

REOPENING GUIDELINES FOR NAPA COUNTY RESTAURANT (DINE-IN) SECTOR

May 8, 2020

INTRODUCTION

Napa County has long been recognized for its excellent world-class restaurants. Along with hotels and wineries, the restaurant community is a key component of our once vibrant hospitality and tourism economy, attracting visitors from around the world. As such, restaurants will represent an important piece of the economic recovery effort.

The following restaurant-specific “best practices” create a framework of protocols that are intended to supplement current California safety mandates and enhance existing state and federal safety guidance to prevent the spread of COVID-19 within our community. These measures are comprehensive and appropriate for restaurants of all kinds.

When followed closely, these measures will further enhance the safety of our staff, our guests, and our community. This, in turn, will help restore economic activity in Napa County when it is deemed safe to resume operations by state and local public health officials. Widespread adoption and continuous implementation will build trust, bolstering both community and consumer confidence that Napa Valley restaurants continue to set a high standard, cultivating excellence by committing to enhanced protocols that protect public health.

It is important to start with the premise that health and safety are the primary concern at all times. The basis for virtually all of these recommendations is based on existing guidance from:

- California Department of Public Health (CDPH)
- Centers for Disease Control and Prevention (CDC)
- OSHA
- U.S. Food and Drug Administration (FDA)
- The current Public Health order requiring social distancing to help prevent transmission of Coronavirus.

Restaurants are both social and “high touch” service environments by nature. Restaurants are also very complex working environments and each one is unique. That means we have to rethink and relearn how we operate from many different angles.

The goal with the guidelines below is to outline the basics required to minimize the risk of spreading the virus while leaving it to individual operators to personalize their approach in ways to make it most effective.

These Guidelines highlight four components:

- A. General Facility**
- B. Welcoming Guests**
- C. Employee Health and Personal Hygiene**
- D. Dining Room Service**
- E. Back of the House/Kitchen Operations**

The key to implementing these Guidelines at any particular workplace is communication. Speak to staff, speak to customers and clients, speak to business partners, speak to vendors. Understand individual concerns and risks in making your decisions. Through widespread adoption and continuous implementation, Napa Valley's restaurants can demonstrate their commitment to using the highest safety standards by going beyond mandated requirements in order to thoroughly protect the health and safety of their employees and guests. By committing to these protocols, restaurants can do their part to help this region's previously robust economy begin to recover.

GUIDELINES

A. General Facility:

- Restaurants should post signage at the entrance clearly stating that social distancing is in practice, safety is a priority and advising anyone who is unwell not to enter the premises.
- Hand sanitizer should be provided, and usage required at the entrance. Sanitizer should be provided and easily accessible at multiple other locations specific to each restaurant's design.
- Restaurants should analyze ingress and egress from waiting areas, restrooms, and dining rooms to determine choke points and adopt new strategies, if necessary, to achieve social distancing.
- Dining room capacity and table layout should be based on current social distancing requirements at County mandated occupancy levels. Clear plexiglass barriers should be used to prevent face-to-face contact where necessary and appropriate in both the front and back of the house. Outdoor seating, if available should be utilized with similar distancing.
- All shared surfaces and any high touch areas should be sanitized at scheduled 30-minute intervals.
- Buffet, Salad Bar, and other self-serve options are not permitted at this time. Individually packaged "grab and go" items are still allowed.
- If possible, restaurants should update their HVAC systems by using higher MERV rated air filters and by increasing the amount of outside air from 15% to 30%. Keeping doors and windows open can also increase the amount of outside air.

B. Welcoming Guests

To thrive we will have to ensure that both our staff and our guests feel safe and secure. It is more important than ever that grooming, personal hygiene, facility maintenance and good housekeeping are impeccable.

- Restaurants should prioritize reservations or call ahead seating and set the maximum party size at 6 guests per table. "Text when ready" or similar notification methods should be used to eliminate crowded waiting areas.
- Restaurants should require guests to provide contact information, including the names of everyone in their party so that the information can be made available, if necessary, for the County to perform contact and tracing follow up. This information should not be shared with anyone else and can be deleted after 21 days. Host staff should be trained to explain why this is necessary.
- Restaurants should check every guest's temperature reading before seating and refuse to seat anyone with a reading over 100 degrees.
- Guests should be required to wear masks while in restaurants except while seated and consuming food and beverages. Restaurants should provide guests with a sanitary location to place their masks while eating and drinking. (Bag, box, etc)
- No physical contact. No handshakes, hugs, high fives, or fist bumps, etc.

C. Employee Health and Personal Hygiene:

- A manager should confirm employee temperature readings before beginning work. Any employees with a temperature reading of 100 degrees or higher, or that exhibits any other COVID-19 related symptoms (cough, sore throat, vomiting, or diarrhea) should be sent home until the symptoms clear. Employees should be without fever for 24 hours (after finishing fever-reducing medicines) before returning to work.
- Employees should notify their supervisor if they begin to feel sick.
- Employees should maintain robust personal hygiene protocols as outlined by the California Retail Food Code, and should wash their hands upon arrival at work and frequently throughout the day, after coughing or sneezing, or after coming into contact with a surface that could be contaminated.
- To the extent practical, all employees should wear facemasks when working.
- Staff meals, if provided, should be served in a manner that allows social distancing.
- Employees should wipe down their personal work surfaces, such as desks, keyboards and telephones with disinfectant at the start and end of their workday. If these workspaces are shared, disinfecting should be done on a regular basis throughout the day.
- Restaurant employees should receive testing for COVID to ensure they are safe at a regular interval to be determined by the County Health Officer.

D. Dining Room Service:

- Restaurants should provide and mandate the use of masks and gloves for service staff. Gloves should be changed at regular intervals and as necessary after contact with potentially contaminated surfaces.
- Restaurants should make sanitizer or wipes and masks available for guests.
- Restaurants should provide single-use menus or deploy other menu formats that can be easily sanitized between each use.
- As much as practical, restaurants should minimize close contact when serving and clearing tables.
- When pouring beverages, the neck of the bottle should not touch the guest's glass. Drip stop wine pourers should be discouraged.
- Lemon, lime, and other bar garnishes should be kept covered at all times.
- Tables should not be preset with utensils and stemware or condiments. Only single-use condiments should be used. Salt and pepper should only be on request.
- Tables and chairs should be sanitized every time before re-seating tables.
- Contactless payment technology should be encouraged. As much as practical, cash should be avoided for the time being. Sanitizer should be available for regular use at cash registers.

E. Back of the House/Kitchen Operations

- Staff in the back of the house should wear masks and/or face shields when working together and observe social distancing as much as practical.
- Clear plexiglass partitions should be considered where appropriate to enhance social distancing effectiveness in tight quarters.
- Glove use should be required when working with ready to eat foods, for now.
- Contact with delivery personnel should be kept to a minimum. Where practical, deliveries should be checked-in outside the premises and brought inside by restaurant personnel. If drivers need to come inside the premises, social distancing and PPE should be required.
- Commercial high-temperature ware washing equipment should be used to sanitize all dishes, utensils, and kitchen small wares. Proper rinse temperature should be monitored and logged consistently.