

GRAFTON
SkyTour

AERIE'S
RESORT

COVID-19 RESPONSE PLAN

ISSUED **MAY 15, 2020**

REVISED **MAY 20, 2020**



FORWARD

The Management Team at Grafton SkyTour and Aerie's Resort have created this Response Plan to provide practical guidance for employees returning to work while addressing the many new challenges related to the Coronavirus pandemic.

The Plan covers immediate actions necessary to address the presence of the Coronavirus, as well as the integration of a mandatory screening regimen into the systems we use to keep our employees and customers safe.

Our knowledge of and response to COVID-19 continues to evolve. The protocols and procedures in this Plan are based on Federal, State, and Local regulatory guidance and current best practices as of the latest revision date in the document header. This is a "live" document and may be revised or updated according to any changes in regulations, as necessary.

As of this writing, the expectation is that the protective protocols and procedures outlined herein will likely remain in effect, in some form or another, until a reliable vaccine is available, or the spread of the virus is significantly diminished to the point it is no longer considered a critical threat to public health and safety.

Although our Response Plan is designed to address specific challenges and establish protocols that are unique to the SkyTour and Aerie's, the general objectives and action steps described in the Plan may be easily adapted to fit different organizations seeking to reopen their doors. We hope our efforts will be of some use to other small businesses who, like us, are determined to prevail through this crisis and are eagerly looking forward to an Illinois Restored.

TABLE OF CONTENTS

FORWARD	1
TOC	2
ACTION TEAM	3
SUSPENDED SERVICES	4
DEPARTMENTAL PROCEDURES	5
- HOUSEKEEPING	5
- WINERY BACK-OF-HOUSE	5
- WINERY FRONT-OF-HOUSE	6
GUEST PROCEDURES	7
- SITE ACCESS AND TRAFFIC CONTROL	7
- GUEST TEMPERATURE SCREENING	7
- KEY ITEMS FOR SCREENERS	8
- DISSATISFIED CUSTOMERS	8
- GUEST TEMPERATURE SCREEN STEP-BY-STEP	9
EMPLOYEE PRE-SHIFT SCREENING	10
- KEY ITEMS FOR SCREENERS	10
- DESIGNATED SCREENING AREAS	10
- SCREENING QUESTIONS	11
- EMPLOYEE PRE-SHIFT SCREEN STEP-BY-STEP	12
ILLNESS AT WORK	13
APPENDIX	14

ACTION TEAM

The Action Team brings together key agency decision makers with the authority to commit the SkyTour and Aerie's organizations to a specific course of action, and the ability to acquire resources necessary to implement all aspects of the Response Plan. While all Aerie's & SkyTour employees have essential roles in our mitigation efforts, the Action Team is tasked with the implementation, maintenance, and improvement of the organization's comprehensive COVID-19 Response Plan. Action Team-member roles include:

- **Executive Lead - Jeff & Sandy Lorton, Owners:** responsible for leading Response Plan efforts across the entire organization, and accountable for compliance with any response-related mandates or directives.
- **Operations Lead - JD Lorton, Director of Operations:** responsible for implementing all elements of the Response Plan onsite, including pre-shift screenings, distribution of PPE (personal protective equipment) and sanitization supplies, social distancing protocols, cleaning & disinfecting best practices, and any plan-related documenting and reporting. *Reports to Executive Lead.*
- **Logistics Lead - Kerry Lorton, Business Manager:** responsible for acquisition/purchase, inventory control, and distribution of specialized resources (PPE, sanitizing supplies, etc.) required to fully implement the Response Plan. Works with Team-members to develop, schedule, and track plan-related employee trainings. *Reports to Operations Lead.*
- **Communications Lead - Joe Wilson, Projects Manager:** responsible for Response Plan development, issuance, and revision, organizational awareness, onsite health & safety signage, plan-related in-house communications, and public marketing & messaging re: reopening procedures and ongoing health & safety protocols. *Reports to Operations Lead.*
- **Team Leaders:** responsible for leading departmental Response Plan efforts as coordinated with the Operations Lead and fellow Team-members. Roles include:
 - **Main Office Team Leader:** Erik Hinks, Lodging Manager
 - **Housekeeping Team Leader:** Marissa Foster, Housekeeping Manager
 - **SkyTour Team Leader:** Holly Coston, SkyTour Office Manager
 - **Front-of-House Team Leader:** Alex Fisher, Winery Manager
 - **Back-of-House Team Leader:** Jerrick King, Kitchen Manager
 - **Terrace & Events Team Leader:** Angie Furlow, Sales Director
 - **Zipline Team Leader:** Kyle Smith, Zipline Course Manager*Team Leaders report to Operations Lead.*

SUSPENDED SERVICES

In order to safely re-open and conduct business, guest services have been streamlined. These amenities are temporarily unavailable as of the current document revision date:

Grafton SkyTour – limited to open-air chairlift seats only; enclosed gondola cars are offline.

The Winery – reduced seating in all dining areas (especially indoors), limited menu, no bar seating, and no wine-tastings.

Grafton Zipline – closed until annual course inspection & certification completed by the Illinois Department of Labor; tour groups to be limited to 6 (normally 12) when operations resume.

The Terrace – special events on hold until local/state restrictions are lifted and large group gatherings are again permitted.

DEPARTMENTAL PROCEDURES

Because Aerie's Resort offers a variety of services at multiple on-site locations, some protocols may be specific to certain departments or venues. Team-members from departments not mentioned below should consult with their Team Leader regarding department-specific protocols & procedures.

HOUSEKEEPING

Housekeeping staff are provided with clean uniforms, masks, and gloves on-site. Uniforms are washed on the premises to minimize cross-contamination traveling to-and-from home. Employees arriving for work should report to the designated pre-shift employee screening area *before* changing into clean uniforms and PPE.

After successfully completing the pre-shift screening, employees should report to the designated changing area and change into their clean uniform and PPE.

Housekeeping Team Leader will ensure staff compliance with any new/supplemental health, safety, and sanitation protocols mandated by local, state, or federal regulations as directed by the Operations Lead.

At shift's end, employees should return to the designated changing area to change out of their uniform. Uniforms should be deposited in the laundry bin and used PPE should be disposed of properly.

WINERY BACK-OF-HOUSE

Kitchen staff are provided with clean uniforms (chef's coats & pants), masks, and gloves on-site. Uniforms are washed on the premises to minimize cross-contamination traveling to-and-from home. Employees arriving for work should report to the designated pre-shift employee screening area *before* changing into clean uniforms and PPE.

After successfully completing the pre-shift screening, employees should report to the designated changing area and change into their clean uniform and PPE.

Newly installed pass-through windows shall be utilized for transferring prepared food from the kitchen to food runners, minimizing contact between the front- and back-of-house.

Back-of-house Team Leader will ensure staff compliance with any new/supplemental health, safety, and sanitation protocols mandated by local, state, or federal regulations as directed by the Operations Lead.

At shift's end, employees should return to the designated changing area to change out of their uniform. Uniforms should be deposited in the laundry bin and used PPE should be disposed of properly.

WINERY FRONT-OF-HOUSE

Winery inside dining room seating shall be limited to 25% of normal capacity, with a minimum six-foot radius buffer between tables. Outside beer garden, deck & patio seating shall be limited to 50% of normal capacity, with a minimum six-foot radius buffer between tables.

Service staff are provided with clean uniforms (shirts & aprons), masks, and gloves on-site. Uniforms are washed on the premises to minimize cross-contamination traveling to-and-from home.

Employees arriving for work should report to the designated pre-shift employee screening area *before* changing into clean uniforms and PPE.

After successfully completing the pre-shift screening, employees should report to the designated changing area and change into their clean uniform and PPE.

