

# PLAN FOR PARTIAL REOPENING

## LIVE PERFORMANCES WITH LIMITED CAPACITY



BROWARD CENTER  
FOR THE PERFORMING ARTS



PARKER PLAYHOUSE

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# BROWARD CENTER FOR THE PERFORMING ARTS and PARKER PLAYHOUSE

## Plan for Partial Reopening for Live Performances with Limited Capacity

In order to partially reopen its world class venues, the Performing Arts Center Authority, operating the Broward Center for the Performing Arts and Parker Playhouse in Fort Lauderdale, is prepared to incorporate the following protocols, procedures and restrictions into its standard operating procedures to commence live performances in a safe, prudent and operationally feasible manner.

These protocols were developed based on guidelines from the Centers for Disease Control (CDC) and in consultation with national experts on performing arts venue management and medical experts including Cleveland Clinic Florida. The Broward Center for the Performing Arts is prepared to adjust this approach over time according to the epidemiological developments in the local and regional areas.

The objective of this submission is to approve a plan for **live performances with limited capacity audiences** that would take place beginning in the early winter. The Broward Center is seeking approval for this plan in order to commence marketing and promotion essential to drive ticket sales.

Live performances would take place on Broward Center and Parker Playhouse stages and in ancillary spaces following the protocols defined by in “Theatrical Health and Safety Recommendations,” a collaborative working document developed by Broadway theatrical producers and Actors Equity Association.

**STAFF** – Defined for this plan as all Broward Center employees, volunteers, contractors, and vendors.

(Note: The STAFF section below was previously approved by Broward County as part of the Broward Center Plan for Reopening Education Classes.)

Employee Health Tracking System: Broward Center has established a digital employee health tracking system using the Envoy Protect software tool. This tool will allow the Broward Center to maintain a log of all staff and visitors who have been to the facility.

- All staff will use the Envoy mobile app to register and check in for work each day
- Staff member completes an email questionnaire with a health self-assessment daily prior to arrival onsite updated to reflect current CDC guidelines (*see attached*)
- App notifies staff member if they may or may not come to work based on responses

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- App allows for a touchless sign in on arrival, as staff are pre-registered and pre-cleared to work
  - System maintains a comprehensive log of all staff who have been in the building

All staff will be:

- Required to complete at-home health self-assessment daily using Envoy Mobile app
- Required to undergo a temperature check on arrival
- Required to wear face coverings in all public and common areas
- Required to adhere to standard hand hygiene protocols
- Required to adhere to best practice workplace physical distancing protocols
- Trained on COVID-19 safety and sanitation protocols with more comprehensive training for staff with frequent guest or student contact
- Prohibited from working if ill, running a temperature above 100.1 or displaying symptoms similar to COVID-19 and require a doctor's note to return to work

## **EVENT EXECUTION GUIDELINES**

### **PERFORMERS AND SUPPORT TEAM**

All Performers and Support Team will be:

- Required to complete an at-home health assessment daily prior to arrival
- Required to go undergo a temperature check on arrival
- Prohibited from performing if ill, running a temperature above 100.1 or displaying symptoms similar to COVID-19 and require a doctor's note to return to Broward Center campus
- Assessed for COVID-19 symptoms before entering the venue
- Required to wear face coverings at all times and maintain six feet physical distance with the exception while onstage to rehearse or perform
- Required to practice good hand washing hygiene and to use hand sanitizer frequently
- Performers and support staff who are unable or unwilling to comply with these policies will not be allowed on the Broward Center campus
- Technical staff required to execute the production elements/recording of the performance will adhere to all guidelines and protocols outlined in "Staff" section above

### **PRODUCTION TEAM**

Production Team will be:

- Required to wear face coverings at all times
- Maintain six feet distancing whenever possible
- Provide hand sanitizer on sides of stages



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- Provide Kleenex and trash bins on sides of stages

In theater spaces, enhanced cleaning and sanitization protocols based on current best practices and following industry standards will be implemented.

- All non-porous surfaces will be sanitized with alcohol or disinfectant spray that is DEC EPA approved for COVID-19 prior to and post-performance
- High touch equipment such as microphones and microphone stands will be sanitized frequently and dedicated to individual users whenever possible

## TICKETING SERVICES

- Contactless and “paperless” ticket options will be available and encouraged in all patron communication
- All ticket agents will be provided with appropriate PPE
- Plexiglass protective barriers will be installed in open ticket windows
- Touchless payment options will be available at ticket windows
- Physical distancing controls for queuing will be established to include signage, floor markers, stanchions and attendants

## THEATER SEATING CAPACITY AND CONFIGURATION

- Theater seating capacity will be strictly limited 30% to maintain a minimum of six feet separation between groups
- Staggered seating configuration with alternate row/seat spacing (*See attached seating maps for Amaturio Theater, Au-Rene Theater, Parker Playhouse*)
- “Gap” seats between groups will have physical barriers to prevent patron access
- Trained Guest Services staff will monitor/enforce patron compliance

## OPERATIONS

- Comprehensive, highly visible physical and digital signage to encourage physical distancing and proper hand hygiene
- Trained Guest Services and Security staff will monitor and reinforce guidelines
- Facility Managers will be certified as COVID-19 Compliance Officers through national training offered by Health Education Services (*See attachment*)
- Add signage and floor markings to encourage physical distancing of at least six feet (*See attached signage examples*)
- Queuing lines (concessions, restrooms, security lines, elevator access, etc.) controlled with use of stanchions, signage, Guest Services staff
- Open lobby and auditorium seating at the same time to space out areas for patrons
- Disinfectant wipes/hand sanitizer available to guests at entry and touch points
- Plexiglass protective barriers installed at all points of sale and Guest Service locations

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- Assistive-listening devices (ALDs) will be sanitized with ultraviolet LEDs for decontamination before and after each use
  - Drinking fountains will be turned off
  - Eliminate items that encourage gathering in large groups (e.g., step-and-repeats, photo opps)
  - Keep doors (to theaters, restrooms, etc.) propped open when possible
  - No guests will be allowed in artist areas

## PATRON COMMUNICATIONS

- Patron communication prior to arrival will include information on all health & safety protocols, on-site amenities, “contactless” experiences, and clearly set guest expectations
- Messaging channels will include website, social media channels, ticket purchasing sites, emails and push notifications, on-site signage, on-site announcements and Guest Services staff
- No physical programs will be available; any programs will be distributed digitally
- Masks will be available for purchase at a nominal fee as a guest amenity

## CONCESSIONS

Food & Beverage team will receive proper training on COVID-19 health & safety protocols, including Serv-safe food handling and knowledge on proper safety and sanitation practices. Patrons will be required to consume all food and beverages in designated seating areas.

