

Guidelines for Opening and Operating your Business During COVID-19

Food Services Industry – Phase 1: Curbside, Delivery and Outdoor Dining

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:

- 1.) Follow Universal Guidelines for All New Hampshire Employers and Employees.
- 2.) **SERV Safe COVID-19** training.
- 3.) Conduct employee health screening as outlined in the Universal Guidelines for all New Hampshire Employers and Employees.
- 4.) Where possible build social distancing into food service operations to maintain a safe distance of at least 6 feet between employees and customers.
- 5.) Train all employees on the importance of frequent hand washing and the use of hand sanitizers with at least 60% alcohol content.

Consumer Protection Phase 1:

- 1.) As an extension of the curbside and delivery model, permit outdoor dining. 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 people walking by. If expansion is in a shared space, coordinate and seek approval from local authorities.
 - a. Seated Indoor Dining is not permitted in Phase I

Guidelines for Opening and Operating your Business During COVID-19

- 2.) Limit tables to no more than six (6) guests per table.
- 3.) Table spacing should be maintained so groups of people sitting at adjacent tables are more than 6 feet apart.
- 4.) Reservations or call ahead is recommended 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.
- 5.) 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 markings on the floor).
- 6.) Bar seating areas should remain closed.
- 7.) Signage must be prominently posted throughout the venue to ask customers if they are experiencing COVID-19 symptoms, including:
 - Fever
 - Respirator symptoms such as sore throat, cough, or shortness of breath
 - Flu-like symptoms such as muscle aches, chills, and severe fatigue
 - Changes in a person's sense of taste or smell
 - If you answered yes to any of these questions, please do not put our employees and other guests at risk. Come back another day when you feel better.
- 8.) 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 necessary while a customer is seated and dining outdoors.
- 9.) Alcohol-based hand-sanitizer should be made readily available at the reception desk for both customers and employees.
- 10.) If ordering at take-out window or service,
 - One person orders for the entire group.
 - After food pick up, there will be no eating food on premises or in the parking lot (to include eating in vehicles).

Guidelines for Opening and Operating your Business During COVID-19

Business Process Adaptations:

- 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 allowed.
- 9.) Restroom occupancy should be limited for group restrooms to incorporate social distancing, and waiting lines outside of restrooms should be avoided.
- 10.) Outdoor liquor must follow New Hampshire State Liquor Commission rules and Town of Rye ordinances. If your establishment has never served liquor outdoors prior to Covid-19, you must get guidance and permission from NH State Liquor Commission and Town of Rye prior to doing so.

Tents:

1. Obtain local permits if required
2. Install tent in accordance with manufacturer's instructions and SFMO checklist:
<https://www.nh.gov/safety/divisions/firesafety/documents/TentInspectionChecklist.pdf>

Guidelines for Opening and Operating your Business During COVID-19

3. Tents **shall not have sides** (overhead cover only)
4. Complete required local inspections
5. Obtain Place of Assembly permit as needed from the local Fire Department. Permit will be based on State Fire Code occupant load numbers and not reduced COVID seating/social distancing. Reduced capacity to be determined by the restaurant based on the orders of the Governor and Health and Human Services.
6. No outdoor liquor sales and no outside entertainment.

For more Information:

This is link to CDC for businesses.

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

Protective Equipment Ordering:

1. Below is the link for business owners to get PPE equipment.
 - a. www.nh.gov web site
 - b. Top is a banner yellowish color, Covid-19, click
 - c. Scroll down look for blue/purple Businesses information
 - d. Scroll down look for masks, you fill out information and the system will e-mail you location to pick up masks.