In accordance with Executive Order 2020-96 and 2020-97, Food Service Operations are REQUIRED to:

- **Develop a COVID-19 preparedness and response plan**
  Each food facility’s operation is unique; therefore, you must develop a COVID-19 preparedness and response plan that is tailored to your facility’s particular circumstances. The plan must be consistent with recommendations in Guidance on Preparing Workplaces for COVID-19, developed by the Occupational Health and Safety Administration (see available link below). By June 1, 2020, or within two weeks of resuming in-person activities, whichever is later, a business’s or operation’s plan must be made readily available to employees, labor unions, and customers, whether via website, internal network, or by hard copy. Below are links that can be used to help develop your preparedness and response plan.

  - [OSHA Guidance on Preparing Workplaces for COVID-19](#)
  - [CDC “Cleaning and Disinfection Guidelines”](#)
  - [Michigan Restaurant and Lodging Association “Roadmap to Reopening”](#)

- **Designate a site-specific supervisor to monitor and implement COVID-19 control strategies**
  Supervisor must remain on-site at all times and hand-off duties to an on-site worker when necessary.

- **Provide COVID-19 training to employees**
  The training should cover workplace infection control factors, proper use of PPE, Steps that employees must take to notify the owner or management of any COVID-19 symptoms, and how to report unsafe working conditions.

- **Conduct daily entry screening protocols at dedicated entry point(s) to worksites**
  Screen employee health/exposure using a questionnaire, and if possible, a temperature screening. Screen any visitors with similar protocols. The facility shall be immediately closed if an employee is showing multiple symptoms of the COVID-19 virus. The facility will be required to perform a deep clean of the facility that is consistent with guidance from the FDA and CDC. An ill employee is required to have a doctor’s written release to return to work. Health screening documentation can be found in the BLDHD Business Toolkit.
• **Utilize Personal Protective Equipment (PPE) and adhere to safety requirements**
  Require face shields or masks be worn when workers cannot consistently maintain six feet of separation from others. Establish PPE standards for distribution and discarding of soiled masks. Ensure PPE and safety supplies are stocked. Provide guidance for PPE usage and reasoning. Encourage or require use of work gloves, as appropriate, to prevent skin contact with contaminated surfaces.

• **Identify congested areas, and control access**
  To ensure social distancing is maintained, limit common space use and operations in areas where workers would otherwise stand near one another. Stagger shifts to reduce congestion.

• **Physical barriers shall be installed where social distancing of 6 feet is difficult.**
  Install sneeze guards or partitions at cash registers, bars, host stands, or other areas where employees and guests can not maintain constant social distancing.

• **Employers must maintain a record of the following requirements:**
  - Training provided to employees relating to COVID-19
  - Workplace infection control practices
  - Proper use of PPE
  - Steps employees take to notify the owner or management of any COVID-19 symptoms
  - How to report unsafe working conditions
  - Records of employee or contractor daily self screening questionnaire covering symptoms or potential exposure to COVID-19
  - The local Health Department and employees must be notified within 24 hours if an employee contracts and tests positive for COVID-19

• **Develop protocols for cleaning and disinfection of the facility**
  Increase the frequency of cleaning and disinfection to limit exposure of COVID-19. Increase cleaning frequency at high touch areas such as door handles, shared products, or equipment.

• **Create communication materials for customers**
  - Customers must be informed of the changes to the facility and explain the precautions that are being applied
  - Signs shall be posted at the entrance informing customers to not enter the facility if they have recently been sick
  - Post signs that instruct customers to wears face masks until they are seated at their table
  - Post a sign stating that the waiting area is closed and that customers should wait in their vehicle until the table is ready.

• **Requirements specific to Restaurants and Bars, see section 8 of the Executive Order 2020-97.**
FAQ

Q - Are food employees required to wear masks while working?
A - Yes, employees who cannot consistently maintain six feet of separation from other individuals should wear a protective face covering. Proper face coverings range from surgical masks or cloth masks. Instructions on how to make, use, and clean face masks can be found in the BLDHD Business Toolkit.