Servers are the frontline contact with Winery guests. Contact between servers and other employees (bartenders, food runners, bussers back-of-house) shall be kept to the bare minimum necessary to limit potential cross-contamination.

Bartenders will make all drinks by order for server retrieval. Handwashing and surface sanitation protocols will be strictly enforced.

Food Runners assigned to designated dining areas will be responsible for delivering all food from the kitchen to the customer table. Newly installed pass-through windows shall be utilized for transferring prepared food from the kitchen to food runners, minimizing contact between the front- and back-of-house. Handwashing and surface sanitation protocols will be strictly enforced.

Bussers will be responsible for clearing, cleaning, and sanitizing dining tables, and following handwashing and surface sanitation protocols (strictly enforced).

Front-of-house Team Leader will ensure staff compliance with any new/supplemental health, safety, and sanitation protocols mandated by local, state, or federal regulations as directed by the Operations Lead.

At shift's end, employees should return to the designated changing area to change out of their uniform. Uniforms should be deposited in the laundry bin and used PPE should be disposed of properly.

GUEST PROCEDURES

Because the amenities and services we provide are fundamentally communal, Aerie's & Grafton SkyTour face unique challenges in formulating a pandemic response that both protects employees and patrons, while still allowing for our guests to fully enjoy all we have to offer.

SITE ACCESS AND TRAFFIC CONTROL

During implementation of the Response Plan, guest access to all Aerie's Resort amenities—the Winery, the Terrace, Lodging, and Grafton Zipline—will only be available via Grafton SkyTour. The road to these amenities, Timber Ridge Drive, will be closed to unauthorized traffic. Limiting site access in this way allows for greater control of customer capacity and improved situational monitoring.

GUEST TEMPERATURE SCREENING

In order to reduce the path for infection and maintain a safe environment for all, patrons of Grafton SkyTour and all Aerie's Resort amenities (Winery, Lodging, Terrace, Gift Shop, and Grafton Zipline) shall be required to submit to a brief, non-invasive temperature screening.

Guest temperature screening should be initiated at the earliest possible interaction point at either the SkyTour Downtown Terminal (3 West Clinton St.) or the Aerie's Resort Main Office (14 West Main St.). Guest screening shall:

- be conducted by Aerie's/SkyTour staff specially trained in screening procedures,
- take place in designated testing locations, outside of Aerie's/SkyTour indoor service areas whenever possible, or in low-traffic interior areas when weather prevents outdoor screening,
- occur prior to any transactions with or services provided to the customer,
- allow for as much privacy as possible, and
- be designed to accommodate testing in a safe and timely manner.

Screening queues shall maintain guests' social distancing and be managed via traffic flow controls (e.g. ropes & stanchions, barricades, safety cones), floor/ground markings, and directional signage.

KEY ITEMS FOR SCREENERS

- ✓ Full PPE:
 - Disposable gloves
 - Disposable/washable apron, smock or coat
 - N-95 respirator mask
 - Transparent face shield (optional)
- ✓ Hand sanitizer
- ✓ Sterilizing pads/wipes
- ✓ Infrared forehead thermometer

DISSATISFIED CUSTOMERS

Persons unhappy about being turned away due to refused or failed temp screens, or any customers with complaints or concerns about Aerie's/SkyTour pandemic response policies, should be treated respectfully and their concerns addressed in a manner least disruptive to other business being conducted.

Screeners should direct customer complaints/concerns to the Operations Lead, or if the Operations Lead is unavailable, provide the customer with Operations Lead's (JD's) business card and/or contact info. Remind customers their patronage is appreciated, and their feedback valued.

STEP-BY-STEP DIRECTIONS - GUEST TEMPERATURE SCREENING

STEP #	ACTION
1	Ensure screeners are wearing appropriate PPE (gloves, respirator mask, protective gown, face shield).
2	Direct guests to the testing location, noting directional markers/signage and reminding guests to maintain social distancing.
3a	Screener informs the customer that the organization's COVID-19 Response Plan currently in effect requires all employees, contractors, and guests be screened, and requests to take the customer's temperature. If the customer agrees, skip to step 4a.
3b	If the customer refuses, politely inform the customer that while pandemic response measures are in place, unfortunately those refusing to be screened are prohibited from entering or using Aerie's/SkyTour facilities, services, and activities.
3c	If a refund is warranted, ask the customer if they would like to wait while the refund is processed and direct them to a low-traffic area. Inform the appropriate manager of the customer's name and reservation ID number, request the refund, and provide the customer with refund confirmation.
3d	Ensure that customers denied service promptly vacate the premises.
4a	Take the customer's temperature with the infrared forehead thermometer (follow thermometer directions) and observe the results.
4b	If the temperature is within the CDC's healthy parameters (<100.4°), thank the customer for their cooperation and direct them to the appropriate destination (SkyTour ticket window or Main Office registration desk).
4c	If the temperature is NOT within healthy parameters (>100.4°), inform the customer and request a second test.
4d	If the customer passes a second temperature test, thank them for their cooperation and direct them to the appropriate destination (SkyTour ticket window or Main Office registration desk).
4e	If a second temperature test fails, inform the customer that their observed temperature of XXX.X° falls outside healthy parameters, and that while a fever may not necessarily confirm COVID-19 infection, the pandemic response measures currently in place prohibit symptomatic persons from entering or using Aerie's/SkyTour facilities, services, and activities. Skip to steps 3c & 3d.
5	Use an alcohol wipe to sanitize the thermometer for the next customer.

EMPLOYEE PRE-SHIFT SCREENING

Pre-shift screening is a key component of maintaining a safe environment for employees, contractors, and customers by reducing the path for infection.

KEY ITEMS FOR SCREENERS

- ✓ Full PPE:
 - Disposable gloves
 - Disposable/washable apron, smock or coat
 - N-95 respirator mask
 - Transparent face shield (optional)
- ✓ Hand sanitizer
- ✓ Sterilizing pads/wipes
- ✓ Infrared forehead thermometer
- ✓ Employee roster for logging purposes
- ✓ Log sheet (***NOTE: screening logs contain protected health information; they must be kept confidential and stored securely.***)

DESIGNATED SCREENING AREAS

Consideration should be given to where pre-screening occurs. Whenever possible, screening shall be completed outside of enclosed spaces. If weather or other issues do not permit pre-work screening outdoors, effort will be made to complete the screening in a low travel area that can be reached without having the employee travel through service areas to get to the location.

Screening areas shall allow for privacy and be designed to accommodate testing in a timely and safe manner. Directional floor markings and signage shall be utilized to direct employees through the screening area while maintaining social distancing.

SCREENING QUESTIONS

The Screener asks each employee the following series of questions and logs the employee's responses **prior to performing the temperature check**:

- **Screening Question #1:** *Has employee been diagnosed with COVID-19 by either a positive test or a healthcare provider?*
 - If YES, inform the employee that they may not work their shift, that they should return home, seek medical advice and/or self-quarantine, and that they must be cleared by the Operations Lead before returning to work. Mark the log sheet **FAIL** and note the reason.
 - If NO, mark the log sheet and proceed to next screening question.
- **Screening Question #2:** *Has employee been outside of the United States within the last fourteen days?*
 - If YES, inform the employee that they may not work their shift, that they should return home, seek medical advice and/or self-quarantine, and that they must be cleared by the Operations Lead before returning to work. Mark the log sheet **FAIL** and note the reason.
 - If NO, mark the log sheet and proceed to next screening question.
- **Screening Question #3:** *Has employee been in close contact with anyone who has been diagnosed with COVID-19 within the last fourteen days?*
 - If YES, inform the employee that they may not work their shift, that they should return home, seek medical advice and/or self-quarantine, and that they must be cleared by the Operations Lead before returning to work. Mark the log sheet **FAIL** and note the reason.
 - If NO, mark the log sheet and proceed to next screening question.
- **Screening Question #4:** *Has employee experienced a temperature or COVID-19 symptoms as noted by CDC guidelines?*
 - If YES, proceed to Screening Question #5.
 - If NO, mark the log sheet and proceed to the temperature screening.
- **Screening Question #5:** *Are the employee's symptoms associated with a known pre-existing condition such as asthma, COPD, chronic sinusitis, etc.?*
 - If YES, note this on the log sheet and proceed to the temperature screening.
 - If NO, inform the employee that they may not work their shift, that they should return home, seek medical advice and/or self-quarantine, and that they must be cleared by the Operations Lead before returning to work. Mark the log sheet **FAIL** and note the reason.

