



THE IOWA HOSPITALITY PROMISE

*GETTING YOUR BUSINESS READY TO REOPEN
TIPS FOR RESTAURANTS AND RETAILERS GETTING READY TO
WELCOME BACK CUSTOMERS*

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Governor's April 27th Proclamation Allows Limited Re-openings

On April 27, 2020 Governor Kim Reynolds issued proclamation language allowing the gradual re-opening of restaurants and some retail establishments in 77 Iowa counties. Bars, barbershops, tanning and hair salons, tattoo establishments and massage therapy in all 99 counties must remain closed.

- On premise service restrictions for restaurants in 22 counties were extended through May 15, 2020.
- Counties who are not allowed to open include:

Allamakee, Benton, Black Hawk, Bremer, Dallas, Des Moines, Dubuque, Fayette, Henry, Iowa, Jasper, Johnson, Linn, Louisa, Marshall, Muscatine, Polk, Poweshiek, Scott, Tama, Washington, Woodbury

There are mandates and recommendations related to re-open.

It is important to understand what you must do and what you are being strongly recommended to do.

Restaurants Mandates for Re-Open

1. Limit indoor and outdoor seating capacity to 50 percent of normal operating capacity.
2. Limit group size to no more than six people.
3. Arrange seating to provide a minimum of six feet between tables.
4. Disallow customer self-service of food or beverages, including buffets and salad bars.
5. Implement reasonable measures to ensure social distancing of employees and customers, increased hygiene practices, and other public health measures to reduce the risk of transmission of COVID-19.

Fitness Centers Mandates for Re-Open

1. Limit the number of customers present to 50 percent of its legal occupancy capacity.
2. Limit group activities to 10 people. All people must maintain a six-foot distance.
3. Ensure all equipment is spaced a minimum of six-feet between at all times.
4. Implement reasonable measures to ensure social distancing of employees and customers, increased hygiene practices, and other public health measures to reduce the risk of transmission of COVID-19.

Enclosed Mall Mandates for Re-Open

1. Limit the number of customers present to 50 percent of its legal occupancy capacity.
2. Common seating areas, such as food courts shall remain closed.
3. Any play area must remain closed.
4. Implement reasonable measures to ensure social distancing of employees and customers, increased hygiene practices, and other public health measures to reduce the risk of transmission of COVID-19.

Other Retail Establishments and Libraries Mandates for Re-Open

1. Limit the number of customers present to 50 percent of its legal occupancy capacity.
2. Implement reasonable measures to ensure social distancing of employees and customers, increased hygiene practices, and other public health measures to reduce the risk of transmission of COVID-19.

What is a Bar?

The Definition of a bar in the proclamation is in-line with Iowa's definition of bars in the Smoke Free Air Act.

A bar is an establishment where a customer may purchase alcoholic beverages and in which the serving of food is incidental to the consumption of those beverages.

- Incidental food service is defined as food preparation that is limited to the service of ice, pre-packaged snack foods, popcorn, peanuts, and the reheating of commercially prepared foods that do not require assembly, such as frozen pizza, pre-packaged sandwiches, or other prepackaged, ready-to-serve products.
- Typically, an establishment meeting the criteria of bar will not contain food preparation equipment, including but not limited to the following: roaster oven, deep fat fryer, flat top grill, or crock pot. A bar may contain a microwave or toaster oven to heat commercially prepared foods.
- An establishment that prepares food beyond the limited food service described in the definitions above is considered a restaurant

What Can Your Business do to help keep people safe?

- Create and implement an enhanced cleaning/sanitizing schedule for all contact surfaces.
- Disinfect commonly-touched surfaces throughout entire facility such as door handles, credit card machines, bathrooms, etc., at least once every hour.
- Post signage on entrance door that no one with a fever or symptoms of COVID-19 will should enter.
- Screen all employees each shift before entering the facility for symptoms (i.e., fever of 100°F or higher, cough, shortness of breath, runny or stuffy nose, sore throat, muscle aches, fatigue, diarrhea, or vomiting). Immediately exclude anyone with symptoms from entering.
- Where possible, workstations should be staggered to avoid employees standing directly opposite one another or next to each other and maintain six feet of social distance.

What Can Your Business do to help keep people safe?

- Require employees with direct customer contact to wear cloth or other mask that is laundered or replaced daily.
- Frequently monitor employee handwashing
- Notify customers by signage to report concerns of social distancing infractions to the manager
- Use technological solutions where possible to reduce person-to-person interaction
- Enhance employee safety training, emphasizing employee health, handwashing, and personal hygiene practices.
- Have hand sanitizer and sanitizing products readily available for employees and customers.
- Designate with signage, tape, or by other means appropriate social distancing spacing for employees and customers. Facilitate and designate social distancing for those waiting to enter your establishment.
- If possible, provide distinct walking lanes to minimize close contact as customers are being seated to conform to social distancing practices. For example, in a table/booth layout, central tables can be removed, and markings can be installed designating the path for seating.
- Assign an employee each shift to monitor social distancing, sanitation, and hygiene protocols.

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Are restaurants allowed to serve customers that are only ordering alcoholic beverages?