- Food & Beverage Team will follow health & safety guidelines established by National Restaurant Association (*See attachment*)
- Encourage frequent hand washing by employees
- Require servers to wear face coverings and gloves
- Install plexiglass protective barriers at point of sale
- Accept cash-free payments only including credit cards or mobile pay
- Install signage to inform patrons that no cash sales are available
- Provide pre-wrapped cutlery, straws and stirrers
- Provide designated seating area(s) for food & beverage consumption, clearly marked for physically distanced seating of a minimum of six feet between parties
- Roaming consumption of food & beverages will be prohibited to ensure practical approach to face covering removal

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## **FACILITY CLEANING AND SANITIZATION**

(Note: The FACILITY section below was previously approved by Broward County as part of the Broward Center Plan for Reopening Education Classes.)

Broward Center has introduced enhanced cleaning and sanitization protocols based on current best practices and following industry standards for cleaning and sanitizing all areas of the facility. These include:

- Electrostatic disinfecting
  - Reduces the time it takes to cover and disinfect all surfaces including floors, walls and hard-to-reach places by 50% compared to conventional methods
  - Improves infection control and the spread of viruses including COVID-19
- Electro-hygiene atomizers
  - Utilize Kamo Foggers disinfecting in combination with electrostatic sprayers
  - CDC non-toxic COVID-19 approved chemical called *Vital Oxide*
- Continual attention to high level sanitization of areas throughout the day, with a focus on high traffic areas
- Systematic fresh air exchange maximized
- Increased frequency of air filter replacement and HVAC system cleaning
- Disinfectant wipes/hand sanitizer available at entry and touch points

## **VENDOR SUPPORT**

### **SECURITY**

- Provide security staff appropriate PPE to be worn at all times
- Reconfigure queuing area and install floor markings to encourage physical distancing
- Disinfect security equipment daily and between per performance
- Support staff in enforcing compliance with requirement of face coverings and physical distancing of patrons

### **CLEANING**

- Provide cleaning staff appropriate PPE to be worn at all times
- Disinfect security equipment daily/per performance
- Continual monitoring of high use areas in order to maintain highest level of sanitation to include but not limited to door handles, handrails, push buttons, counter tops, trash receptacles and restrooms

### **PARKING**

- Provide parking staff at garage appropriate PPE to be worn at all times

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- Accept cash-free payments only including credit cards or mobile pay
  - No valet services will be offered until epidemiological developments improve in the local and regional areas

## **PATRONS**

- Required to wear facial coverings at all times with the exception of consumption of food and beverage in designated area(s)
- Required to follow directives for physical distancing, theater seating locations, and food & beverage consumption
- Directed to utilize all “touchless” amenities throughout facilities

## **ATTACHMENTS**

- Self-assessment health questionnaires
- Seating charts – limited capacity for physical distancing
  - Amaturio Theater, Au-Rene Theater, Parker Playhouse
- COVID-19 Compliance Certification, Health Education Services
- Signage examples
  - Broward Center, Parker Playhouse
- National Restaurant Association Guidelines

## **CONTACT**

For further information, please contact:  
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Broward Center for the Performing Arts  
Office: 954-498-2696  
Mobile: 954-560.1062  
Email: [sbradshaw@browardcenter.org](mailto:sbradshaw@browardcenter.org)

### Team Member & Visitor Screening Questionnaire

To prevent the spread of potential exposure to COVID-19, all team members are required to complete this self-assessment when reporting to work on a daily basis. Consistent with guidance from the CDC, if you answer "yes" to any question, you must contact Human Resources before you will be permitted on the premises. The safety of our team members and visitors is our priority. Thank you for your cooperation.

Yes	No	In the past 14 days, have you
<input type="checkbox"/>	<input type="checkbox"/>	Experienced any of these "new" or "unexpected" symptoms that cannot be attributed to another health condition? <i>Fever above 100.1°F, feverish (chills, sweating)</i> <i>Difficulty breathing, shortness of breath</i> <i>New loss of taste or smell</i> <i>Vomiting or diarrhea</i> <i>New Cough</i> <i>Sore throat</i> <i>Muscle or body aches</i>
<input type="checkbox"/>	<input type="checkbox"/>	Traveled internationally, on a cruise ship or to New York, New Jersey, Connecticut?
<input type="checkbox"/>	<input type="checkbox"/>	Had close contact with or been caring for someone with symptoms of COVID 19 or under evaluation for COVID-19 (for example, waiting for the results of a test to confirm infection)?
<input type="checkbox"/>	<input type="checkbox"/>	Been under evaluation for COVID-19 (for example, waiting for the results of a test to confirm infection)
<input type="checkbox"/>	<input type="checkbox"/>	Tested positive for COVID-19?
<input type="checkbox"/>	<input type="checkbox"/>	Been advised by your healthcare provider to self-quarantine related to COVID-19?

If you answer "Yes" to any of these screening questions, you will not be allowed on the premises and must contact your supervisor and Human Resources for further assessment and guidance on return to work protocols.

\_\_\_\_\_ Initial here if the answer to all questions is "NO."