STEP-BY-STEP DIRECTIONS - EMPLOYEE TEMPERATURE SCREENING

STEP #	ACTION
1	Ensure screeners are wearing appropriate PPE (gloves, respirator mask, protective gown, face shield).
2	Screener should inform the employee that they will need to remain during the entire screening process to ensure accuracy.
3	Confirm with the employee that they are authorizing the screener to take their temperature. If consent is granted, skip to step 5.
4	If the employee refuses, they are to be sent home.
5	Ask employee the screening questions (see above) to determine if they should be sent home for self-quarantine and/or medical intervention.
6	Take the employee's temperature with the infrared forehead thermometer (follow thermometer directions) and observe the results.
7a	If the temperature is within the CDC's healthy parameters (<100.4°), write "PASS" on the log sheet and release the employee for their shift.
7b	If the temperature is NOT within the CDC's healthy parameters (>100.4°), write "FAIL 1" on the log sheet. Inform the employee that they have failed the temperature screening and that one additional test will be performed.
8	Repeat step 6.
9a	If the employee passes the second screening, write "PASS" on the log sheet, release the employee for their shift, and proceed to step 10.
9b	If the employee fails the second screening, they are to be sent home and asked to contact their physician immediately for medical advice. Write "FAIL 2" on the log sheet.
9c	If an employee fails the screening, the designated screening area must be temporarily closed to allow for deep cleaning of all surfaces in the immediate vicinity. Screener should remove and discard disposable PPE, wash hands thoroughly, and change into fresh PPE before resuming screening duties.
10	Use an alcohol wipe to sanitize the thermometer for the next employee.
11	Once all employees for the upcoming shift have been screened, disinfect/sanitize all surfaces in the Designated Screening Area and file all screening logs.

ILLNESS AT WORK

The CDC advises that, on average, it takes 5–6 days from when someone is infected with the virus for symptoms to show; however, it may take up to 14 days for symptoms to appear in some individuals. Note that some individuals may be *asymptomatic* which means they are carriers of the COVID-19 virus but have not endured any of the typical symptoms of infection.

In an effort to minimize the impact of COVID-19 spread if/when an employee becomes symptomatic while at work, employees should self-monitor throughout their shift and report any symptoms to the Operations Lead and Team Leader, or another Action Team-member if the Operations Lead and Team Leader are unavailable.

In the event an employee does begin to feel ill with COVID-19 symptoms while at work, they should immediately begin wearing a mask if they are not already wearing one. After reporting their symptoms (see above), the employee should remove themselves from the vicinity of customers and/or coworkers, taking care not to touch common work surfaces and maintaining physical distancing.

Employees with mild symptoms who are otherwise healthy will be instructed to return home, self-quarantine and seek medical advice, and must be cleared by the Operations Lead before returning to work.

Standard COVID-19 exposure cleaning and sanitizing procedures, done in a manner consistent with CDC and regulatory guidelines, should be used in all areas and on all surfaces, equipment, etc. where the symptomatic employee recently worked.

The Operations Lead will coordinate with the employee's Team Leader to determine and promptly alert any others that may have been in close contact with the symptomatic employee. All such contact attempts are to be recorded and should include the person's name, phone number, date/time of attempt, and whether or not the person was reached and notified.

APPENDIX

CDC “Stop the Spread of Germs” Signage

CDC Cleaning & Disinfection Guidance

CDC Cleaning & Disinfection Decision Tool

FDA Best Practices Infographic

FDA Re-Opening Checklist

IDPH Guidance for Food Services

Stop the Spread of Germs

Help prevent the spread of respiratory diseases like COVID-19.

Avoid close contact with people who are sick.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Avoid touching your eyes, nose, and mouth.



When in public, wear a cloth face covering over your nose and mouth.

Clean and disinfect frequently touched objects and surfaces.



Stay home when you are sick, except to get medical care.



Wash your hands often with soap and water for at least 20 seconds.



cdc.gov/coronavirus

GUIDANCE FOR CLEANING AND DISINFECTING

PUBLIC SPACES, WORKPLACES, BUSINESSES, SCHOOLS, AND HOMES



SCAN HERE
FOR MORE
INFORMATION

This guidance is intended for all Americans, whether you own a business, run a school, or want to ensure the cleanliness and safety of your home. Reopening America requires all of us to move forward together by practicing social distancing and other [daily habits](#) to reduce our risk of exposure to the virus that causes COVID-19. Reopening the country also strongly relies on public health strategies, including increased testing of people for the virus, social distancing, isolation, and keeping track of how someone infected might have infected other people. This plan is part of the larger [United States Government plan](#) and focuses on cleaning and disinfecting public spaces, workplaces, businesses, schools, and can also be applied to your home.

Cleaning and disinfecting public spaces including your workplace, school, home, and business will require you to:

- Develop your plan
- Implement your plan
- Maintain and revise your plan

Reducing the risk of exposure to COVID-19 by cleaning and disinfection is an important part of reopening public spaces that will require careful planning. Every American has been called upon to slow the spread of the virus through social distancing and prevention hygiene, such as frequently washing your hands and wearing face coverings. Everyone also has a role in making sure our communities are as safe as possible to reopen and remain open.

The virus that causes COVID-19 can be killed if you use the right products. EPA has compiled a list of disinfectant products that can be used against COVID-19, including ready-to-use sprays, concentrates, and wipes. Each product has been shown to be effective against viruses that are harder to kill than viruses like the one that causes COVID-19.

For more information, please visit **CORONAVIRUS.GOV**



This document provides a general framework for cleaning and disinfection practices. The framework is based on doing the following:

1. Normal routine cleaning with soap and water will decrease how much of the virus is on surfaces and objects, which reduces the risk of exposure.
2. Disinfection using [EPA-approved disinfectants against COVID-19](#) can also help reduce the risk. Frequent disinfection of surfaces and objects touched by multiple people is important.
3. When [EPA-approved disinfectants](#) are not available, alternative disinfectants can be used (for example, 1/3 cup of bleach added to 1 gallon of water, or 70% alcohol solutions). Do not mix bleach or other cleaning and disinfection products together--this can cause fumes that may be very dangerous to breathe in. Keep all disinfectants out of the reach of children.

Links to specific recommendations for many public spaces that use this framework, can be found at the end of this document.

It's important to continue to follow federal, state, tribal, territorial, and local guidance for reopening America.

A Few Important Reminders about Coronaviruses and Reducing the Risk of Exposure:

- Coronaviruses on surfaces and objects naturally die within hours to days. Warmer temperatures and exposure to sunlight will reduce the time the virus survives on surfaces and objects.
- Normal routine cleaning with soap and water removes germs and dirt from surfaces. It lowers the risk of spreading COVID-19 infection.
- Disinfectants kill germs on surfaces. By killing germs on a surface after cleaning, you can further lower the risk of spreading infection. [EPA-approved disinfectants](#) are an important part of reducing the risk of exposure to COVID-19. If disinfectants on this list are in short supply, alternative disinfectants can be used (for example, 1/3 cup of bleach added to 1 gallon of water, or 70% alcohol solutions).
- Store and use disinfectants in a responsible and appropriate manner according to the label. Do not mix bleach or other cleaning and disinfection products together--this can cause fumes that may be very dangerous to breathe in. Keep all disinfectants out of the reach of children.
- Do not overuse or stockpile disinfectants or other supplies. This can result in shortages of appropriate products for others to use in critical situations.
- Always wear gloves appropriate for the chemicals being used when you are cleaning and disinfecting. Additional personal protective equipment (PPE) may be needed based on setting and product. For more information, see [CDC's website on Cleaning and Disinfection for Community Facilities](#).
- Practice social distancing, wear facial coverings, and follow proper prevention hygiene, such as washing your hands frequently and using alcohol-based (at least 60% alcohol) hand sanitizer when soap and water are not available.