The governor's proclamation allows restaurants to resume on-premises dining. If customers are only ordering alcoholic beverages, they are not dining. We strongly advise restaurants to only service alcoholic beverages to customers who are ordering and consuming food.

Can a restaurant allow customers to use pool tables, dartboards, arcade games, amusement devices, and other games of skill or chance?

No, the use of these items by the public continues to be prohibited in the governor's proclamation.

Can a bar or brewery tap room partner with a mobile food unit or restaurant, or utilize restaurant delivery options to allow on-premises dining along with alcohol sales?

No, bars must remain closed to the public, except for carry-out and delivery only. For the purposes of this order, a bar is an establishment where a customer may purchase alcoholic beverages and in which the serving of food is incidental to the consumption of those beverages and is limited to the service of ice, snack foods, and the reheating of commercially prepared foods such as frozen pizza, pre-packaged sandwiches, or other prepackaged, ready-to-serve products.

What type of disinfectants can be used for tables, chairs, and other contact surfaces following customer use?

Prior to disinfecting surfaces, these surfaces should first be cleaned (i.e., removal of germs, dirt, and impurities from surfaces). Cleaning does not kill germs, but removing them from surfaces lowers their numbers and the risk of spreading infection.

An EPA-registered disinfectant effective for use against SARSCoV-2 (the virus which causes COVID-19) is recommended. The EPA's list of disinfectants for use against SARS-CoV-2 can be found online: [Disinfectants for Use Against SARS-CoV-2](https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2).

EPA-registered disinfectants must be appropriate for the surface to which it is being applied, and must be applied in accordance with the manufacturer's instructions on the label.

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

Questions Updated Daily by the Department of Inspection and Appeals. Bookmark here:

<https://dia.iowa.gov/document/covid-19-frequently-asked-questions-may-1-2020-restaurant-reopening>

Where we stand as retailers today...

We did nothing to break the trust of the public, but we find ourselves in the position of having to regain the confidence of the public.



WHAT IS THE IOWA HOSPITALITY PROMISE?

In partnership with the Iowa Restaurant Association and health officials across the State, restaurant and bar owners and operators pledge to their employees and customers to earn the Iowa Hospitality Promise endorsement during the COVID-19 recovery period.

When customers see this endorsement, they can be confident the establishment is taking all necessary steps to protect their employees and customers and they are taking a leadership role in protecting their community.

The Iowa Hospitality Promise also empowers customers to learn what they can do to help keep everyone safe. When restaurants, bars, and customers work together, we can make the hospitality industry as vibrant as it was prior to the impact of COVID-19.



Who can participate in the Iowa Hospitality Promise?

Any restaurant, foodservice, or drinking establishment willing to implement the mandated steps, as well as deploy as many best practice guidelines as is feasibly possible in their establishment.



How long will this program last?

Throughout the duration of the COVID-19 recovery efforts. Overtime, these efforts should help customers feel safe and confident dining in restaurants.



The Iowa Hospitality Promise

OUR PROMISE TO CUSTOMERS

- We will continue to be a leader in safe sanitation practices ensuring every location has a Certified Food Protection Manager who has put protocols in place emphasizing your safety and well-being.
- Ensure all staff members are feeling healthy and symptom free prior to every shift.
- All indoor and outdoor seating options will comply with the appropriate social distancing guidelines.
- Hand sanitizer is available upon entry and exit.
- We will clean and sanitize all common areas regularly.
- All tables and chairs will be cleaned and sanitized after every use.
- Place settings, utensils, menus, and condiments will either be single-use or will be cleaned and sanitized after every use.
- We will post the Iowa Hospitality Promise at our entrances so everyone understands the steps we must all take to keep our communities safe.



The Iowa Hospitality Promise

WHAT WE ASK IN RETURN

- If you have been exposed to COVID-19 recently or have symptoms of COVID-19 (including a fever, cough, or shortness of breath), please help us keep everyone safe by staying home.
- If you have underlying health conditions or are otherwise concerned about contracting COVID-19, please use our contactless delivery options.
- If you have any questions about the Iowa Hospitality Promise, please ask for a manager who will be happy to assist you.



Why are customers included within The Iowa Hospitality Promise?

Customers are included because we all have a responsibility to follow the guidance of public health officials to prevent the spread of COVID-19. By partnering we can keep everyone safe.



What can hospitality establishments do to help customers meet these obligations?

Hospitality operators are encouraged to maximize the use of contactless delivery options and advertise those options to potential customers. Publicizing information about the Iowa Hospitality Promise should also increase customers' compliance.



Door Posters available
for download to print.

Other signage also
available for printing.

Find out
Restaurantiowa.com



THE IOWA HOSPITALITY PROMISE

The Hospitality industry has an outstanding track record of protecting our employees and guests. To ensure everyone's safety as we welcome you back into our dining rooms, we ask that we make the following promises to each other:

OUR PROMISE TO YOU

- We will continue to be a leader in safe sanitation practices ensuring every location has a Certified Food Protection Manager who has put protocols in place emphasizing your safety and well-being.
- Ensure all staff members are feeling healthy and symptom free prior to every shift.
- All indoor and outdoor seating options will comply with the appropriate social distancing guidelines.
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- We will post the Iowa Hospitality Promise at our entrances so everyone understands the steps we must all take to keep our communities safe.

