



Business Best Practices

RESTAURANT

Currently 30% of Fire Code Capacity



WORKSPACES

Take-Out & Curbside Service

- Due to the constraint of customers allowed within the restaurant (once dine-in is allowed), limit curbside pickup to outside of the restaurant. Please observe the 6' distance rule - floor marking and/or environmental marking such as plants.
- **Signage:** steps taken to safety, expectations, behavior reminders, policies should be posted outside the restaurant and inside at high-activity areas.
- Fort Collins businesses must have Face Covering Signage displayed:
 - [Full size sign](#)
 - [Half size sign](#)
- Spacing & Markings:
 - Consider one-way aisle/traffic for entering & exiting the building
 - Establish separate waiting areas - designate and label tables/seating for customers to maintain 6' distancing
 - Install sneeze guards or other protective measures at point of sale, as necessary and/or required.
- Menus: Invest in mobile applications to limit contact and encourage order-ahead. Consider a sandwich board/large board or a poster to hang with menu items that can be read from a distance - don't use paper fliers/brochures (unless it's single-use) - [City of Fort Collins temporary suspension of sign/banner permits](#)
- Offer curbside/contact less delivery models
 - Ask for customer's model and color of vehicle ahead of time
 - Deliver food on a tray - ask customers to not touch tray or employee
 - Appointment/reservation system - can be done via phone or mobile/web application
- Consider outdoor hand washing systems and/or offering hand sanitizer to customers and employees working on take-out/curbside delivery

Dine-In Service

- Spacing & Markings:
 - Consider one-way aisle/traffic for entering & exiting the building
 - If a staggered reservation system is not available, consider floor markings or environmental barriers (plants) to establish separate waiting areas or establish a call indicator system when guests are ready to be seated
 - Furniture: spacing and materials/fabrics that are easily cleanable
 - Push capabilities to prevent door handling/exposure
 - Footpull options
 - Propping the door open
 - Elevators - most elevators do not allow for the 6' distance, consider alternative plans/recommendations
 - If allowing for public restroom use please establish procedures:
 - Consider footpull option for opening doors
 - No touch trash cans
 - Establish regular schedule to sanitize frequent, high-touch equipment more frequently
 - Make sure soaps, paper towels are well-stocked for guests to wash hands
 - Limit seating capacities
 - No back-to-back tables – distance from the back of one chair to the back of another chair should be more than 1 m apart; guests facing each other should be at least 1 m apart (1m = 3.28 ft) - WHO guidance
 - Max table seating of 4 or 6
 - Only allow parties from same family or acquaintances who have been previously in contact with each other - this will limit risk of disease transmission
 - Consider rotation of tables to allow higher time and sanitation practices
 - No buffet or self-serve stations on beverage, condiments or food
 - Leave water pitchers for tables to limit contact
 - Don't allow public sharing of utensils, lids, straws
 - Limit number of customers to attend events (live music, game nights, etc.) – consider incorporating virtual options
 - Menu Options:
 - Consider a limited menu option in phase 1
 - Review P&L to review best sellers and profit margin
 - Discuss with suppliers any foreseeable supply chain challenges
 - Invest in mobile application so customers can order from their personal devices
 - Invest in single-use menus that can be recycled if mobile/touchless systems are not available
 - Consider a sandwich board/large board with menu items that can be read from a distance - [City of Fort Collins temporary suspension of sign/banner permits](#)
- Know your typical busy hours, then establish new hours of operation to what is viable for your business
- Consider extra time dedicated to a full cleaning of restaurant at the end of the day

Additional Consideration

- Is it viable to reopen the restaurant? Which service options are best?
- Connect with your CPA and banker about long-term funding
- Service-based employers, including restaurants are required to provide a small amount of paid sick leave to employees with flu-like symptoms who are being tested for COVID-19, or to employees under instructions from a health care provider to quarantine or isolate due to a risk of having COVID-19.
 - More information can be found here: Families First Coronavirus Response Act and Family and Medical Leave Act (FMLA)
- Must maintain 6' physical distancing between employees and clients
- The City of Fort Collins is launching temporary outdoor dining expansions for restaurant and bars, which allows restaurants and bars to expand their business footprint onto the public rights-of-way. Businesses must apply for, and be approved to use additional public space.
 - [Outdoor Dining/Retail Encroachment Application](#)