If you oversee staff in a workplace, your plan should include considerations about the safety of custodial staff and other people who are carrying out the cleaning or disinfecting. These people are at increased risk of being exposed to the virus and to any toxic effects of the cleaning chemicals. These staff should wear appropriate PPE for cleaning and disinfecting. To protect your staff and to ensure that the products are used effectively, staff should be instructed on how to apply the disinfectants according to the label. For more information on concerns related to cleaning staff, visit the Occupational Safety and Health Administration's website on [Control and Prevention](#).

DEVELOP YOUR PLAN

Evaluate your workplace, school, home, or business to determine what kinds of surfaces and materials make up that area. Most surfaces and objects will just need normal routine cleaning. Frequently touched surfaces and objects like light switches and doorknobs will need to be cleaned and then disinfected to further reduce the risk of germs on surfaces and objects.

- First, clean the surface or object with soap and water.
- Then, disinfect using an [EPA-approved disinfectant](#).
- If an EPA-approved disinfectant is unavailable, you can use 1/3 cup of bleach added to 1 gallon of water, or 70% alcohol solutions to disinfect. Do not mix bleach or other cleaning and disinfection products together. Find additional information at [CDC's website on Cleaning and Disinfecting Your Facility](#).

You should also consider what items can be moved or removed completely to reduce frequent handling or contact from multiple people. Soft and porous materials, such as area rugs and seating, may be removed or stored to reduce the challenges with cleaning and disinfecting them. Find additional reopening guidance for cleaning and disinfecting in the [Reopening Decision Tool](#).

It is critical that your plan includes how to maintain a cleaning and disinfecting strategy after reopening. Develop a flexible plan with your staff or family, adjusting the plan as federal, state, tribal, territorial, or local guidance is updated and if your specific circumstances change.

Determine what needs to be cleaned

Some surfaces only need to be cleaned with soap and water. For example, surfaces and objects that are not frequently touched should be cleaned and do not require additional disinfection. Additionally, disinfectants should typically not be applied on items used by children, especially any items that children might put in their mouths. Many disinfectants are toxic when swallowed. In a household setting, cleaning toys and other items used by children with soap and water is usually sufficient. Find more information on cleaning and disinfection toys and other surfaces in the childcare program setting at [CDC's Guidance for Childcare Programs that Remain Open](#).

These questions will help you decide which surfaces and objects will need normal routine cleaning.

Is the area outdoors?

Outdoor areas generally require normal routine cleaning and do not require disinfection. Spraying disinfectant on sidewalks and in parks is not an efficient use of disinfectant supplies and has not been proven to reduce the risk of COVID-19 to the public. You should maintain existing cleaning and hygiene practices for outdoor areas.

The targeted use of disinfectants can be done effectively, efficiently and safely on outdoor hard surfaces and objects frequently touched by multiple people. Certain outdoor areas and facilities, such as bars and restaurants, may have additional requirements. More information can be found on CDC's website on [Food Safety and the Coronavirus Disease 2019 \(COVID-19\)](#).

There is no evidence that the virus that causes COVID-19 can spread directly to humans from water in pools, hot tubs or spas, or water play areas. Proper operation, maintenance, and disinfection (for example, with chlorine or bromine) of pools, hot tubs or spas, and water playgrounds should kill the virus that causes COVID-19. However, there are additional concerns with outdoor areas that may be maintained less frequently, including playgrounds, or other facilities located within local, state, or national parks. For more information, visit CDC's website on [Visiting Parks & Recreational Facilities](#).

Has the area been unoccupied for the last 7 days?

If your workplace, school, or business has been unoccupied for 7 days or more, it will only need your normal routine cleaning to reopen the area. This is because the virus that causes COVID-19 has not been shown to survive on surfaces longer than this time.

There are many public health considerations, not just COVID-19 related, when reopening public buildings and spaces that have been closed for extended periods. For example, take measures to ensure the [safety of your building water system](#). It is not necessary to clean ventilation systems, other than routine maintenance, as part of reducing risk of coronaviruses. For healthcare facilities, additional guidance is provided on [CDC's Guidelines for Environmental Infection Control in Health-Care Facilities](#).

Determine what needs to be disinfected

Following your normal routine cleaning, you can disinfect frequently touched surfaces and objects using a product from [EPA's list of approved products that are effective against COVID-19](#).

These questions will help you choose appropriate disinfectants.

Are you cleaning or disinfecting a hard and non-porous material or item like glass, metal, or plastic?

Consult [EPA's list of approved products for use against COVID-19](#). This list will help you determine the most appropriate disinfectant for the surface or object. You can use diluted household bleach solutions if appropriate for the surface. Pay special attention to the personal protective equipment (PPE) that may be needed to safely apply the disinfectant and the manufacturer's recommendations concerning any additional hazards. Keep all disinfectants out of the reach of children. Please visit CDC's website on [How to Clean and Disinfect](#) for additional details and warnings.

Examples of frequently touched surfaces and objects that will need routine disinfection following reopening are:

- tables,
- doorknobs,
- light switches,
- countertops,
- handles,
- desks,
- phones,
- keyboards,
- toilets,
- faucets and sinks,
- gas pump handles,
- touch screens, and
- ATM machines.

Each business or facility will have different surfaces and objects that are frequently touched by multiple people. Appropriately disinfect these surfaces and objects. For example, transit stations have [specific guidance](#) for application of cleaning and disinfection.

Are you cleaning or disinfecting a soft and porous material or items like carpet, rugs, or seating in areas?

Soft and porous materials are generally not as easy to disinfect as hard and non-porous surfaces. [EPA has listed a limited number of products approved for disinfection for use on soft and porous materials](#). Soft and porous materials that are not frequently touched should only be cleaned or laundered, following the directions on the item's label, using the warmest appropriate water setting. Find more information on [CDC's website on Cleaning and Disinfecting Your Facility](#) for developing strategies for dealing with soft and porous materials.

Consider the resources and equipment needed

Keep in mind the availability of cleaning and disinfection products and appropriate PPE. Always wear gloves appropriate for the chemicals being used for routine cleaning and disinfecting. Follow the directions on the disinfectant label for additional PPE needs. In specific instances, personnel with specialized training and equipment may be required to apply certain disinfectants such as fumigants or fogs. For more information on appropriate PPE for cleaning and disinfection, see [CDC's website on Cleaning and Disinfection for Community Facilities](#).

IMPLEMENT YOUR PLAN

Once you have a plan, it's time to take action. Read all manufacturer's instructions for the cleaning and disinfection products you will use. Put on your gloves and other required personal protective equipment (PPE) to begin the process of cleaning and disinfecting.

Clean visibly dirty surfaces with soap and water

Clean surfaces and objects using soap and water prior to disinfection. Always wear gloves appropriate for the chemicals being used for routine cleaning and disinfecting. Follow the directions on the disinfectant label for additional PPE needs. When you finish cleaning, remember to wash hands thoroughly with soap and water.

Clean or launder soft and porous materials like seating in an office or coffee shop, area rugs, and carpets. Launder items according to the manufacturer's instructions, using the warmest temperature setting possible and dry items completely.