Q - When will I be allowed to have inside seating for customers?
A - Beginning May 22nd, 2020 at 12:01am. However, restaurants and bars will be required to limit their capacity to 50% of normal seating.

Q - Are seated customers required to be 6 feet apart?
A - A 6 foot separation between parties or groups at different tables and bar tops is required.

Q - Can we use all of our outdoor seating if customers and tables are properly spaced apart?
A - Yes, outdoor seating is preferred as long as customers and tables are properly spaced apart to follow social distancing requirements.

Q- Are we allowed to have self service food and drink options (For example buffets, salad bars and drink stations)?
A- No, self service options must be closed and not utilized in the facility.

Q - If an employee contracts COVID-19, when can they return to work? Are other employees required to self-quarantine too?
A - The CDC guidelines state that individuals can leave at home isolation if at least 3 days (72 hours) have passed since recovery (resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms (e.g., couch, shortness of breath)) AND at least 10 days have passed since symptoms first appeared OR the results of two (2) consecutive EPA approved COVID-19 tests (collected a minimum of twenty-four hours apart) are both negative. These CDC guidelines can be found at https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html.

Q - How should I handle a symptomatic customer upon entry or in the facility?
A - Employers shall notify staff if a confirmed case has visited the store. It is recommended that that facility be deep cleaned in a manner that is consistent with guidance from the FDA and CDC.

More information on the Governor’s Executive Orders 2020-96 and 2020-97 can be found by Clicking the executive order below:

Executive Order 2020-96
Executive Order 2020-97

For questions please contact the Benzie-Leelanau District Health Department
Call: 231-882-4409 or Email: bldhd@bldhd.org
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, tablecloths, 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?
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are high-touch areas and equipment cleaned and disinfected (e.g. door knobs, display cases, equipment handles, check-out counters, order kiosks, and grocery cart handles)?</td>
<td></td>
</tr>
<tr>
<td>Are sufficient stocks of single-service and single-use articles (e.g. tableware, carryout utensils, bread wrappers, and plastic wrap) available?</td>
<td></td>
</tr>
<tr>
<td>Are staff properly trained on cleaning procedures to ensure safe and correct application of disinfectants?</td>
<td></td>
</tr>
<tr>
<td>Has a disinfection schedule or routine plan been developed?</td>
<td></td>
</tr>
<tr>
<td>Are all coolers, freezers, and hot and cold holding units functioning?</td>
<td></td>
</tr>
<tr>
<td>Are all coolers, freezers, and hot and cold holding units clean, sanitized, and protected from contamination?</td>
<td></td>
</tr>
<tr>
<td>Are calibrated thermometers available and accurate to check equipment and product temperatures to ensure food safety/HACCP plans are executed as designed?</td>
<td></td>
</tr>
<tr>
<td>Has all food been examined for spoilage, damage, expiration, or evidence of tampering or pest activity? If needed, was such food appropriately discarded?</td>
<td></td>
</tr>
<tr>
<td>Is food properly labeled and organized, such that receiving date and rotation is evident?</td>
<td></td>
</tr>
<tr>
<td>Are all food, packaging, and chemicals properly stored and protected from cross contamination?</td>
<td></td>
</tr>
<tr>
<td>Has contact been made with suppliers in the supply chain to ensure deliveries are scheduled and able to be fulfilled?</td>
<td></td>
</tr>
<tr>
<td>Is your 3-compartment sink clean and equipped with detergent and sanitizer?</td>
<td></td>
</tr>
<tr>
<td>Is your warewasher clean and functioning and equipped with detergent and sanitizer (single temperature machine, 165°F) or reaches 180°F rinse (high temperature)?</td>
<td></td>
</tr>
<tr>
<td>Do you have sanitizer test strips available and are the test strips appropriate for the sanitizer being used?</td>
<td></td>
</tr>
<tr>
<td>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?</td>
<td></td>
</tr>
<tr>
<td>Are all the handwashing sinks accessible and fully stocked (e.g. soap, paper towels, hand wash sign, and trash bins)?</td>
<td></td>
</tr>
<tr>
<td>Checklist Item</td>
<td>Details</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Are paper towels and trash cans available in the bathrooms so doors can be</td>
<td>opened and closed without touching handles directly?</td>
</tr>
<tr>
<td>Are all the handwashing sinks functional and able to reach 100°F minimum?</td>
<td></td>
</tr>
<tr>
<td>Have you considered using hand sanitizers (minimum 60% alcohol), as</td>
<td>appropriate, in multiple locations to encourage hand hygiene by both</td>
</tr>
<tr>
<td>customers and employees to supplement hand washing?</td>
<td></td>
</tr>
</tbody>
</table>

