



Operating Food Service Safety During COVID-19

FREE WEBINAR

KEY POINTS

- What to do + how to follow current regulations with food service operations
- How to market your safety precautions
- What to do when there's a positive COVID case in your restaurant + how to reopen safely

Current regulations are according to Michigan Executive Orders and CDC standards.

Thursday August 13th, 2020 10am

FEATURING:

Shawn Kohlhaas
Culinary Cultivations

+

CJ DeVries
The ON BRAND Agency





Housekeeping



- ▶ Please stay on mute at all times
 - ▶ Background noise can disrupt the webinar
- ▶ Please type questions into the chat box
 - ▶ Question will be answered at the end of each section
- ▶ Presentation and recording will be available on the Culinary Cultivations website within 24 hours of the end of the webinar. We will send you a link to the recording and presentation.
- ▶ All those who attend the webinar today will receive a one time use code for a discount of your next Servsafe food safety manager certification



Your Presenter today:

Shawn Kohlhaas

Principal Partner - Culinary Cultivations

President - Grand Rapids American Culinary Federation

Board Member - Food Safety Advisory Board of Kent County

Board Member - Great Lake Conference for Food Protection

Host - The Local Feed on WYCE

Gold Standard Food Safety Instructor - Servsafe



Basics

- ▶ Covid-19 is transferred through saliva
 - ▶ Number one way is through Person to person - Aspiration within a close proximity
 - ▶ Number 2 way is through person to object to person - An infected person touches and contaminates a surface and a non-infected person touches the surface and then their eyes, nose or mouth

Basic Mandate

(There are exceptions as stated in the Executive Orders)

Any individual who leaves their home or place of residence must wear a face covering over their nose and mouth:

- ▶ When in any indoor public space
- ▶ When outdoors and unable to consistently maintain a distance of six feet or more from individuals who are not members of their household
- ▶ When waiting for or riding on public transportation, while in a taxi or ride-sharing vehicle, or when using a private car service as a means of hired transportation

The requirement to wear a face covering does not apply to individuals who:

- ▶ Are younger than five years old, though children two years old and older are strongly encouraged to wear a face covering, pursuant to guidance from the Centers for Disease Control and Prevention (“CDC”);
- ▶ Cannot medically tolerate a face covering
- ▶ Are eating or drinking while seated at a food service establishment
- ▶ Are exercising when wearing a face covering would interfere in the activity
- ▶ Are receiving a service for which temporary removal of the face covering is necessary to perform the service
- ▶ Are entering a business or are receiving a service and are asked to temporarily remove a face covering for identification purposes
- ▶ Are communicating with someone who is hearing impaired or otherwise disabled and where the ability to see the mouth is essential to communication
- ▶ Are actively engaged in a public safety role, including but not limited to law enforcement, firefighters, or emergency medical personnel
- ▶ Are officiating at a religious service
- ▶ Are giving a speech for broadcast or an audience.

Employee Safety

Mandates

- ▶ Develop a COVID-19 preparedness and response plan, consistent with recommendations in Guidance on Preparing Workplaces for COVID-19 available [link](#)(see templates below)
- ▶ Designate one or more worksite supervisors to implement, monitor, and report on the COVID-19 control strategies
- ▶ Conduct daily self screening for all employees for Covid-19 symptoms before entering the operation (Use [Covid-19 Entry Questionnaire](#) and [Determination document](#))
- ▶ Prohibiting sick employees in the workplace
- ▶ Strict handwashing practices that include how and when to wash hands [\(Use Handwashing Training Tool\)](#)
- ▶ Strong procedures and practices to clean and sanitize surfaces and increase facility cleaning and disinfection to limit exposure to COVID-19, especially on high-touch surfaces and adopt protocols on how to clean and disinfect in the event of a positive COVID-19 case in your facility [\(Use Proper Cleaning and Sanitizing Tool\)](#)
- ▶ Wear gloves when handling ready to eat food
- ▶ The person in charge of a food service facility must be a certified food safety manager [\(Click here for the upcoming certification schedule\)](#)
- ▶ The person in charge must be onsite at all times during operating hours