Use the appropriate cleaning or disinfectant product

[EPA approved disinfectants](#), when applied according to the manufacturer's label, are effective for use against COVID-19. Follow the instructions on the label for all cleaning and disinfection products for concentration, dilution, application method, contact time and any other special considerations when applying.

Always follow the directions on the label

Follow the instructions on the label to ensure safe and effective use of the product. Many product labels recommend keeping the surface wet for a specific amount of time. The label will also list precautions such as wearing gloves and making sure you have good ventilation during use of the product. Keep all disinfectants out of the reach of children.

MAINTAIN AND REVISE YOUR PLAN

Take steps to reduce your risk of exposure to the virus that causes COVID-19 during daily activities. [CDC provides tips](#) to reduce your exposure and risk of acquiring COVID-19. Reducing exposure to yourself and others is a shared responsibility. Continue to update your plan based on updated guidance and your current circumstances.

Continue routine cleaning and disinfecting

Routine cleaning and disinfecting are an important part of reducing the risk of exposure to COVID-19. Normal routine cleaning with soap and water alone can reduce risk of exposure and is a necessary step before you disinfect dirty surfaces.

Surfaces frequently touched by multiple people, such as door handles, desks, phones, light switches, and faucets, should be cleaned and disinfected at least daily. More frequent cleaning and disinfection may be required based on level of use. For example, certain surfaces and objects in public spaces, such as shopping carts and point of sale keypads, should be cleaned and disinfected before each use.

Consider choosing a different disinfectant if your first choice is in short supply. Make sure there is enough supply of gloves and appropriate personal protective equipment (PPE) based on the label, the amount of product you will need to apply, and the size of the surface you are treating.

Maintain safe behavioral practices

We have all had to make significant behavioral changes to reduce the spread of COVID-19. To reopen America, we will need to continue these practices:

- social distancing (specifically, staying 6 feet away from others when you must go into a shared space)
- frequently washing hands or use alcohol-based (at least 60% alcohol) hand sanitizer when soap and water are not available
- wearing cloth face coverings
- avoiding touching eyes, nose, and mouth
- staying home when sick
- cleaning and disinfecting frequently touched objects and surfaces

It's important to continue to follow federal, state, tribal, territorial, and local guidance for reopening America. Check this resource for [updates on COVID-19](#). This will help you change your plan when situations are updated.

Consider practices that reduce the potential for exposure

It is also essential to change the ways we use public spaces to work, live, and play. We should continue thinking about our safety and the safety of others.

To reduce your exposure to or the risk of spreading COVID-19 after reopening your business or facility, consider whether you need to touch certain surfaces or materials. Consider wiping public surfaces before and after you touch them. These types of behavioral adjustments can help reduce the spread of COVID-19. There are other resources for more information on [COVID-19](#) and how to [Prevent Getting Sick](#).

Another way to reduce the risk of exposure is to make long-term changes to practices and procedures. These could include reducing the use of porous materials used for seating, leaving some doors open to reduce touching by multiple people, opening windows to improve ventilation, or removing objects in your common areas, like coffee creamer containers. There are many other steps that businesses and institutions can put into place to help reduce the spread of COVID-19 and protect their staff and the public. More information can be found at [CDC's Implementation of Mitigation Strategies for Communities with Local COVID-19 Transmission](#).

CONCLUSION

Reopening America requires all of us to move forward together using recommended best practices and maintaining safe daily habits in order to reduce our risk of exposure to COVID-19. Remember: We're all in this together!

Additional resources with more specific recommendations.

HEALTHCARE SETTINGS	Long-term Care Facilities, Nursing Homes	Infection Control in Healthcare Settings
		Using Personal Protective Equipment
		Hand Hygiene
		Interim Guidance for Infection Prevention
		Preparedness Checklist
		Things Facilities Should Do Now to Prepare for COVID-19
		When there are Cases in the Facility
	Dialysis Facilities	Infection Control in Healthcare Settings
		Using Personal Protective Equipment
		Hand Hygiene
Interim guidance for Outpatient Hemodialysis Facilities		
Patient Screening		
Blood and Plasma Facilities	Infection control in Healthcare Settings	
	Infection Control and Environmental Management	
	Using Personal Protective Equipment	
	Hand Hygiene	
	Interim Guidance for Blood and Plasma Collection Facilities	
Alternate Care Sites	Infection Prevention and Control	
Dental Settings	Infection Control in Healthcare Settings	
	Using Personal Protective Equipment	
	Hand Hygiene	
	Interim Guidance for Dental Settings	
Pharmacies	Infection Control in Healthcare Settings	
	Using Personal Protective Equipment	
	Hand Hygiene	
	Interim Guidance for Pharmacies	
	Risk-Reduction During Close-Contact Services	
Outpatient and ambulatory care facilities	Infection Control in Healthcare Settings	
	Using Personal Protective Equipment	
	Hand Hygiene	
	Interim Guidance for Outpatient & Ambulatory Care Settings	
Postmortem Care	Using Personal Protective Equipment	
	Hand Hygiene	
	Collection and Submission of Postmortem Samples	
	Cleaning and Waste Disposal	
	Transportation of Human Remains	

COMMUNITY LOCATIONS	Critical Infrastructure Employees	Interim Guidance for Critical Infrastructure Employees
		Cleaning and Disinfecting your Facility
	Schools and childcare programs	K-12 and Childcare Interim Guidance
		Cleaning and Disinfecting your Facility
		FAQ for Administrators
		Parent and Teacher Checklist
	Colleges and universities	Interim Guidance for Colleges & Universities
		Cleaning and Disinfecting your Facility
		Guidance for Student Foreign Travel
		FAQ for Administrators
	Gatherings and community events	Interim Guidance for Mass Gatherings and Events
		Election Polling Location Guidance
		Events FAQ
	Community- and faith-based organizations	Interim Guidance for Organizations
		Cleaning and Disinfecting your Facility
	Businesses	Interim Guidance for Businesses
	Parks & Rec Facilities	Guidance for Administrators of Parks
	Law Enforcement	What Law Enforcement Personnel Need to Know about COVID-19
	Homeless Service Providers	Interim Guidance for Homeless Service Providers
	Retirement Homes	Interim Guidance for Retirement Communities
	FAQ for Administrators	
Correction & Detention Facilities	Interim Guidance for Correction & Detention Facilities	
	FAQ for Administrators	
HOME SETTING	Preventing Getting Sick	How to Protect Yourself and Others
		How to Safely Sterilize/Clean a Cloth Face Covering
		Cleaning and Disinfecting your Home
		Tribal - How to Prevent the Spread of Coronavirus (COVID-19) in Your Home
		Tribal - How to Care for Yourself at Home During Covid-19
	Running Errands	Shopping for Food and Other Essential Items
		Accepting Deliveries and Takeout
		Banking
		Getting Gasoline
		Going to the Doctor and Pharmacy
If you are sick	Steps to Help Prevent the Spread of COVID19 if You are Sick	

TRANSPORTATION	Ships	Interim Guidance for Ships on Managing Suspected COVID-19
	Airlines	Cleaning Aircraft Carriers
		Airline Agents Interim Guidance
	Buses	Bus Transit Operator
	Rail	Rail Transit Operators
		Transit Station Workers
	EMS Transport Vehicles	Interim Guidance for EMS
	Taxis and Rideshares	Keeping Commercial Establishments Safe
RESTAURANTS & BARS		Best Practices from FDA

GUIDANCE FOR CLEANING & DISINFECTING

PUBLIC SPACES, WORKPLACES, BUSINESSES, SCHOOLS, AND HOMES



SCAN HERE
FOR MORE
INFORMATION

1 DEVELOP YOUR PLAN

DETERMINE WHAT NEEDS TO BE CLEANED.

