

Michigan Re-opening Best Practices

Employee Safety

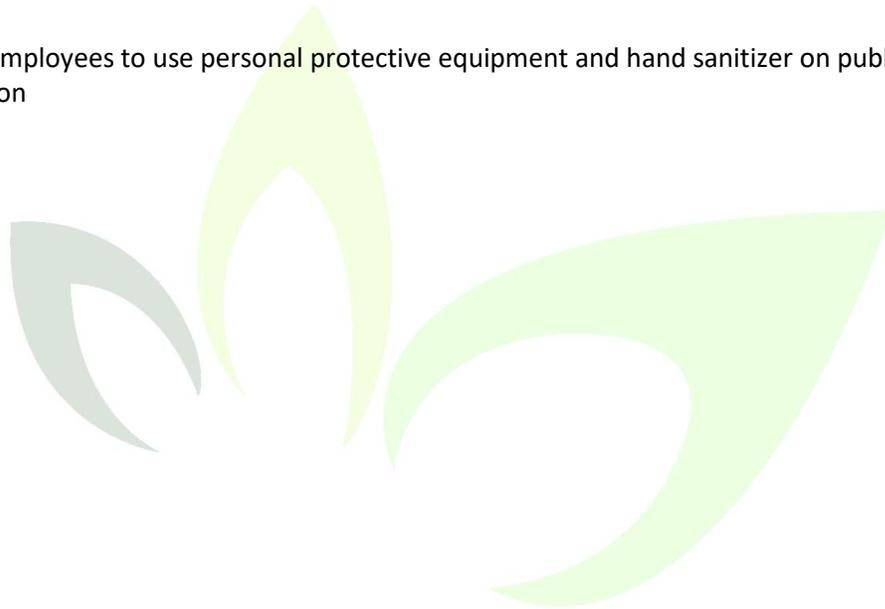
*Mandated:

- Develop a COVID-19 preparedness and response plan, consistent with recommendations in Guidance on Preparing Workplaces for COVID-19 ([see templates below](#))
- Designate one or more worksite supervisors to implement, monitor, and report on the COVID-19 control strategies
- Screen 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 ([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
- 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.
- Notify employees and health department if the 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 multiple symptoms of COVID-19 (fever, atypical shortness of breath, atypical cough) and perform a deep clean, consistent with guidance from FDA and the Center for Disease Control. Such cleaning may occur overnight.
- Require a doctor's written release to return to work if an employee has a confirmed case of COVID-19.
- 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 when employees cannot consistently maintain six feet of separation
- 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.

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Recommended:

- Require that all employees take the food handler certification course for free on Servsafe. This is free until May 30th2020 ([Click here to get free handler class](#))
- 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
- Encourage employees to use personal protective equipment and hand sanitizer on public transportation



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Customer Safety

*Mandated:

- Limit capacity to 50% of normal seating.
- Require six feet of separation between parties or groups at different tables or bar tops (e.g., spread tables out, use every other table, remove or put up chairs or barstools that are not in use).
- 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.
- Post sign(s) at store entrance(s) informing customers not to enter if they are or have recently been sick.
- Post sign(s) instructing customers to wear face coverings until they get to their table.
- 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, consistent with guidelines from the Food and Drug Administration (“FDA”).
- 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.

Recommended:

- 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](#)
- Take temperatures of customers to verify that they are not above 101.4F (recommended but not feasible for all locations)
- Do not allow any customers in the operation that cannot comply with the mandates or standards
- Monitor occupancy mandates
- 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
- If people will have to wait to be seated or if people are waiting for a table, they can leave their phone number, wait in their car and receive a text when the table is ready and can enter

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Customer Safety

Recommended: (cont.)

- Limit the size of dining parties to lower numbers (6 or less)
- 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 (delivery and removal of food orders, payments and pick up counter orders, ect)
- If possible, create a separate entrance and exit area to your operation
- 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 devises for menu viewing and/or ordering
- Use protective barriers at areas of contact such as checkout, pick up windows and registers
- Constantly sanitize high traffic touch points
- Clean and sanitize restrooms constantly or as used
- Ensure that all service ware is properly clean and sanitized before and after all use
- Use disposable service ware if possible
- Avoid self service areas (if allowed by local regulatory authority)
- If self service areas cannot be avoided try to have wrapped or contained single use items to be taken away
- 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 customer 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.

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Vendor Safety

***Mandated:**

- 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

Recommended:

- 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

Here are some 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](#)

***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 2020-97 released on May 21st 2020.**

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.

“Let's Serve Safe Food Together”

www.culinarycultivations.org
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