Employee Safety

Mandates

- ▶ Provide any communication and training on COVID-19 infection control practices in the primary languages common in the employee population and place posters in the languages common in the employee population that encourage staying home when sick, cough and sneeze etiquette, and proper hand hygiene practices.
- ▶ To the maximum extent possible, limit the number of employees in shared spaces, including kitchens, break rooms, and offices, to maintain at least a six-foot distance between employees.
- ▶ Keep everyone on the worksite premises at least six feet from one another
- ▶ Provide non-medical grade face coverings to employees and require face coverings to be worn by employees while in doors or outside if they cannot maintain 6 foot distance from other people
- ▶ **Require face coverings to be worn when employees cannot consistently maintain six feet of separation from other individuals in the workplace, and consider face shields when employees cannot consistently maintain three feet of separation from other individuals in the workplace.**
- ▶ Require face coverings in shared spaces, including during in-person meetings and in restrooms and hallways.

Employee Safety

Mandates

- ▶ Train employees on: [\(OSHA Guidelines\)](#)
 - ▶ Workplace infection-control practices.
 - ▶ The proper use of personal protective equipment.
 - ▶ Steps the employee must take to notify the business or operation of any symptoms of COVID-19 or a suspected or confirmed diagnosis of COVID-19.
 - ▶ How to report unsafe working conditions
 - ▶ Appropriate use of personal protective equipment in conjunction with food safety guidelines.
 - ▶ Food safety health protocols (e.g., cleaning between customers, especially shared condiments).
 - ▶ How to manage symptomatic customers upon entry or in the restaurant.

Employee Safety

Mandates

- ▶ Make cleaning supplies available to employees upon entry and at the worksite and provide time for employees to wash hands frequently or to use hand sanitizer.
- ▶ Notify employees and health department if you learn that an individual (including an employee, customer, or supplier) with a confirmed case of COVID-19 has visited.
- ▶ Close restaurant immediately if an employee shows symptoms of COVID-19, defined as either the new onset of cough or new onset of chest tightness or two of the following: fever (measured or subjective), chills, myalgia, headache, sore throat, or disorders of taste or smell, and perform a deep clean, consistent with guidance from the FDA and the CDC. Cleaning may occur overnight.
- ▶ An employer will allow employees with a confirmed or suspected case of COVID-19 to return to the workplace only after they are no longer infectious according to the latest guidelines from the Centers for Disease Control and Prevention (“CDC”) and they are released from any quarantine or isolation by the local public health department

Employee Safety

Recommendations

- ▶ Require that all employees take the food handler certification course
- ▶ Conduct in-service food safety trainings to remind/refresh employee on food safety basics ([Free Inservice Training Tools](#))
- ▶ Take temperatures of employees to verify that they are not above 101.4F
- ▶ Stager work stations for employees to allow for social distancing
- ▶ Limit congregation of employees during breaks on premise
- ▶ Provide communications using boards and/or videos for pre-shift information as well as educations
- ▶ Require employees to use personal protective equipment and hand sanitizer on public transportation

Employee Safety Questions.....



Customer Safety

Mandates

- ▶ Limit capacity to 50% of normal seating.
- ▶ Require six feet of separation between parties or groups at different tables or bar tops
- ▶ Create communications material for customers (e.g., signs, pamphlets) to inform them of changes to restaurant or bar practices and to explain the precautions that are being taken to prevent infection.
- ▶ Close waiting areas and ask customers to wait in cars for a call when their table is ready.
- ▶ Close self-serve food or drink options, such as buffets, salad bars, and drink stations.
- ▶ Provide physical guides, such as tape on floors or sidewalks and signage on walls to ensure that customers remain at least six feet apart in any lines.

Customer Safety

Mandates

- ▶ Post sign(s) at store entrance(s) informing customers not to enter if they are or have recently been sick and to wear face coverings when they are not seated in the operation
- ▶ Require customers to wear face coverings when they are not seated in the operation and to remain seated unless they are exiting/ entering, ordering food or to use the restroom
- ▶ Require hosts and servers to wear face coverings in the dining area.
- ▶ Require employees to wear face coverings and gloves in the kitchen area when handling food per FDA guidelines([Use of Respirators, Facemasks, and Cloth Face Coverings in the Food and Agriculture Sector During Coronavirus Disease \(COVID-19\) Pandemic](#))