**Employee Health /Screening**

<table>
<thead>
<tr>
<th>Checklist Item</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you have a protocol to check employee health and personal hygiene</td>
<td>practices within your food establishment?</td>
</tr>
<tr>
<td>Are you following CDC guidance and practices for employee health checks/</td>
<td>screenings?</td>
</tr>
<tr>
<td>Have you checked CDC and local regulatory/health authority guidance for</td>
<td>employees returning back to work?</td>
</tr>
<tr>
<td>Is there a plan to monitor and respond to a higher than normal level of</td>
<td></td>
</tr>
<tr>
<td>absenteesism?</td>
<td></td>
</tr>
<tr>
<td>Is there a plan or policy for, and an adequate supply of, personal</td>
<td>protective equipment (PPE) and/or cloth face coverings? Cloth face</td>
</tr>
<tr>
<td>coverings? Cloth face coverings should only be used if PPE is not required,</td>
<td>coverings should only be used if PPE is not required, and changed as</td>
</tr>
<tr>
<td>and changed as needed if worn.</td>
<td>needed if worn.</td>
</tr>
</tbody>
</table>

**Social Distancing**

<table>
<thead>
<tr>
<th>Checklist Item</th>
<th>Details</th>
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</thead>
<tbody>
<tr>
<td>Has the facility taken measures (e.g. tape on floors/sidewalks, partitions,</td>
<td>minimize face-to-face contact that allows, to the extent possible, at</td>
</tr>
<tr>
<td>signage on walls) to minimize face-to-face contact that allows, to the</td>
<td>least a 6-foot distance between workers, customers, and visitors?</td>
</tr>
<tr>
<td>Have you limited offering self-serve food or drink options, such as</td>
<td></td>
</tr>
<tr>
<td>buffets, salad bars, and drink stations? As local regulatory/health</td>
<td>authorities lift levels of restrictions, limit use with additional</td>
</tr>
<tr>
<td>Have you restricted the number of employees in shared spaces, including</td>
<td>monitoring.</td>
</tr>
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<td></td>
</tr>
<tr>
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</table>

**Additional references can be found here:**

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

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

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

**CDC COVID-19 Resources for Businesses and Employers:**
List of EPA-registered Disinfectants:
- https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2

FDA Food Code:

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
- CDC Interim Guidance for Discontinuation of Isolation for Persons with COVID-19 Not in Healthcare Settings
- CDC Use of Cloth Face Coverings to Help Slow the Spread of COVID-19
- FDA Use of Respirators, Facemasks, and Cloth Face Coverings in the Food and Agriculture Sector During Coronavirus Disease (COVID-19) Pandemic
- FDA’s Employee Health and Personal Hygiene Handbook
- OSHA Guidance on Preparing Workplaces for COVID-19
Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic

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

This addresses key considerations for how foods offered at retail can be safely handled and delivered to the public, as well as key best practices for employee health, cleaning and sanitizing, and personal protective equipment (PPE). This is not a comprehensive list. We encourage consulting the references and links provided below by CDC, FDA, EPA, and OSHA for more detailed information. This will be updated as FDA receives further information and inquiries.

Managing Employee Health (Including Contracted Workers)

- Instruct employees with symptoms associated with COVID-19 to report them to their supervisors. Instruct sick employees to stay home and to follow the CDC’s [What to do if you are sick with coronavirus disease 2019 (COVID-19)](https://www.cdc.gov/coronavirus/2019-ncov/about/symptoms.html). Consult with the local health department for additional guidance.