Areas unoccupied for 7 or more days need only routine cleaning. Maintain existing cleaning practices for outdoor areas.

DETERMINE HOW AREAS WILL BE DISINFECTED. Consider the type of surface and how often the surface is touched. Prioritize disinfecting frequently touched surfaces.

CONSIDER THE RESOURCES AND EQUIPMENT NEEDED. Keep in mind the availability of cleaning products and personal protective equipment (PPE) appropriate for cleaners and disinfectants.

Follow guidance from state, tribal, local, and territorial authorities.

2 IMPLEMENT

CLEAN VISIBLY DIRTY SURFACES WITH SOAP AND WATER prior to disinfection.

USE THE APPROPRIATE CLEANING OR DISINFECTANT PRODUCT. Use an EPA-approved disinfectant against COVID-19, and read the label to make sure it meets your needs.

ALWAYS FOLLOW THE DIRECTIONS ON THE LABEL. The label will include safety information and application instructions. Keep disinfectants out of the reach of children.

3 MAINTAIN AND REVISE

CONTINUE ROUTINE CLEANING AND DISINFECTION.

Continue or revise your plan based upon appropriate disinfectant and PPE availability. Dirty surfaces should be cleaned with soap and water prior to disinfection. Routinely disinfect frequently touched surfaces at least daily.

MAINTAIN SAFE PRACTICES such as frequent handwashing, using cloth face coverings, and staying home if you are sick.

CONTINUE PRACTICES THAT REDUCE THE POTENTIAL FOR EXPOSURE. Maintain social distancing, staying six feet away from others. Reduce sharing of common spaces and frequently touched objects.

For more information, please visit [CORONAVIRUS.GOV](https://www.cdc.gov/coronavirus)



MAKING YOUR PLAN TO CLEAN AND DISINFECT

Cleaning with soap and water removes germs, dirt, and impurities from surfaces. It lowers the risk of spreading infection.

Disinfecting kills germs on surfaces. By killing germs on a surface after cleaning, it can further lower the risk of spreading infection.



Is the area indoors?

YES

It is an indoor area.

NO

Maintain existing cleaning practices.

Coronaviruses naturally die in hours to days in typical indoor and outdoor environments. Viruses are killed more quickly by warmer temperatures and sunlight.

Has the area been occupied within the last 7 days?

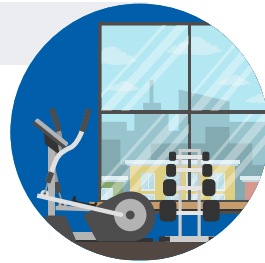
YES

Yes, the area has been occupied within the last 7 days.

NO

The area has been unoccupied within the last 7 days.

The area will need only routine cleaning.



Is it a frequently touched surface or object?

YES

Yes, it is a frequently touched surface or object.

NO

Thoroughly clean these materials.

Consider setting a schedule for routine cleaning and disinfection, as appropriate.



What type of material is the surface or object?

Hard and non-porous materials like glass, metal, or plastic.

Visibly dirty surfaces should be cleaned prior to disinfection.

Consult EPA's list of disinfectants for use against COVID-19, specifically for use on hard, non-porous surfaces and for your specific application need. More frequent cleaning and disinfection is necessary to reduce exposure.

Soft and porous materials like carpet, rugs, or material in seating areas.

Thoroughly clean or launder materials.






Consider removing soft and porous materials in high traffic areas. Disinfect materials if appropriate products are available.






Best Practices for Re-Opening Retail Food Establishments During the COVID-19 Pandemic

We encourage retail food establishments and their employees to follow these best practices and refer to the [checklist](#) for more details. Work closely with State and local regulatory/health authorities where the business is located to ensure all requirements are met.




BE HEALTHY, BE CLEAN

	Stay home, if sick.
	Check for symptoms like fever, cough, difficulty breathing, and consider conducting health checks prior to starting work.
	Wash hands often with soap and water for at least 20 seconds.
	Don't touch Ready-To-Eat foods with bare hands.
	Wear cloth face coverings if Personal Protective Equipment is not required. Check State or local guidelines.




CLEAN & DISINFECT

	Clean and disinfect high-touch surfaces and common use areas more frequently, such as door knobs and handles, display cases, check-out counter, order kiosks, grocery cart handles, restrooms, and waiting areas. Clean and sanitize equipment like ice machines and ice bins.
	Prepare and use sanitizers and disinfectants according to label instructions.
	Avoid high-touch containers and items like ketchup bottles, utensils, salt/pepper shakers, and reusable menus by using single service items, when possible.




SOCIAL DISTANCE

	<p>Restrict the number of workers, customers and visitors in sit-in dining areas, bars and in shared spaces like kitchens, break rooms, waiting areas, and offices to maintain at least a 6-foot distance between people.</p>
	<p>Increase spacing for customers and increase utensil disinfection and cleaning frequency at self-service stations/buffets.</p>
	<p>Minimize contact at check-out and pay stations. Mark 6-foot distances with floor tape and temporarily move workstations to create more distance, consider installing partitions, if feasible.</p>

PICK-UP & DELIVERY

	<p>Maintain food time and temperature controls.</p>
	<p>Initiate “no touch” deliveries and payments.</p>
	<p>Designate pick-up zones.</p>

PHYSICAL FACILITY

	<p>Ensure premises are operational and in good working order.</p>
	<p>Clean, disinfect, and sanitize throughout the facility before re-opening.</p>
	<p>Monitor for pests.</p>

FDA is providing a food safety re-opening checklist for previously closed retail food establishments or those that have been open with limited service related to the COVID-19 pandemic. This checklist addresses key food safety practices for retail food establishments to consider when re-opening and restarting operations. This is not a comprehensive list. We encourage retail food establishments to partner with local regulatory/health authorities to discuss the specific requirements for their retail food establishment prior to re-opening.

Facility Operations

- Are [signs](#) posted on how to stop the spread of COVID-19 and promote everyday protective measures?
- Are the premises in good order, including fully operational utilities and equipment? *(e.g. electrical, lighting, gas services, and proper ventilation; hood systems for fire prevention; garbage and refuse areas; and toilet facilities)*
- Are all areas of the food establishment, including restrooms and waiting areas, properly cleaned, stocked, sanitized, or disinfected, as appropriate?
- Are the facilities checked for pest infestation or harborage, and are all pest control measures functioning?
- Are ventilation systems including air ducts and vents in the facility clean, free of mold, and operating properly?
- Is there increased circulation of outdoor air (as much as possible) by, for example, opening windows and doors or using fans? (Do not open windows and doors if they pose a safety risk to children using the facility.)
- Are high touch self-service containers and items requiring frequent hand contact removed from use *(e.g. seating covers, table cloths, throw rugs, condiments such as ketchup bottles and salt/pepper shakers, and reusable menus)*?

Water, Plumbing, and Ice

- Is potable water available throughout the facility?
- Are the water and sewage lines working?
- Is there hot and cold water?
- Are all water lines flushed, including equipment water lines and connections, according to the manufacturer's instructions?
- Are ice machines and ice bins cleaned and sanitized?

Food Contact and Non-food Contact Surfaces (Clean, Disinfect, Sanitize)

- Are necessary sanitizers and disinfectants that meet [EPA's criteria](#) for use against SARS-CoV-2 available and used per label instructions to clean and disinfect the facility during hours of operation?
- Are food contact surfaces and counters cleaned and sanitized? (Wash, rinse, and sanitize food contact surfaces, food preparation surfaces, and beverage equipment after use.)
- Are common use areas such as restrooms being [cleaned and disinfected](#) more frequently?