#### Team Member Acknowledgement

Team Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Print Name: \_\_\_\_\_

Temperature recorded at time of screening is 100.1°F or below: \_\_\_\_\_ Yes \_\_\_\_\_ No

Temperature screening conducted by: \_\_\_\_\_





# Health Education Services Training

## COVID-19 Compliance Officer (C19CO)

<https://healtheducationservices.net/training/covid-19-compliance-officer-c19co/>

As film, commercial, music video, and photo shoots begin to open up across the country, a need has emerged for a new crew position: **COVID-19 Compliance Officer (C19CO)**. Shoots are often places where food is shared, people work closely with one another, and social distancing is often possible. We have designed this non-union class to inform producers, coordinators, production assistants, and 1st ADs about on-set protocols related to **COVID-19** as well as provide tools and resources for the new **COVID-19 Compliance Officer (C19CO)** position.

### Class Completion:

- Participants will receive a course completion certificate attesting to the content that was provided.
- You will receive a link to valuable resources, including example screening surveys, on-set posters, and more.
- You will be given the opportunity to list your name on a database of people who have completed this class, this list will be hosted on our website.

### The C19CO Does Not Replace A Set Medic:

The COVID-19 Compliance Officer (C19CO) does not replace a Union Set Medic. The position is designed to relieve the Set Medic of many tasks and to prevent the spread of COVID-19 when no Set Medic is available.

### Class Background:

This class was created for Non-Union Production. Set Safety Standards are constantly changing and vary from city to city, so please always consult your local and state health departments, union, and CDC guidelines before each shoot. This class follows the requirements of the County of Los Angeles Department of Public Health Order of the Health Officer (June 12,2020) and guidelines presented by National Set Medics, AICP, Alliance of Motion Pictures and Television Producers white paper, and General Workplace Safety Guidelines set by the CDC

**NOTE: This course is presented as a Webinar through third party platform, BIGMARKER.COM.**

## Course Outline:

-  COVID -19 Overview
-  Signs/Symptoms
-  Set Health Manager Role & Responsibility
-  Cast/Crew Responsibilities
-  Monitoring Protocol
-  Screening Procedures
-  Positive Test Actions
-  Return to Work
-  Social Distancing
-  Site Disinfection
-  Supply List
-  Resources



**Health Education Services:** Founded in 1979, Health Education Services offers a wide range of healthcare and safety training in the workplace, the community, and at home. We cover a range of training for the general public, the Healthcare Provider, and OSHA compliance. Authorized Training Center for American Heart Association and Medic First Aid.

1000 Varian Street, Suite A - San Carlos, CA 94070 -Toll Free: 800-754-9072  
[www.healtheducationservices.net](http://www.healtheducationservices.net)

# AMATURO AMRS

Capacity = 594 (584 + 10 standing room)

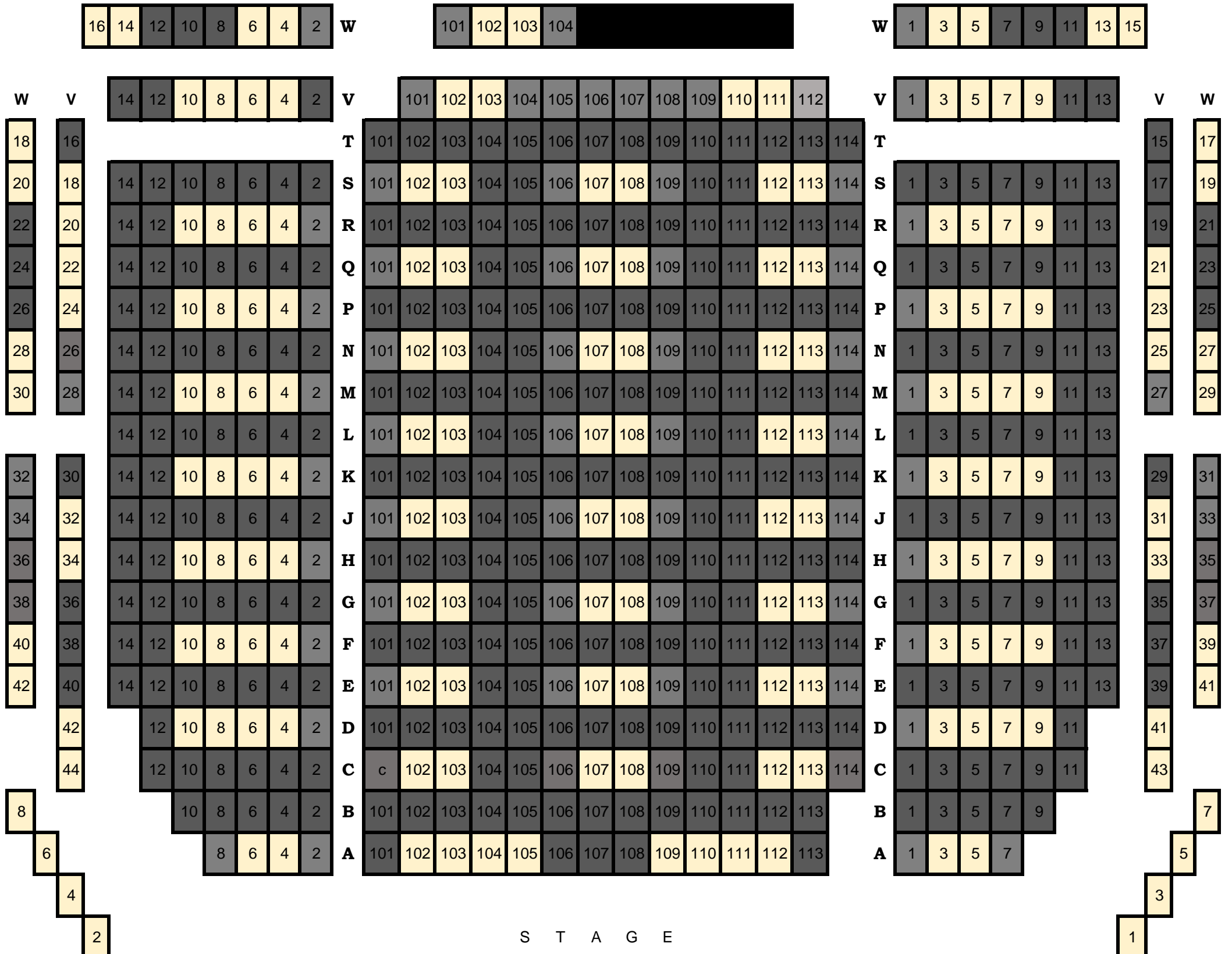
Killed Seats = 380 (standing room included)

