at ceo.support@illinois.gov
or return to Illinois.gov/businessguidelines

For additional information and updated versions of this document, please see the IDPH website:

https://www.dph.illinois.gov/topics-services/diseases-and-conditions/diseases-a-z-list/coronavirus/business-guidance