YOUR PROMISE TO US

- If you have been exposed to COVID-19 recently or have symptoms of COVID-19 (including a fever, cough, or shortness of breath), please help us keep everyone safe by staying home.
- If you have underlying health conditions or are otherwise concerned about contracting COVID-19, please use our contactless delivery options.
- If you have any questions about the Iowa Hospitality Promise, please ask for a manager who will be happy to assist you.



What resources and support are available related to The Iowa Hospitality Promise?

- The IRA will share information about the Iowa Hospitality Promise with elected officials, the public, allied groups, and the media to assure the public and policy makers that Iowa restaurants stand ready to reopen safely in keeping with these commitments. The IRA will also be available to help answer questions and provide support to restaurants as they reopen their dining and other full-service spaces.
- Also, the National Restaurant Association has made its ServSafe Food Handler Program available to all restaurants free of charge through May 31. These trainings can be found at:
 - ServSafe Takeout: COVID-19 Precautions
 - ServSafe Delivery: COVID-19 Precautions
 - ServSafe Food Handler



What are some best practices restaurants can, but are not specifically required to follow, in order to comply with the commitments in The Iowa Hospitality Promise?

- Importantly, restaurants are already experts in safe food handling and sanitation, and so many of their routine practices will go a long way towards fulfilling the commitments in the Iowa Hospitality Promise.
- Different strategies will be appropriate for different restaurants at different times, but the Association has assembled a list with the help of restaurateurs that can be implemented or adapted to fit a restaurant's needs.



How should participating restaurants communicate the commitments of The Iowa Hospitality Promise?

It's vital that restaurants **communicate** the commitments directly to their staff and monitor compliance. Restaurants and bars should also take steps to communicate their enrollment in the Iowa Hospitality Promise by **posting the required notice at entrances**, and if the restaurant uses a website or social media, through those channels as well.



General Suggestions

- ALL STAFF NOT FEELING WELL WILL NOT BE ALLOWED TO WORK.
- All tables, chairs, booths and other flat surfaces shall be cleaned with a CDC approved sanitizer.
- Countertops need to be sanitized with a CDC approved sanitizer every 30 min.
- Counter tops and visible work spaces will be cleaned immediately after a guest leaves or on every hour. This is to include cooler handles, POS terminal screens, cooler doors, serving counters, TV remotes, phones, light switches, thermostats, and writing utensils, etc.

General Suggestions

- Sanitize every 30 Minutes. Door Handles - Front doors, bathroom entrance doors, bathroom door latches, sink faucets , Telephones
- Stay socially distanced from guest/guests when walking to the table.
- Take the most direct, but least congested route to the table.
- Immediately after handling payment transactions staff must use hand sanitizer of 60% or greater alcohol content located near each POS terminal .
- Make Hand Sanitizer/Hand Wipes available at all entrances/multiple locations in the wait area.

Hygiene

- Establish mandatory hand washing time protocols and requirements – Hand washing conducted at the same time in 30 minute intervals.
- Recommended kitchen sets timers, work stops, and staff washes.
- If possible, all employees wear gloves
- Do not touch your face with your hands, etc.
- Establish rules of no beverages or food at any workstation.
- Ensure all cleaners need to meet or exceed the recommended CDC guidelines

Training

- Perform training highlighting sanitation procedures and reinforce sanitizing, cleaning and disinfecting procedures.
- Ensure all employees are trained in proper handwashing procedure and monitored regularly.
- Remind employees to avoid face, eye and mouth contact verbally and with signage.



Guest Relations

- Inform guests of all mitigation efforts over the phone before they arrive.
- Use signage outside (sandwich boards, etc.) and in the shop, restrooms to explain mitigation efforts.
- Position a person outdoors so guests wait outside of entry.
- During peak times when a wait list is required, use texting system so guest can wait in their car, or exercise appropriate social distancing.



Restrooms

- Make and enforce a 15-30 min ongoing schedule for cleaning and sanitizing.
- Place sanitizer wipes on counter.
- Mount (where it works) foot handles or kick plates to assist with opening door.
- Have maintenance/cleaning crew spray a sanitizing solution on all surfaces using a pump sprayer.
- Install disposable paper towel dispensers where they are not already installed.
- Place trash can outside of door so people can use a paper towel to open/close door and have place to put paper towel after.



- All checklists, images, signage, is available for download.



IOWA RESTAURANT PROMISES PRINTABLES

<u>COLOR</u>	<u>BLACK & WHITE</u>
Iowa Hospitality Promise PDF	Iowa Hospitality Promise PDF
ALL SIGNS	ALL SIGNS
Appreciation Sign	Appreciation Sign
Do the Five	Do the Five
Non Sanitized Items	Non Sanitized Items
Sanitized Items	Sanitized Items
Sanitized Table	Sanitized Table
Sanitized Table w/o Utensils	Sanitized Table w/o Utensils
Seat Not In Use	Seat Not In Use

Question and Answers