<input type="checkbox"/>	Are high-touch areas and equipment <u>cleaned and disinfected</u> (e.g. door knobs, display cases, equipment handles, check-out counters, order kiosks, and grocery cart handles)?
<input type="checkbox"/>	Are sufficient stocks of single-service and single-use articles (e.g. tableware, carryout utensils, bread wrappers, and plastic wrap) available? If not, ensure all reusable food service items are handled with gloves and washed with dish soap and hot water or in a dishwasher. Employees should wash their hands after removing their gloves and after directly handling used food service items.
<input type="checkbox"/>	Are staff properly trained on cleaning procedures to ensure safe and correct application of disinfectants?
<input type="checkbox"/>	Has a disinfection schedule or routine plan been developed? Ensure sufficient stocks of cleaning and disinfecting supplies to accommodate ongoing cleaning and disinfection.
Food Temperature Control	
<input type="checkbox"/>	Are all coolers, freezers, and hot and cold holding units functioning?
<input type="checkbox"/>	Are all coolers, freezers, and hot and cold holding units clean, sanitized, and protected from contamination?
<input type="checkbox"/>	Are calibrated thermometers available and accurate to check equipment and product temperatures to ensure food safety/HACCP plans are executed as designed?
Product Inspection, Rotation	
<input type="checkbox"/>	Has all food been examined for spoilage, damage, expiration, or evidence of tampering or pest activity? If needed, was such food appropriately discarded?
<input type="checkbox"/>	Is food properly labeled and organized, such that receiving date and rotation is evident?
<input type="checkbox"/>	Are all food, packaging, and chemicals properly stored and protected from cross contamination?
<input type="checkbox"/>	Has contact been made with suppliers in the supply chain to ensure deliveries are scheduled and able to be fulfilled?
Warewashing Equipment	
<input type="checkbox"/>	Is your 3-compartment sink clean and equipped with detergent and sanitizer?
<input type="checkbox"/>	Is your warewasher clean and functioning and equipped with detergent and sanitizer (single temperature machine, 165°F) or reaches 180°F rinse (high temperature)?
<input type="checkbox"/>	Do you have sanitizer test strips available and are the test strips appropriate for the sanitizer being used?
Handwashing Stations	
<input type="checkbox"/>	Have you trained and reminded employees of effective hand hygiene practices including washing hands with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing their nose, coughing, or sneezing?
<input type="checkbox"/>	Are all the handwashing sinks accessible and fully stocked (e.g. soap, paper towels, hand wash sign, and trash bins)?

<input type="checkbox"/>	Are paper towels and trash cans available in the bathrooms so doors can be opened and closed without touching handles directly?
<input type="checkbox"/>	Are all the handwashing sinks functional and able to reach 100°F minimum?
<input type="checkbox"/>	Have you considered using hand sanitizers (minimum 60% alcohol), as appropriate, in multiple locations to encourage hand hygiene by both customers and employees to supplement hand washing?
Employee Health / Screening	
<input type="checkbox"/>	Do you have a protocol to check employee health and personal hygiene practices within your food establishment?
<input type="checkbox"/>	Are you following CDC guidance and practices for employee health checks/screenings?
<input type="checkbox"/>	Have you checked CDC and local regulatory/health authority guidance for employees returning back to work?
<input type="checkbox"/>	Is there a plan to monitor and respond to a higher than normal level of absenteeism?
<input type="checkbox"/>	Is there a plan or policy for, and an adequate supply of, personal protective equipment (PPE) and/or cloth face coverings? Cloth face coverings should only be used if PPE is not required, and changed as needed if worn.
Social Distancing	
<input type="checkbox"/>	Has the facility taken measures (e.g. tape on floors/sidewalks, partitions, and signage on walls) to minimize face-to-face contact that allows, to the extent possible, at least a 6-foot distance between workers, customers, and visitors?
<input type="checkbox"/>	Have you limited offering self-serve food or drink options, such as buffets, salad bars, and drink stations? As local regulatory/health authorities lift levels of restrictions, limit use with additional monitoring.
<input type="checkbox"/>	Have you restricted the number of employees in shared spaces, including kitchens, break rooms, and offices to maintain at least a 6-foot distance between people?

Additional references can be found here:

Food Safety and the Coronavirus Disease 2019 (COVID-19) Questions & Answers for Industry:

- <https://www.fda.gov/food/food-safety-during-emergencies/food-safety-and-coronavirus-disease-2019-covid-19>

Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic:

- <https://www.fda.gov/food/food-safety-during-emergencies/best-practices-retail-food-stores-restaurants-and-food-pick-updelivery-services-during-covid-19>

What Grocery and Food Retail Workers Need to Know about COVID-19:

- <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/grocery-food-retail-workers.html>

CDC COVID-19 Resources for Businesses and Employers:

- <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>
- <https://www.cdc.gov/coronavirus/2019-ncov/downloads/stop-the-spread-of-germs.pdf>
- <https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>

List of EPA-registered Disinfectants:

- <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

FDA Food Code:

- <https://www.fda.gov/food/fda-food-code/food-code-2017>

Date Labels on Packaged Foods:

- <https://www.fda.gov/consumers/consumer-updates/confused-date-labels-packaged-foods>
- <https://www.fda.gov/media/125114/download>

Safe Food Handling:

- 4 Key Steps to Food Safety: Always — Clean, Separate, Cook, and Chill
<https://www.fda.gov/food/buy-store-serve-safe-food/safe-food-handling>

Employee Health:

- CDC Interim Guidance for Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19
<https://www.cdc.gov/coronavirus/2019-ncov/community/critical-workers/implementing-safety-practices.html>
- CDC Interim Guidance for Discontinuation of Isolation for Persons with COVID-19 Not in Healthcare Settings
<https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html>
- CDC Use of Cloth Face Coverings to Help Slow the Spread of COVID-19
<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>
- FDA Use of Respirators, Facemasks, and Cloth Face Coverings in the Food and Agriculture Sector During Coronavirus Disease (COVID-19) Pandemic
<https://www.fda.gov/food/food-safety-during-emergencies/use-respirators-facemasks-and-cloth-face-coverings-food-and-agriculture-sector-during-coronavirus>
- FDA's Employee Health and Personal Hygiene Handbook
<https://www.fda.gov/food/retail-food-industryregulatory-assistance-training/retail-food-protection-employee-health-and-personal-hygiene-handbook>
- OSHA Guidance on Preparing Workplaces for COVID-19
<https://www.osha.gov/Publications/OSHA3990.pdf>

COVID-19 and Food Service

I. Background

COVID-19 is the disease caused by a new coronavirus that has not been previously identified. It is a respiratory illness that can spread from person to person. Symptoms can be mild or severe and include fever, cough and difficulty breathing. Public health experts continue to learn about COVID-19, but based on current data and similar coronaviruses, the virus is believed to be spread between close contacts via respiratory droplets or contact with contaminated surfaces. The virus is not known to be spread by food and there is no evidence imported food or goods can transmit the virus.

On March 15th, 2020, Governor Pritzker issued COVID-19 Executive Order No. 5 that states effective March 16th, 2020, at 9:00pm, restaurants, bars and other food service establishments must suspend service of food or beverages for on-site consumption.

II. Purpose

The purpose of this interim guidance is to provide information on COVID-19 prevention in various food service operations and address the Governor's Office mandate.

III. Guidance

Because the virus is known to be transmitted by droplets produced by coughing or sneezing, avoiding close human contact is vital, especially with anyone who is sick. People should avoid touching their eyes, nose and mouth with unwashed hands. Hands should be washed with soap and water for 20 seconds.

If an employee is ill, they should stay home. Watch for respiratory symptoms and a fever of 100.4F or greater. It's best for ill persons to call medical providers first rather than go to their office.

If you are mildly ill, stay home for 72 hours after fever has resolved or for 7-days after symptom onset. Consult your physician if you have fever, cough, trouble breathing or other influenza-like symptoms (or are worsening after 24-48 hours). If you are pregnant, immunocompromised or an older adult (>60 years), you should call your health care provider.