State Guidelines

Larimer County Guidelines

- Employees and clients/customers must wear face covers when in the business. For more information, [click here](#).
- **Important Water Quality Message before you reopen:** Please email UtilitiesCustomerAccounts@fcgov.com or call 970-416-4268.
- Must have a written sick employee policy shared with employees and available upon request.
- Businesses are only open for limited people (no more than 10 people, including employees and clients/customers at a time)
- Employees who can telework should be teleworking.
- **Consider connecting with your HR professional or attorney to review all policies**

PRACTICES & EMPLOYEES

Safety

- Review recommended PPE & hygiene videos:
 - [Proper Mask removal video](#)
 - [Proper Glove removal video](#)
 - [Handwash training](#)
- Prior to reopening, invest some time to retrain and re-immers staff as mandatory training
 - Establish and implement new procedures that promote safety in alignment with governmental guidelines.
 - Revisit the new procedures frequently to ensure that practices and protocols are updated based on changing guidelines and conditions.
 - Identify several workplace COVID coordinators to train employees on the new procedures.
- Ensure all employees are wearing masks/cloth face coverings before entering restaurant - determine proper mask cleaning procedures and who's responsible for cleaning masks.
- Create cleaning procedures that focuses on sanitizing frequently touched surfaces and spaces:
 - Wipe down high-contact surfaces/counters at a minimum every 30 minutes.
 - Door and drawer handles.
 - Light and other power switches
 - Consider keeping all lights on during business hours, or utilizing existing motion sensor capabilities.
 - Shared tools such as cooking utensils, box cutters, serving ware, food trays, etc.
 - Furniture
 - Vending machines and self-serve areas.
 - Appliances frequently used surface in the employee break room.
 - Time clocks
 - Point of sale/checkout: Cash register, including touch screens, keyboards, mouse, counter, cabinet pulls and checkout dividers.
 - Restrooms: Door handles and flush levers, toilet bowl and toilet paper holder, sinks and faucet, paper towel holders and/or air dryers, and diaper-changing stations.
 - Sales floor: Fixtures with handles or pulls and any other high-touch surfaces.
- Provide cleaning kits for staff at high traffic locations throughout the restaurant including points of sale.
 - Disinfectant wipes or sprays
 - Disposable gloves
 - Paper towels
 - Masks
 - Hand sanitizer
- Allow employees breaks for regular cleaning and personal sanitation, such as handwashing in between customers - establish a consistent procedure for employees to follow
- Establish cleaning plan for new shift of employees
- Washing/Antiseptic Stations
 - Single use sanitation packet availability (assign to individual employees at the beginning of each shift so sanitation items are not shared)
- Cleaning dishware, silverware, & table linens
 - Normal cleaning procedures should be continued
 - Consider disposable table coverings or change linens after every customer
 - All items that have not been used should be cleaned, as they might have been in contact with staff or guests
 - Sanitize all service equipment after each client use
- Provide training and support for safely de-escalating and managing high tension situations (examples: customers who don't follow safety protocols)
 - The Crisis Prevention Institute offers free resources to help make the workplace safer

Workstations

- At least 50% reduced on-site staff (all non-essential businesses)
- When possible, workstations shifts should be staggered to limit staff congregating in one area
- Consider assigned, separate workstations for each staff member
- Consider one-way aisles, when feasible, with floor markings

Symptom Monitoring

- All employees experiencing any flu-like symptoms should not come into work
- Symptom checks should be completed prior to employees entering the workspace
 - Ask all employees:
 - Have you had a cough?
 - Have you had a fever?
 - Have you been around anyone exhibiting these symptoms within the past 14 days?
 - Are you living with anyone who is sick or quarantined?
 - Consider daily temperature checks and send employees with temperatures above 100.4°F home.
- Refer symptomatic employees to the Larimer County Symptom Tracker
- Develop plans for those employees who the CDC has identified as higher risk for severe illness from COVID-19.
- Train on potential symptoms, including those of COVID-19
- **Make sure to talk with a Human Resource Professional and/or Legal Counsel.**
 - Work collaboratively to manage each unique situation

Employee Communications

- Utilize pre-existing employee communications/scheduling platforms. Have a uniform method to relay information such as safety standards and other important updates to employees.
- Managers/owners should be easily accessible by employees (share best email, cell phone) for any questions at any time.
- Limit staff meetings to up to 10 employees
 - Hold virtual meetings whenever possible.

