

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.) Provide [ServSafe COVID-19](#) training or its equivalent as soon as possible to all employees.
- 3.) Build social distancing into food service operations to maintain a safe distance of at least 6 feet between employees and customers.
- 4.) Direct customer contact Employees **shall** [wear cloth face coverings](#) over their nose and mouth when at work and around others in settings where social distancing may be difficult.
- 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.

- 2) Seated indoor dining is not permitted in Phase 1.

- 3) Limit tables to no more than six (6) guests per table
- 4) Tables spacing should be maintained so people sitting at adjacent tables are more than 6 feet apart.
- 5) Reservations or call ahead seating 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.
- 6) 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 demarcation's on the floor).
- 7) Bar seating areas should remain closed
- 8) Signage must be prominently posted throughout the venue to ask customers if they are experiencing COVID-19 symptoms, including:
 - Fever
 - Respiratory 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 and come back another day when you feel better.
- 9) 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.
- 10) Alcohol-based hand-sanitizer should be made readily available at the reception desk for both customers and employees

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.) Catering and Functions venues: Outdoor functions with tables spacing should be maintained so people sitting at adjacent tables are more than 6 feet apart, participants will be encouraged to keep social distancing.
- 9.) For activities occurring away from the table, social distancing guidelines still apply.
- 10.) Restroom occupancy should be limited for group restrooms to incorporate social distancing and waiting lines outside of restrooms should be avoided.

Food Services Industry – Phase 2

Safeguarding Guidance:

In addition to strict adherence to CDC guidelines, the State of New Hampshire recommends putting into place measures to protect consumers and employees, including:

Employee Protection:

- 1.) Follow Universal Guideline
- 2.) Follow sanitation frequency guidance contained in this document at all time
- 3.) Provide ServSafe COVID-19 training as soon as possible

Consumer Protection:

- 1) Limit tables to no more than ten (10) guests per table
- 2) Tables spacing should be maintained so people sitting at adjacent tables are more than 6 feet apart.
- 3) Inside dining and outside dining allowed, restaurants can continue to use expanded outside wherever an outdoor area can be set up safely, such as parking spaces close to entrances, sidewalks, existing patios, lawn areas; The outside space must be clearly delineated. If expansion it in a shared space the appropriate local approvals are still needed.
- 4) Reservations or call ahead seating is recommended to prevent against large congregations of guests waiting for tables and can include 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) Bar areas can open while following social distancing protocols between groups. (capacity may be affected to maintain the appropriate social distancing)
- 6) Minimum standards are signage must be prominently posted throughout the venue to ask customers regarding COVID-19 symptoms.
 - Have you been in close contact with a confirmed case of COVID-19?
 - Are you experiencing a cough, shortness of breath or sore throat?
 - Have you had a fever in the last 48 hours?
 - Have you had changes in your 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 and come back another day when you feel better.

Business Process Adaptations:

- 1.) Ordering food and alcohol orders to go are still allowed per emergency order.
- 2.) Place hand sanitizer stations in restaurant lobby and bathrooms, as well as at cashier stations.
- 3.) Sanitize all front-of-house surfaces including door handles, screens, phones, pens, keyboards and other areas of hand contact every two hours, at a minimum.
- 4.) 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.
- 5.) Use of 'self-serve' utensils, plates or napkins, are not allowed.
- 6.) Sanitize all tabletop items, including condiments, after each table turns (or use disposables).
- 7.) Sanitize chairs, especially where contact occurs, after each table use.
- 8.) No self-serve buffets or appetizers, condiments on a counter for use by multiple tables, or beverage station re-use.
- 9.) Manned Buffets allowed, social distancing in serving lines maintained or Plated Meals
- 10.) Catering and Functions – Indoor Function capacity limited by social distancing and as table spacing dictates. Outdoor functions with tables spacing should be maintained so people sitting at adjacent tables are more than 6 feet apart, participants will be encouraged to keep social distancing.
- 11.) Restroom occupancy should be limited for group restrooms to incorporate social distancing and waiting lines outside of restrooms should be avoided.

Food Services Industry – Phase 3

Safeguarding Guidance:

In addition to strict adherence to CDC guidelines, the State of New Hampshire recommends putting into place measures to protect consumers and employees, including:

Employee Protection:

- 1) Follow Universal Guidelines
- 2) Follow sanitation frequency guidance contained in this document at all times
- 3) Provide ServSafe COVID-19 training as soon as possible

Consumer Protection:

- 1.) Pre-covid or other license seating areas only opened. (Extended outdoor areas are closed)
- 2.) Reservations or call ahead seating is recommended to prevent against large congregations of guests waiting for tables, waiting areas are opened with social distancing between groups.
- 3.) As customers arrive to be seated, recommend they maintain social distancing at all times. Suggest markings on floors to facilitate..
- 4.) Bar areas open while recommending following social distancing protocols between groups. (capacity of these areas may be reduced due to needed spacing)
- 5.) Minimum standards are signage must be prominently posted throughout the venue to ask customers regarding COVID-19 symptoms.
 - Have you been in close contact with a confirmed case of COVID-19?
 - Are you experiencing a cough, shortness of breath or sore throat?
 - Have you had a fever in the last 48 hours?
 - Have you had changes in your 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 and come back another day when you feel better.

Business Process Adaptations:

- 1.) Ordering food and alcohol orders to go are still allowed per emergency order.
- 2.) Place hand sanitizer stations in restaurant lobby and bathrooms, as well as at cashier stations.
- 3.) Sanitize all front-of-house surfaces including door handles, screens, phones, pens, keyboards and other areas of hand contact every two hours, at a minimum.
- 4.) 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.
- 5.) Use of 'self-serve' utensils, plates or napkins, are not allowed.
- 6.) Sanitize all tabletop items, including condiments, after each table turns (or use disposables).
- 7.) Sanitize chairs, especially where contact occurs, after each table use.
- 8.) No self-serve buffets or appetizers, condiments on a counter for use by multiple tables, or beverage station re-use.
- 9.) Manned Buffets allowed, social distancing in serving lines maintained or plated meals.
- 10.) Catering and Functions - Indoor Function capacity limited by social distancing and as table spacing dictates. Outdoor functions with tables spacing should be maintained so people sitting at adjacent tables are more than 6 feet apart, participants will be encouraged to keep social distancing.
- 11.) Restroom occupancy should be limited for group restrooms to incorporate social distancing and waiting lines outside of restrooms should be avoided.