New Capacity = 174 (30% Capacity)

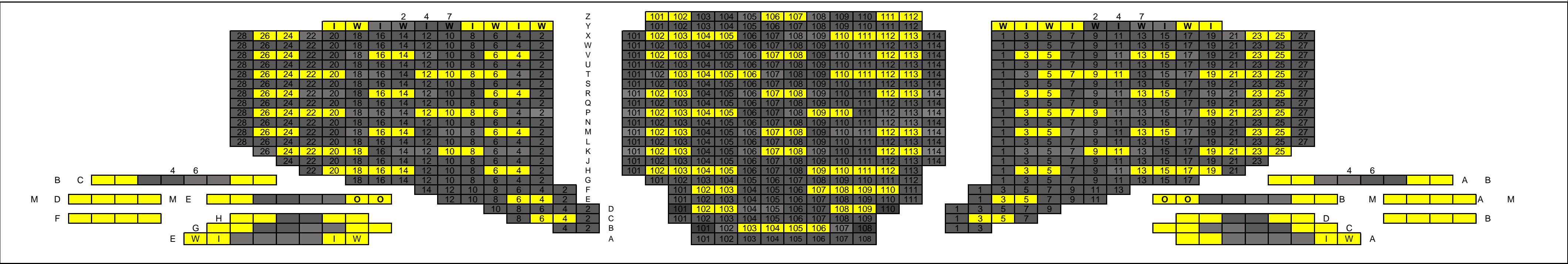
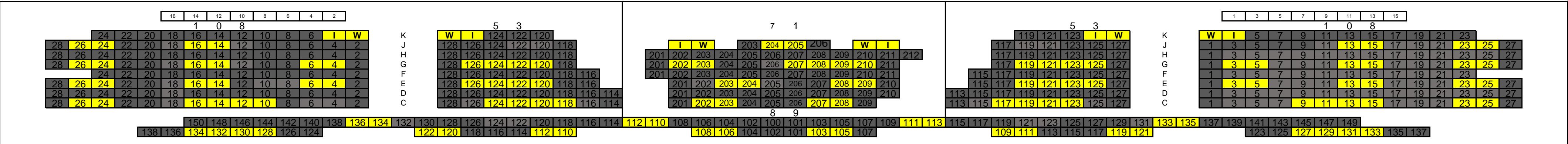
Draft 6/24/2020

Standing Room

1 2 3 4 5 6 7 8 9 10



	AU-RENE	ARRS
	Total Capacity 2690 (2658 + 32 standing room)	



Lower Orchestra 190
Upper Orchestra - 144
Mezzanine - 122
Balcony - 144
Boxes - 56
Total Capacity - 656

Manifest Mezz & Balc boxes = 8  
additional seats. Add 2nd row to Orch  
Box A&E to maintain current seat 3s,  
move 5, 7, 9, & 11 to 2nd row







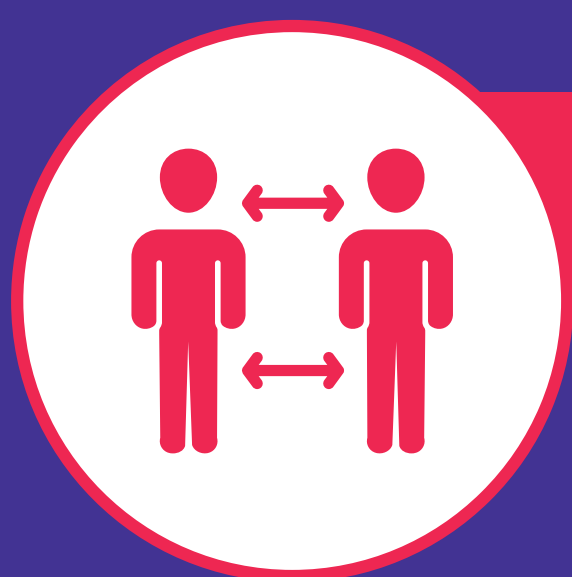
## PLEASE WASH YOUR HANDS

Spend at least 20 seconds  
(sing your favorite show tune!)



## USE A FACE COVERING

Cover your mouth and nose  
and avoid touching your face.



## MAINTAIN PHYSICAL DISTANCE

Maintain a physical distance of at least 6 feet  
and avoid handshakes and hugs.



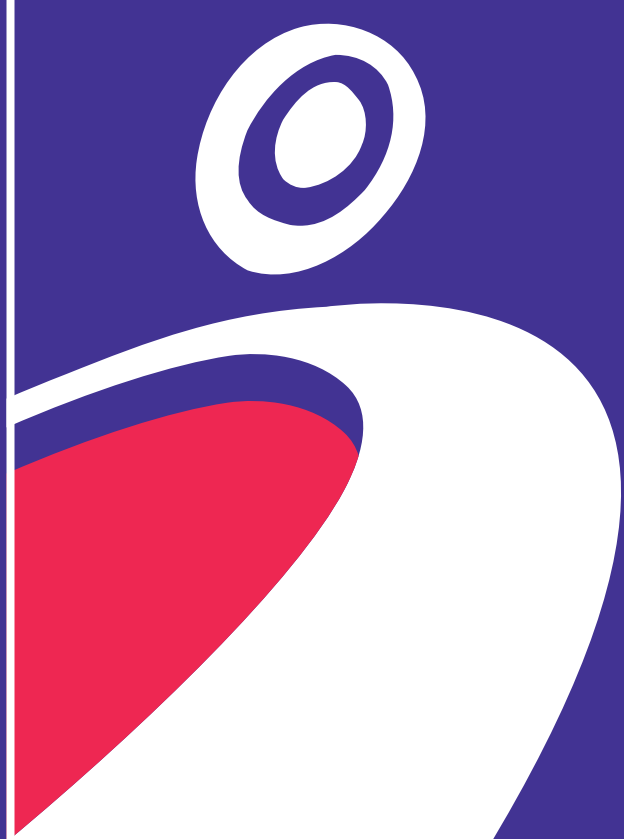
## SANITIZE YOUR HANDS

Take advantage of our hand sanitizing stations  
throughout the Center.