Supply Chain & Deliveries

- Establish procedures for vendors, delivery people, and other non-employee workers:
 - Notify these people of reopening plans, and any revised procedures for store entry, deliveries, paperwork, etc.
 - Implement protocols to ensure safety:
 - Suspending or limiting access to the store
 - Developing contactless signature procedures for deliveries.
 - Adjusting schedules to spread out deliveries.
 - Require social distancing and adherence to governmental guidelines.
- Supply Chain and Inventory:
 - Assess supply needs and explore options for sourcing additional supplies required for business operations; assess how to best leverage existing relationships with vendors.
 - Create a plan for how you will source and distribute cleaning products and PPE, accounting for existing and/or future shortages. Establish a protocol to monitor this on a frequent basis as rules and health guidance ebb and flow with the prevalence of the virus.
 - Establish procedure for regularly disinfecting inventory and newly-received deliveries.

Additional Consideration

- Businesses must abide by Occupational Safety and Health Administration (OSHA) [environmental hygiene standards related to COVID-19](#)
- [Colorado Department of Public Health and Environment](#) (CDPHE)
- [Occupational Safety and Health Administration \(OSHA\) - PPE](#)
- [Environmental Protection Agency \(EPA\) Disinfectants for Use Against COVID-19](#)
- Employees and customers must wear face covers when entering the business. For more information about the Larimer County Face Covering Order, [click here](#).
- Visit [NoCoSafetySupply.com](#) to locate PPE, cleaning, and safety supplies for your business

TO PROTECT CUSTOMERS

Customer Expectations & Interactions

- All clients experiencing any flu-like symptoms should not come into the restaurant.
- Wandering and shopping within the restaurant should be limited. Discourage customers from handling merchandise they do not intend to purchase. Or ask that customers interested in purchasing a product, speak to an employee that will help you (for restaurants with gift shops).
- Hand sanitation/washing stations at every entrance - require customers to disinfect their hands upon entering.
- For take-out & curbside: It is required that all customers wear masks/face coverings before interacting with staff.
- Encourage them to call and order ahead for take-out or use their personal mobile devices to view menu.
- Do not offer valet service – encourage self-parking
- Payment collection – pay ahead, contactless payment models, discourage cash exchange (use gloves and wash hands after any contact transaction).

External Communications

- Update customers about reopening dates and new procedures staff will be implementing.
- Share your business' expectations and rules that customers should follow online and/or on social media.
- Work on building a greater social media presence.
- Keep your menu updated online.
- Ensure contact information is easily available to customers online.
- Alleviate fears of customers by having transparent communications/signage about safety practices that are being implemented (including a diagram/communication of the "back of house" process to provide transparency and confidence for how you're operating safely.
 - Encourage customers to call ahead if they have any questions about safety or procedures - have a standard script by the phone that you want employees to share with customers
- Have resources available electronically.
- Research community campaigns that are promoting local businesses such as [ForFortCollins.com](#).

Additional Consideration

- Encourage people to call ahead and schedule a reservation for take-out, curbside, and dine-in options - make sure the restaurant's contact information is easily accessible online.
- Employees and customers must wear face covers when entering the business. For more information about the Larimer County Face Covering Order, [click here](#).
- Signage must be posted at each public entrance to inform all employees and customers must include:
 - Face Covering requirements
 - [Full size sign](#)
 - [Half size sign](#)
 - Avoid entering if they have a cough or fever
 - 6-foot physical distancing
 - Keep gatherings to 10 people or less