Employee Monitoring Tool

<http://dph.illinois.gov/sites/default/files/Employee%20Monitoring%20Tool.docx%2003092020.pdf>

Although the main transmission method for the virus is not via environmental surfaces, [cleaning and sanitizing](#) ALL surfaces in a food service operation remains important. Frequently touched items, customer areas and high traffic areas should be the focus. Businesses that have utensils, equipment or other surfaces that are touched by customers frequently may consider alternate methods, such as providing disposable utensils or having employees handle equipment for the customer. It is important to continue to dispense food in a sanitary manner.

The Governor’s Office Executive Order states the following:

“Section 1. Beginning March 16, 2020 at 9 p.m. until March 30, 2020, all businesses in the State of Illinois that offer food or beverages for on-premises consumption—including restaurants, bars, grocery stores, and food halls—must suspend service for and may not permit on-premises consumption. Such businesses are permitted and encouraged to serve food and beverages so that they may be consumed off-premises, as currently permitted by law, through means such as in-house delivery, third-party delivery, drive-through, and curbside pick-up. In addition, customers may enter the premises to purchase food or beverages for carry-out. However, establishments offering food or beverages for carry-out, including food trucks, must ensure that they have an environment where patrons maintain adequate social distancing. Businesses located in airports, hospitals, and dining halls in colleges and universities are exempt from the requirements of this Executive Order. Hotel restaurants may continue to provide room service and carry-out. Catering services may continue.”

For further guidance on restaurant, retail food and food service establishments, contact your local health department. For further guidance on manufactured food or dairy firms, contact the Illinois Department of Public Health at dph.fdd@illinois.gov.

IV. **Additional online resources**

More information is available from the following Internet links.

Governor’s Executive Orders:

<https://www2.illinois.gov/government/executive-orders>

IDPH Coronavirus Disease 19 Business Guidance:

<http://www.dph.illinois.gov/topics-services/diseases-and-conditions/diseases-a-z-list/coronavirus/business-guidance>

FDA COVID-19 Food Products Q&A:

<https://www.fda.gov/emergency-preparedness-and-response/mcm-issues/coronavirus-disease-2019-covid-19-frequently-asked-questions#food>

USDA Coronavirus Disease and Food Safety Q&A:

<https://www.usda.gov/coronavirus>

OSHA COVID-19 Topic Page: [https://www.osha.gov/SLTC/covid-](https://www.osha.gov/SLTC/covid-19/controlprevention.html)

[19/controlprevention.html](https://www.osha.gov/SLTC/covid-19/controlprevention.html)

IDPH COVID-19 Page with Link to CDC Resources:

<http://www.dph.illinois.gov/topics-services/diseases-and-conditions/diseases-a-z-list/coronavirus>

Frequently Asked Questions

Q1. Who is in charge of enforcing this order?

A1. Per the COVID-19 Executive Order No. 5, Section 3, enforcement responsibilities will be a cooperative effort of the Illinois State Police, Illinois Department of Public Health, the State Fire Marshal, and the Illinois Liquor Control Commission. When it comes to enforcement of this Executive Order, the focus of the local health departments (LHDs) should be on helping restaurants and food service facilities voluntarily comply with the order. If this can't be successfully achieved, IDPH and LHDs have the authority to order the closure of a facility and law enforcement is authorized to carry out such orders. Please consult your States Attorney as needed.

Q2. Are guests allowed to enter a food establishment to order or pick up food/carry out?

A2. Yes, patrons may enter the premises to purchase food or beverages for carry-out, but the food establishment must ensure that they have an environment where patrons maintain adequate social distancing, which consists of maintaining at least a six-foot distance between people.

Q3. Can restaurants do car-side/curb-side delivery?

A3. Yes, and is encouraged in order to reduce the number of patrons coming into the restaurant, forming lines, or being in groups.

Q4. Are restaurants allowed to cater and deliver to business and residences?

A4. Yes, catering services may continue.

Q5. Is there limit on the amount of food workers and patrons allowed within the restaurant at the same time?

A5. Yes, the requirements are still in place for groups located inside a single room or a single space at the same time (as of 3/16/20, 50 people or more is prohibited) and remember the importance of social distancing, even in smaller groups.

Q6. Is there a mandated posting for our door regarding the closure and/or limited operations?

A6. Posting signage is not required, but highly recommended in order to properly notify customers and others that may visit the establishment.

Q7. Can grocery stores or hotels continue to offer buffet style salad or hot bars?

A7. Although these types of establishments can still operate their food service, it is highly recommended that customers are not able to serve themselves. Salad and hot bars can be served by an employee, but customer self-serve should be avoided due to the handling of utensils, potential for contamination, and lines where people are in close proximity.

Q8. Can gaming parlors and gaming areas located within establishments remain open?

A8. The Illinois Gaming Board has suspended all video gaming operations at all licensed video gaming establishments.

Q9. Can large retail stores such as Costco and Sam's Club with food service still remain open?

A9. Yes, but only for customers to order and take the food as carry out. The food cannot be consumed on the premises.

Q10. Can movie theatres still serve food?

A10. No, because the food and drink cannot be consumed on site. Also, the requirements are still in place for groups located inside a single room or a single space at the same time (as of 3/16/20, 50 people or more is prohibited) and remember the importance of social distancing, even in smaller groups.

Q11. Can customers walk into sandwich shops to place their orders as long as they take the food to-go?

A11. Yes, but the requirements are still in place for groups located inside a single room or a single space at the same time (as of 3/16/20, 50 people or more is prohibited) and remember the importance of social distancing, even in smaller groups.

Q12. Can convenience stores still serve food and offer customer self-service areas such as donuts, roller grills, soda fountains, and grab and go hot and cold food items?

A12. Gas stations are currently allowed to be in operation, but those with food service should limit it, as it is highly recommended that customers are not able to serve themselves. The food can be served by an employee, but customer self-serve should be avoided due to the handling of utensils, potential for contamination, and lines where people are in close proximity.

Q13. Can food courts and restaurants/food establishments located in shopping centers still operate?

A13. Yes, but they cannot allow for on-premises consumption of the food. The seating in the food court or restaurant must be closed and customers can only take the food to-go.

Q14. Can shelters and other community organizations still provide family style dining?

A14. Close contact, sharing of utensils, and common eating areas are discouraged in establishments such as these. They should try offer to-go type meals in their individual rooms or a non-communal area.

Q15. What if a food establishment runs out of single-service (to-go) products, like containers? Can customers bring refillable containers from home to use?

A15. Yes, but only in accordance with the 2017 FDA Food Code 3-304.17, which requires the food establishment to first inspect the container to ensure it is made of a material allowable by the food code and is in good repair. Next, the food employee must wash, rinse, and sanitize that personal container prior to filling it.

Q16. What about banquet halls, can they still operate?

A16. Yes, but they cannot offer food or beverages for consumption on-site. Also, the requirements are still in place for groups located inside a single room or a single space at the same time (as of 3/16/20, 50 people or more is prohibited) and remember the importance of social distancing, even in smaller groups.

Q17. Can gas stations or restaurants open for carry out still allow patrons to use self-service soda machines?

A17. Yes, but it is strongly recommended that they are performing routine environmental cleaning on the common surfaces patrons touch (soda buttons, ice lever) and only allow customers to fill single-use disposable cups.

Q18. Can Local Health Departments/Local Jurisdictions be stricter than the Executive Order, for instance, not allowing patrons to enter any restaurants and only allow curb side pick-up or drive thru?

A18. No, unless the intent is to promote social distancing to decrease spread.

Q19. When an establishment employee has COVID symptoms or tests positive for COVID, what should the establishment do?

A19. The affected employee would call their medical provider and seek advice. The local health department communicable disease section would be involved as well, especially if the patient tested positive.