## USE YOUR ELBOW

Always sneeze and cough into your elbow.



Let's Keep Each Other Safe!



BROWARD CENTER  
FOR THE PERFORMING ARTS



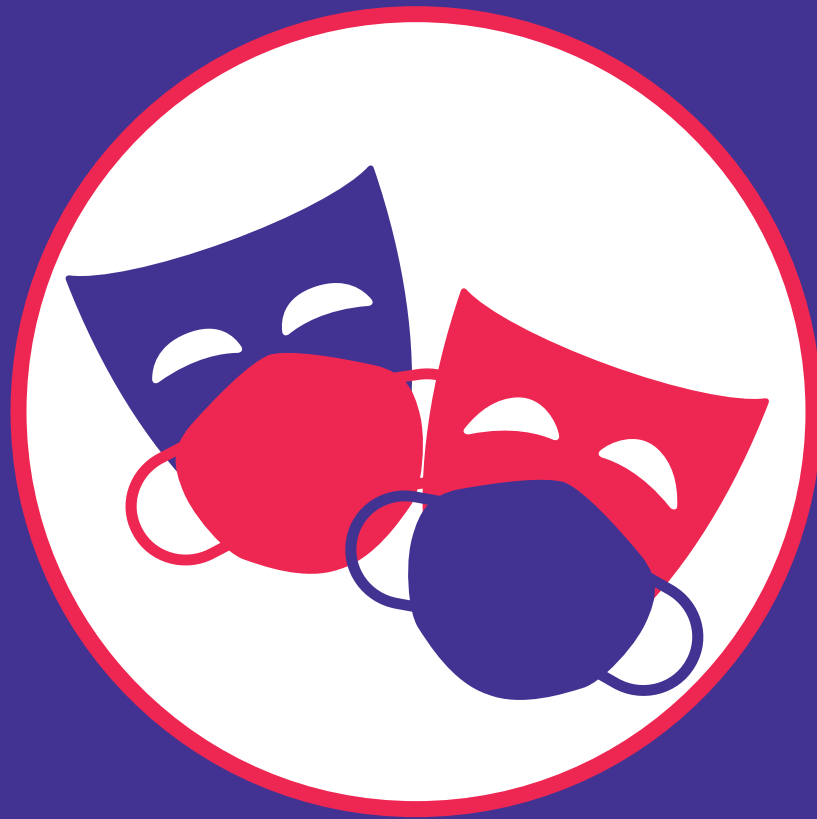
Please enjoy your  
food and drink  
in designated  
seating areas only.



Let's Keep Each Other Safe!



BROWARD CENTER  
FOR THE PERFORMING ARTS



# BE DRAMATIC... WEAR A MASK!

Whether you are expressing comedy or tragedy on your face, please keep your face covering on for the duration of your visit.



**Let's Keep Each Other Safe!**



**BROWARD CENTER**  
FOR THE PERFORMING ARTS



# PLEASE WASH YOUR HANDS

Spend at least 20 seconds  
(sing your favorite show tune!)



Let's Keep Each Other Safe!



**BROWARD CENTER**  
FOR THE PERFORMING ARTS

WELCOME TO THE BROWARD CENTER



BROWARD  
CENTER

— *for the* —  
PERFORMING ARTS

Please maintain  
a physical  
distance  
of at least 6 ft.

Let's Keep Each  
Other Safe!



PLIÉ • RELEVÉ • CHASSÉ

Let's Keep  
Each Other  
Safe!



BROWARD  
CENTER  
— *for the* —  
PERFORMING ARTS

Please maintain a physical distance of 6 ft.

FIGARO! FIGARO! FIGARO!

Let's Keep  
Each Other  
Safe!



BROWARD  
CENTER  
— *for the* —  
PERFORMING ARTS

Please maintain a physical distance of 6 ft.



## PLEASE WASH YOUR HANDS

Spend at least 20 seconds  
(sing your favorite show tune!)



## USE A FACE COVERING

Cover your mouth and nose  
and avoid touching your face.



## MAINTAIN PHYSICAL DISTANCE

Maintain a physical distance of at least 6 feet  
and avoid handshakes and hugs.



## SANITIZE YOUR HANDS

Take advantage of our hand sanitizing stations  
throughout the Center.



## USE YOUR ELBOW

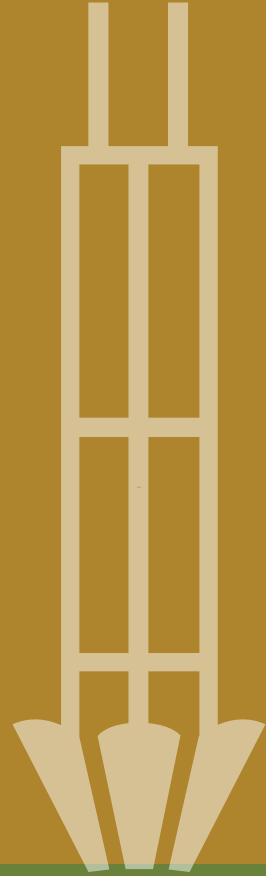
Always sneeze and cough into your elbow.

Let's Keep Each Other Safe!



**PARKER** PLAYHOUSE

WELCOME TO PARKER PLAYHOUSE



PARKER PLAYHOUSE

Please maintain a physical  
distance of at least 6 ft.



Let's Keep Each  
Other Safe!