Customer Safety

Mandates

- ▶ Limit shared items for customers (e.g., condiments, menus) and clean high-contact areas after each customer (e.g., tables, chairs, menus, payment tools, condiments).
- ▶ 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.
- ▶ Sell alcoholic beverages only via table service, not via orders at the bar except to patrons seated at the bar.
- ▶ Prohibit access to common areas in which people can congregate, dance, or otherwise mingle

Customer Safety

Recommendations

- ▶ Post standards on the door: No one can enter with symptoms of Covid-19 (symptoms listed) or that has a fever. Social distancing requirements. Directions to where hand sanitizer and wash stations are located [Restaurant Customer Sign - Covid-19.docx](#)
- ▶ Do not allow any customers in the operation that cannot comply with the mandates or standards
- ▶ Using a host to ensure standards are being met (ensuring people understand standards, monitoring occupancy standards and letting people in as people leave)
- ▶ Having customers text before arrival, reservations to help maintain occupancy
- ▶ Limit the size of dining parties to lower numbers (6 or less)

Customer Safety

Recommendations

- ▶ Designate person(s) that will be in charge of managing updated regulations and standards for your operation and make sure they are trained properly on how to handle separate situations
- ▶ Monitor customers for compliance with standards and take corrective action if standards or mandates are not being met
- ▶ Have handwashing and hand sanitizing stations accessible to customers (Lobby/entrance, restroom, cashier area, exit)
- ▶ Create barriers for areas that could promote gathering such as bar areas or lobbies
- ▶ Monitor social distancing with all people in the operation within reason
- ▶ If possible, create a separate entrance and exit area to your operation

Customer Safety

Recommendations

- ▶ Create a touchless system to allow only one person at a time in the restroom if they are not capable for allowing social distancing
- ▶ Use easily cleanable plastic-coated menus, disposable menus, chalk /white boards or use personal devices for menu viewing and/or ordering
- ▶ Constantly sanitize high traffic touch points
- ▶ Clean and sanitize restrooms constantly or as used
- ▶ Use disposable service ware if possible
- ▶ If self service areas cannot be avoided try to have wrapped or contained single use items to be taken away

Customer Safety

Recommendations

- ▶ Avoid table top items (condiments, table tents, service ware). Deliver items as they are needed and after they are retrieved from the table they need to be cleaned and sanitized
- ▶ Have condiments in disposable or single use packaging to not reenter the flow of food and/or suggest condiments be placed on the food before leaving the kitchen
- ▶ Conduct a thorough cleaning and sanitizing of the entire operation at the end of every shift or day before reopening the operation (FOH and BOH)
- ▶ Thank your customers for being patient and understanding in this trying time. A smile and kind words can go a long way into creating a pleasant environment. Everyone is tense and a calming voice and hand is always needed.

Customer Safety Questions.....



Vendor Safety

Mandates

- ▶ Post standards on the delivery door: No one can enter with symptoms of Covid-19 (symptoms listed) or that has a fever. Social distancing requirements. Directions to where hand sanitizer and wash stations are located
- ▶ Screen all vendors for Covid-19 symptoms before entering the operation
- ▶ Prohibiting sick vendors in the workplace
- ▶ Require a face covering at all times in your operation

Vendor Safety

Recommendations

- ▶ Require the use of disposable gloves at all times in your operation
- ▶ Require that the vendor keep 6 feet away from all people in the operation
- ▶ Schedule deliveries in off peak or when you are closed times

Employee Safety Questions.....



Templates for your Preparedness and Response Plans

- ▶ LOWER RISK EMPLOYER'S COVID-19 Preparedness and Response Plan
- ▶ MEDIUM RISK EMPLOYER'S COVID-19 Preparedness and Response Plan
- ▶ HIGH RISK EMPLOYER'S COVID-19 Preparedness and Response Plan
- ▶ VERY HIGH RISK EMPLOYER'S COVID-19 Preparedness and Response Plan

Additional Information

- ▶ **Note that local regulatory authorities can have further mandates, restrictions or guidelines. Double check with your local regulatory authority on their specific guidelines. Also, these guidelines are changing as we discover more about the virus and the status of our environments. This has been developed according to the executive orders 2020-161 (7/29/20)**
- ▶ **Not all these best practices will work for your operation but these are some good ideas and mandates you can review to implement as needed for your operation. You know your operation, staff and customers best.**
- ▶ **Always remember - You have the right to refuse service to anyone, especially if they are going to endanger you, your staff, your customers or your business.**