COVID-19

# REOPENING GUIDANCE

A GUIDE FOR THE  
RESTAURANT INDUSTRY

**PUBLISHED** April 22, 2020

For other resources:  
**RESTAURANT.ORG/COVID19**





## TO RESTAURANT OPERATORS GETTING READY TO REOPEN...

**The purpose of guidance is just that, to offer you direction and provide a framework for best practices as you reopen.**

But as the saying goes, the devil is in the details, and not every restaurant is the same and not every opening scenario will align. We recognize that not everyone has access to guidance, and that is where the National Restaurant Association can provide help.

- Make sure your person-in-charge has an up-to-date ServSafe Food Manager certification. The Food and Drug Administration requires every facility to have a person in charge on site during open hours and also directs that the person in charge should have a food manager certification.
- Provide ServSafe food handler training for your workers. They're your front line; educating them protects them, you and your guests.
- Make technology your friend. Contactless payment systems, automated ordering systems, mobile ordering apps, website updates and simple texts can help you to communicate and conduct business with reduced need for close contact. As you begin to reopen, keep communicating with customers (your hours, menu items, reservations, etc.), and help promote your social distancing and safety efforts.
- And some of the best advice comes from the Food and Drug Administration, which develops the Food Code we all rely on. Its newest guide, *Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic*, was just released. You can link to it [here](#).

As we continue to learn more about operating businesses during the COVID-19 pandemic, it's important to share with you the most current direction and advice from the experts at FDA, the Centers for Disease Control and Prevention, the Environmental Protection Agency, and other agencies. These documents will continue to reflect those best practices and will continue to be updated.



**T**he National Restaurant Association partnered with representatives of the Food and Drug Administration, academia, the Conference for Food Protection, Ecolab, public health officials and industry representatives to develop a set of opening and operating guidelines to help restaurants return to full operation safely when the time comes.

This guidance is designed to provide you with a basic summary of recommended practices that can be used to help mitigate exposure to the COVID-19 virus, including:

- ✓ Food safety
- ✓ Cleaning and sanitizing
- ✓ Employee health monitoring and personal hygiene
- ✓ Social distancing

Combine this guidance with your existing policies as well as this new resource from the FDA, *Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic*.

Armed with information, ServSafe training and the recommendations of your local health departments, you can help secure a safe opening.

For the most comprehensive and up-to-date COVID-19 resources and information for the restaurant industry, visit [restaurant.org/COVID19](https://restaurant.org/COVID19).

## RETURNING RESTAURANTS TO SERVICE **SAFELY**



# RESTAURANT RESPONSE

Food safety has always been a priority for the restaurant industry, for both guests and employees.

The basis of an effective food safety culture is the Food and Drug Administration Food Code, which for decades has served as the foundation for restaurant operating procedures as they relate to safe food handling. The guidance outlined in the Food Code is science-based and is designed to reduce and prevent the incidence of foodborne illness. Food Code requirements related to sanitation and personal hygiene in particular are the most reliable protocols available to combat risks related to the spread of COVID-19.

Local, state and federal regulators use the FDA Food Code as a model to develop or update their own food safety rules and to be consistent with national food regulatory policy.

## AMONG THE REQUIREMENTS OF THE FOOD CODE THAT APPLY TO CORONAVIRUS MITIGATION ARE

- ✓ Prohibiting sick employees in the workplace
- ✓ Strict handwashing practices that include how and when to wash hands
- ✓ Strong procedures and practices to clean and sanitize surfaces
- ✓ Ensuring the person in charge of a foodservice facility is a certified food safety manager
- ✓ Ensuring the person in charge is on site at all times during operating hours



**FOR MORE THAN 30 YEARS, THE NATIONAL RESTAURANT ASSOCIATION'S SERVSAFE PROGRAM HAS PROVIDED FOOD SAFETY TRAINING FOR BOTH MANAGERS AND FOOD HANDLERS.**

ServSafe certifies food safety managers through an independently developed certification exam, which follows standards adopted by the Conference for Food Protection.

The Conference for Food Protection also collaborates with the FDA to develop the Food Code.

## THE PURPOSE OF THIS GUIDANCE IS TO BUILD ON THE ALREADY ESTABLISHED BEST PRACTICES AND REQUIREMENTS AVAILABLE

that address specific health and safety concerns related to the spread of COVID-19, and to put those protocols into practice as state and local officials begin to open communities and businesses.

Operators should make use of these guidelines as they relate to their existing policies and procedures and in conjunction with instructions they receive from authorities during their reopening phase-in.



## REOPENING GUIDANCE FOR EMPLOYERS

State and local officials may tailor the application of opening criteria to local circumstances (e.g., metropolitan areas that have suffered severe COVID outbreaks vs. rural and suburban areas where outbreaks have not occurred or have been mild).

To prepare to comply with opening procedures, operators should update their existing policies and operating procedures in accordance with the latest FDA, Centers for Disease Control and Prevention, and Environmental Protection Agency guidance and in accordance with local and state officials regarding:

- ✓ Social distancing and protective equipment
- ✓ Employee health
- ✓ Cleaning/sanitizing/disinfecting

## ON FOOD SAFETY

- ✓ Discard all food items that are out of date.
- ✓ Where salad bars and buffets are permitted by local/state officials, they must have sneeze guards in place. Change, wash and sanitize utensils frequently and place appropriate barriers in open areas. Alternatively, cafeteria style (worker served) is permissible with appropriate barriers in place.
- ✓ If providing a “grab and go” service, stock coolers to no more than minimum levels.
- ✓ Ensure the person in charge is ServSafe certified and that their certification is up to date, and provide food handler training to refresh employees.



# REOPENING GUIDANCE FOR CLEANING AND SANITIZING

✓ Thoroughly detail-clean and sanitize entire facility, especially if it has been closed. Focus on high-contact areas that would be touched by both employees and guests. Do not overlook seldom-touched surfaces. Follow sanitizing material guidance to ensure it's at effective sanitizing strength and to protect surfaces.

✓ Avoid all food contact surfaces when using disinfectants.