How to Market your Safety

Your Presenter today:

CJ Devries

Owner/operator - GRNow

President - Innovative Social Exchange
MKTG

President - The ON BRAND Agency

Marketing Manager - Culinary Cultivations

Marketing Committee Member - Friends
of Grand Rapids Parks

Marketing Committee Member - United
Way

Past panelist for Grand Rapids Area of
Black Businesses



How to market your safety precautions

- ▶ Using your social media
 - ▶ Posting daily with safety processes for picking up food (mask required, how to navigate curbside or eating inside)
 - ▶ Post what your hours are DAILY (example: YES! We are open today from ____ to ____ and here's the process...). This part needs to be concise.
 - ▶ Taking reservations? Make sure links are listed DAILY with your hours.
 - ▶ Menus - using QR codes + explaining as soon as people step foot in your restaurant
 - ▶ Take photos of your staff wearing masks and serving patrons for social media content
 - ▶ Photos of your signage or any safety precaution can be used on your social media
 - ▶ Using incentives

How to market your safety precautions

- ▶ Other marketing avenues
 - ▶ Email marketing using the same messaging as in your social posts
 - ▶ Inviting media out to eat to showcase the ways you are putting safety first and spotlighting your menu

CJ Marketing advert



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- BUSINESS STRATEGY
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- VIDEOGRAPHY
- PROMOTIONAL STAFFING
- EVENT PRODUCTION
- MEDIA BUYING
- AND MORE...

CONTACT US

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GUIDANCE FOR RESTAURANTS RESPONDING TO COVID-19 POSITIVE EMPLOYEE

- **Employees Who are Sick**
 - Make sure that employees know they **should not come to work** if they are sick and should notify their manager or other designated COVID-19 point of contact.
 - If an employee becomes sick while at work with COVID-19 symptoms, test positive for COVID-19, or have been exposed to someone with COVID-19 or have been exposed to someone with COVID-19 symptoms or a confirmed or suspected case, the employee should notify her/his supervisor or other designated COVID-19 point of contact.
- ▶ **When an employee is identified with a confirmed case of COVID-19:**
 - ▶ Immediately notify the local public health department
 - ▶ Within 24 hours, notify any co-workers, contractors, or suppliers who may have come into contact with the person with a confirmed case of COVID-19

GUIDANCE FOR RESTAURANTS RESPONDING TO COVID-19 POSITIVE EMPLOYEE

- **Employees with COVID-19 Symptoms at Work**
 - Immediately separate employees with COVID-19 symptoms (i.e., fever, cough, shortness of breath).
 - Individuals who are sick should go home or to a healthcare facility, depending on how severe their symptoms are, and follow CDC guidance for caring for oneself and others who are sick.
 - Employees should not return to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers and the local health regulatory agency.

GUIDANCE FOR RESTAURANTS RESPONDING TO COVID-19 POSITIVE EMPLOYEE

- **Contact Tracing Employees Exposed to COVID-19**
 - Contact trace within your operation to determine potential exposure. You may ask an employee that tested positive for COVID-19 which coworkers he/she had been in “close contact” with in the prior 2 weeks (definition within 6 feet for more than 15 minutes) or check shift schedules.

GUIDANCE FOR RESTAURANTS RESPONDING TO COVID-19 POSITIVE EMPLOYEE

- **COVID-19 Exposed Employees with No Symptoms**
 - Critical Infrastructure workers who have had an exposure but remain asymptomatic could be asked to stay home until 14 days after the last exposure or allow them to return to work with the following precautions
 - Take employee's temperature and assess symptoms prior to starting work
 - If the employee doesn't have a temperature or symptoms, they should still self-monitor throughout the day
 - **If an employee becomes sick during the day, send them home immediately**
 - Have them wear a face mask while in the workplace
 - The employee should maintain 6 feet and practice social distancing as work duties permit in the workplace
 - Consider increasing the frequency of cleaning commonly touched surfaces.