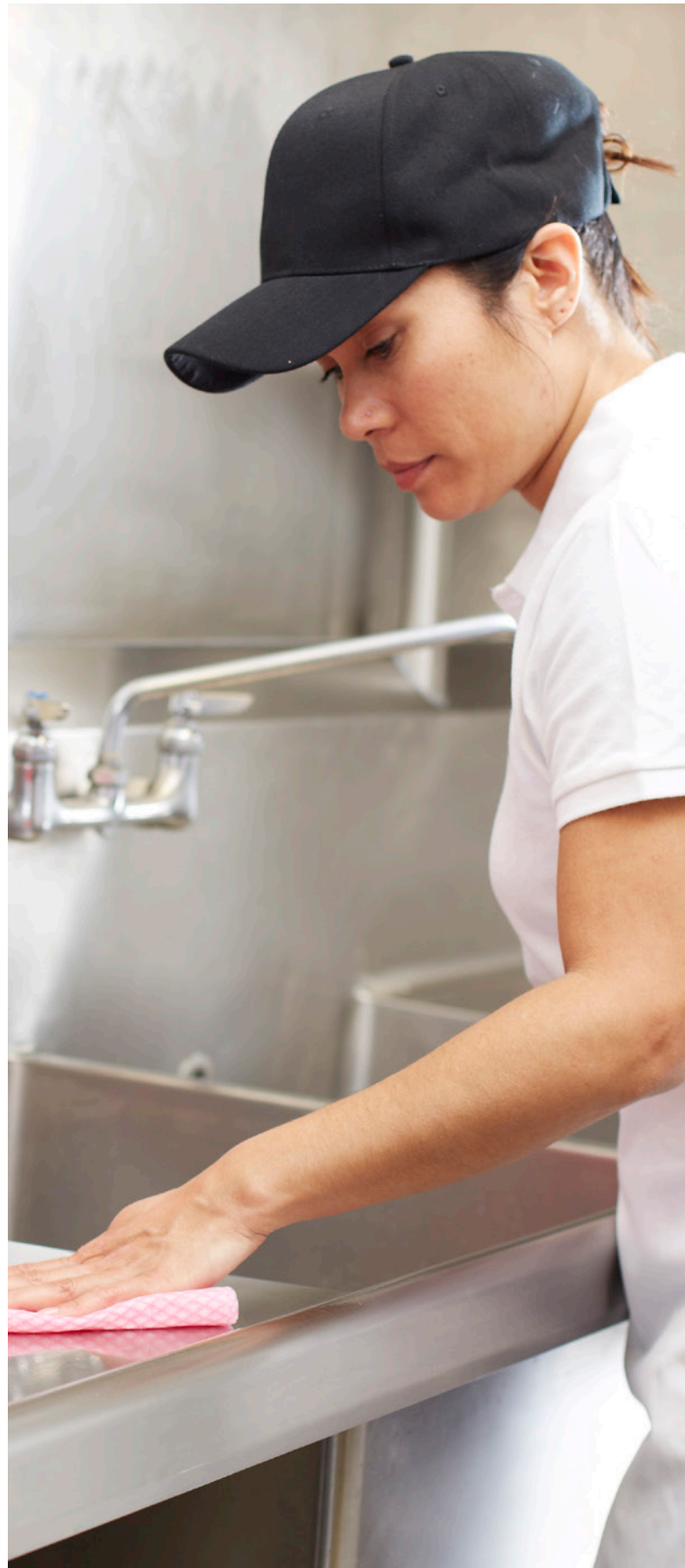
✓ Between seatings, clean and sanitize table condiments, digital ordering devices, check presenters, self-service areas, tabletops, and common touch areas. Single-use items should be discarded. Consider using rolled silverware and eliminating table presets.

✓ Remove lemons and unwrapped straws from self-service drink stations.

✓ Clean and sanitize reusable menus. If you use paper menus, discard them after each customer use. Implement procedures to increase how often you clean and sanitize surfaces in the back-of-house. Avoid all food contact surfaces when using disinfectants.

✓ Check restrooms regularly and clean and sanitize them based on frequency of use.

✓ Make hand sanitizer readily available to guests. Consider touchless hand sanitizing solutions.







## REOPENING GUIDANCE

# ON MONITORING EMPLOYEE HEALTH & PERSONAL HYGIENE

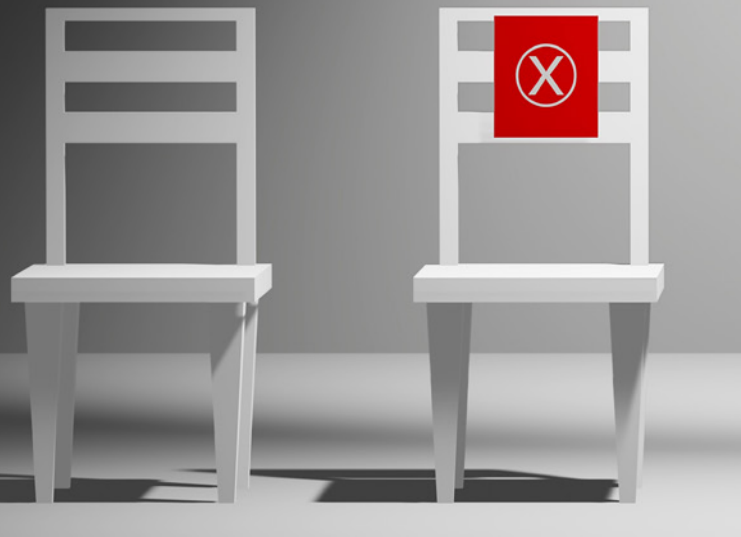
✓ Per existing FDA Food Code requirements, employees who are sick should remain at home.

✓ If an employee becomes ill or presents signs of illness, the operator should identify the signs during a pre-work screening and follow the business's established policies on when the ill employee is allowed to return to work. At a minimum, however, follow CDC guidelines – tell the employee to self-isolate for seven days from the onset of symptoms and be symptom-free for three days without medication.

✓ Taking employees' temperatures is at the operators' discretion. The CDC has not mandated taking an employee's temperature and any operator who chooses to do so should engage health officials first and adopt policies aligned with proper procedures. CDC guidance states the minimum temperature that indicates a fever is 100.4°F.