GUIDANCE FOR RESTAURANTS RESPONDING TO COVID-19 POSITIVE EMPLOYEE

➤ **Notify Health Officials and Close Contacts**

- In accordance with state and local laws, food service operators should notify local health officials and staff of any case of COVID-19 among employees, while maintaining confidentiality in accordance with the Americans with Disabilities Act (ADA).
- Advise those who have had close contact with a person diagnosed with COVID-19 to stay home and self-monitor for symptoms, and follow CDC guidance if symptoms develop. As critical infrastructure, you may also allow COVID-19 exposed employees with no symptoms to return to work with the precautions outlined above, also found in the CDC Guidance for Critical Infrastructure Workers.

GUIDANCE FOR RESTAURANTS RESPONDING TO COVID-19 POSITIVE EMPLOYEE

➤ Clean and Disinfect

- ▶ Close food service operation immediately if an employee shows symptoms of COVID-19, defined as either the new onset of cough or new onset of chest tightness or two of the following: fever (measured or subjective), chills, rigors, myalgia, headache, sore throat, or olfactory/taste disorder(s), and perform a deep clean, consistent with guidance from the FDA and the CDC. Such cleaning may occur overnight.
- ▶ Try to wait at least 24 hours before cleaning and disinfecting. If 24 hours is not feasible, wait as long as possible. Ensure safe and correct use and storage of cleaning and disinfection products.
- ▶ If it has been 7 days or more since the sick employee used the facility, additional cleaning and disinfection is not necessary. Continue routinely cleaning and disinfecting all high-touch surfaces in the facility.

GUIDANCE FOR RESTAURANTS RESPONDING TO COVID-19 POSITIVE EMPLOYEE

➤ **Returning to Work**

- ▶ An employer will allow employees with a confirmed or suspected case of COVID-19 to return to the workplace only after they are no longer infectious according to the latest guidelines from the Centers for Disease Control and Prevention (“CDC”) and they are released from any quarantine or isolation by the local public health department.
 - CDC guideline - You may ask for a “fitness for duty/return to work” medical clearance note prior to a sick employee returning for work. Some jurisdictions, like New York, do not allow employers to ask for such a note from asymptomatic employees.
- ▶ Follow any executive orders that follow prohibit discharging, disciplining, or otherwise retaliating against employees who stay home or who leave work when they are at particular risk of infecting others with COVID-19.

GUIDANCE FOR RESTAURANTS RESPONDING TO COVID-19 POSITIVE EMPLOYEE



Websites for Guidance

- ▶ For more information checkout these websites for guidance:
- ▶ MIOSHA - [Michigan.gov/COVIDWorkplaceSafety](https://www.michigan.gov/COVIDWorkplaceSafety)
- ▶ CDC - <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- ▶ FDA - <https://www.fda.gov/emergency-preparedness-and-response/counterterrorism-and-emerging-threats/coronavirus-disease-2019-covid-19>
- ▶ CDC reopening guidance for cleaning - <https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>
- ▶ EPA Disinfectants - [EPA-approved disinfectants against COVID-19](#)



Certified ServSafe Instructor



Certified ServSafe Instructor

Upcoming Servsafe Class Schedule

MICHIGAN

MICHIGAN

Ohio

08/17/20 - Kalamazoo

09/08/20 - Grand Rapids

07/31/20 - Dayton

08/17/20 - Grand Rapids

09/10/20 - Grand Rapids

08/18/20 - Springfield

08/24/20 - Traverse City

09/14/20 - Frankenmuth

08/19/20 - Cleveland

08/25/20 - Mackinaw City

09/15/20 - East Lansing

08/20/20 - Toledo

08/26/20 - Gaylord

09/16/20 - Farmington Hills

08/31/20 - Ann Arbor

09/17/20 - Traverse City

Indiana

09/01/20 - Grand Rapids

09/28/20 - Ann Arbor

09/21/20 - South Bend

09/03/20 - Grand Rapids

09/22/20 - Fort Wayne

09/23/20 - Muncie

09/24/20 - Indianapolis

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616-808-1006

Food Safety Training Tool Links

- ▶ Servsafe Schedule link:
<https://www.culinarycultivations.org/schedule/>
- ▶ Food Safety Training Tools Link:
<https://www.culinarycultivations.org/resources/>
- ▶ Covid-19 Tools link:
<https://www.culinarycultivations.org/resources/covid-19-support-materials/>



This is the end of our
Session



Culinary
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