✓ Per CDC recommendations, face coverings have been shown to be effective tools to mitigate risk from individuals who show symptoms as well as those who don't, especially in close environments where it's hard for people to maintain a three- to six-foot distance. In some states and local jurisdictions, face coverings are required by government officials; some employers require them, too. In all cases, those coverings worn by employees should be kept clean in accordance with CDC guidance. CDC provides overall cleaning guidance [here](#).

✓ Train all employees on the importance of frequent hand washing, the use of hand sanitizers with at least 60% alcohol content, and give them clear instruction to avoid touching hands to face.



## REOPENING GUIDANCE **ON SOCIAL DISTANCING**

✓ Update floor plans for common dining areas, redesigning seating arrangements to ensure at least six feet of separation between table setups. Limit party size at tables to no more than the established “maximums approved” as recommended by CDC or approved by local and state government. Where practical, especially in booth seating, physical barriers are acceptable. Consider a reservations-only business model or call-ahead seating to better space diners.

✓ Any social distancing measures based on square footage should take into account service areas as well as guest areas.

✓ Remind third-party delivery drivers and any suppliers that you have internal distancing requirements.

✓ Post signage at the entrance that states that no one with a fever or symptoms of COVID-19 is to be permitted in the restaurant.

✓ Limit contact between waitstaff and guests. Where face coverings are not mandated, consider requiring waitstaff to wear face coverings (as recommended by the CDC) if they have direct contact with guests.

✓ If practical, physical barriers such as partitions or Plexiglas barriers at registers are acceptable.

✓ Use technology solutions where possible to reduce person-to-person interaction: mobile ordering and menu tablets; text on arrival for seating; contactless payment options.

✓ Provide hand sanitizer for guests to use, including contactless hand sanitizing stations, and post signs reminding guests about social distancing. Thank them for their patience as you work to ensure their safety.

✓ Try not to allow guests to congregate in waiting areas or bar areas. Design a process to ensure guests stay separate while waiting to be seated. The process can include floor markings, outdoor distancing, waiting in cars, etc. Consider an exit from the facility separate from the entrance. Determine ingress/egress to and from restrooms to establish paths that mitigate proximity for guests and staff.

✓ Where possible, workstations should be staggered so employees avoid standing directly opposite one another or next to each other. Where six feet of separation is not possible, consider other options (e.g., face coverings) and increase the frequency of surface cleaning and sanitizing.

**Note:** Face coverings may be required by government officials and/or restaurant operators to mitigate the distancing gap. If not mandated, face coverings are recommended by CDC and, when worn, they should be cleaned daily according to CDC guidance.

✓ Limit the number of employees allowed simultaneously in break rooms.

✓ With larger staffs, use communication boards to or digital messaging to convey pre-shift meeting information.

# BEST PRACTICES

## FOR RETAIL FOOD STORES, RESTAURANTS & FOOD/PICK-UP DELIVERY SERVICES DURING THE COVID-19 PANDEMIC

FDA is sharing information about best practices to operate restaurants, retail food stores and associated pick-up and delivery services during the COVID-19 pandemic to safeguard workers and consumers.

This addresses key considerations for how foods offered can be safely handled and delivered to the public. This is not a comprehensive list. FDA encourages consulting the references and links provided below (by CDC, FDA, EPA, and OSHA) for more detailed information. This will be updated as FDA receives further information and inquiries.

- [Managing Employee Health \(Including Contracted Workers\)](#)
- [Personal Hygiene for Employees](#)
- [Managing Operations in a Foodservice Establishment or Retail Food Store](#)
- [Managing Food Pick-Up and Delivery](#)

### BE HEALTHY, BE CLEAN



- Employees - Stay home or leave work if sick; consult doctor if sick, and contact supervisor
- Employers - Instruct sick employees to stay home and send home immediately if sick
- Employers - Pre-screen employees exposed to COVID-19 for temperature and other symptoms



- Wash your hands often with soap and water for at least 20 seconds
- If soap and water are not available, use a 60% alcohol-based hand sanitizer per CDC
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Wear mask/face covering per [CDC](#) & [FDA](#)



- Never touch Ready-to-Eat foods with bare hands
- Use single service gloves, deli tissue, or suitable utensils
- Wrap food containers to prevent cross contamination
- Follow 4 steps to food safety [Clean, Separate, Cook, and Chill](#)

### CLEAN & DISINFECT



- Train employees on cleaning and disinfecting procedures, and protective measures, per CDC and FDA
- Have and use cleaning products and supplies
- Follow protective measures



- Disinfect high-touch surfaces frequently
- Use EPA-registered disinfectant
- Ensure food containers and utensils are cleaned and sanitized



- Prepare and use sanitizers according to label instructions
- Offer sanitizers and wipes to customers to clean grocery cart/basket handles, or utilize store personnel to conduct cleaning/sanitizing

### SOCIAL DISTANCE



- Help educate employees and customers on importance of social distancing:
  - Signs
  - Audio messages
  - Consider using every other check-out lane to aid in distancing



- Avoid displays that may result in customer gatherings; discontinue self-serve buffets and salad bars; discourage employee gatherings
- Place floor markings and signs to encourage social distancing



- Shorten customer time in store by encouraging them to:
  - Use shopping lists
  - Order ahead of time, if offered
- Set up designated pick-up areas inside or outside retail establishments

### PICK-UP & DELIVERY



- If offering delivery options:
  - Ensure coolers and transport containers are cleaned and sanitized
  - Maintain time and temperature controls
  - Avoid cross contamination; for example, wrap food during transport



- Encourage customers to use "no touch" deliveries
- Notify customers as the delivery is arriving by text message or phone call



- Establish designated pick-up zones for customers
- Offer curb-side pick-up
- Practice social distancing by offering to place orders in vehicle trunks



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COVID-19

# REOPENING GUIDANCE

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A GUIDE FOR THE  
RESTAURANT INDUSTRY

For other resources:  
[RESTAURANT.ORG/COVID19](https://restaurant.org/covid19)