- If employees are sick at work, send them home immediately. Clean and disinfect surfaces in their workspace. Others at the facility with close contact (i.e., within 6 feet) of the employee during this time should be considered exposed.

- Instruct employees who are well, but know they have been exposed to COVID-19, to notify their supervisor and follow CDC-recommended precautions (see below).

- Inform fellow employees of their possible exposure to COVID-19 in the workplace, if an employee is confirmed to have COVID-19, while maintaining confidentiality.

- Implement workplace controls to reduce transmission among employees, such as those described below that are included in [CDC’s 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/worksites/critical-infrastructure-workers.html).
  - Employers - Pre-screen (e.g., take temperature and assess symptoms prior to starting work).
  - Employers - Disinfect and clean work spaces and equipment, and consider more frequent cleaning of high touch surfaces.
  - Employees - Regularly self-monitor (e.g., take temperature and assess symptoms of coronavirus).
  - Employees - Wear a mask or face covering.
  - Employees - Practice social distancing and stay at least 6 feet from other people whenever possible.

- For additional information when employees may have been exposed to COVID-19, refer to [CDC’s 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/worksites/critical-infrastructure-workers.html).

- For additional information on employee health and hygiene and recommendations to help prevent worker transmission of foodborne illness, refer to [FDA’s Employee Health and Personal Hygiene Handbook](https://www.fda.gov/industry/employee_health_and_personal_hygiene_handbook).
  - If FDA recommendations differ from CDC’s regarding employee health and COVID-19, follow CDC.


- Follow [CDC](https://www.cdc.gov) and [FDA](https://www.fda.gov) information on PPE (i.e., gloves, face masks/coverings, and protective gear).


Food Safety Information

Personal Hygiene for Employees

- Emphasize effective hand hygiene including washing hands for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing, or sneezing.
- Always wash hands with soap and water. If soap and water are not readily available, then use an alcohol-based hand sanitizer with at least 60% alcohol and avoid working with unwrapped or exposed foods.
- Avoid touching your eyes, nose, and mouth.
- Use gloves to avoid direct bare hand contact with ready-to-eat foods.
- Before preparing or eating food, always wash your hands with soap and water for 20 seconds for general food safety.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash and wash hands after.

Managing Operations in a Foodservice Establishment or Retail Food Store

Continue to follow established food safety protocols and best practices for retail food establishments and important COVID-19 recommendations, including the following:

- Follow the 4 key steps to food safety: Always — **Clean, Separate, Cook, and Chill**.
- Wash, rinse, and sanitize food contact surfaces dishware, utensils, food preparation surfaces, and beverage equipment after use.
- Frequently disinfect surfaces repeatedly touched by employees or customers such as door knobs, equipment handles, check-out counters, and grocery cart handles, etc.
- Frequently clean and disinfect floors, counters, and other facility access areas using **EPA-registered disinfectants**.
- Prepare and use sanitizers according to label instructions.
- When changing your normal food preparation procedures, service, delivery functions, or making staffing changes, apply procedures that ensure:
  - Cooked foods reach the proper internal temperatures prior to service or cooling.
  - Hot foods are cooled rapidly for later use — check temperatures of foods being cooled in refrigerators or by rapid cooling techniques such as ice baths and cooling wands.
  - The time foods being stored, displayed, or delivered are held in the danger zone (between 41°F and 135°F) is minimized.
  - Proper training for food employees with new or altered duties and that they apply the training according to established procedures.
- Help customers maintain good infection control and social distancing by:
  - Discontinuing operations, such as salad bars, buffets, and beverage service stations that require customers to use common utensils or dispensers.
  - Finding ways to encourage spacing between customers while in line for service or check out in accordance with the applicable State or local requirements.
  - Discouraging customers from bringing pets — **except** service animals — into stores or waiting areas.
- Continue to use sanitizers and disinfectants for their designed purposes.
- Verify that your ware-washing machines are operating at the required wash and rinse temperatures and with the appropriate detergents and sanitizers.
- Remember that hot water can be used in place of chemicals to sanitize equipment and utensils in manual ware-washing machines.
- If you donate food to food recovery or charitable organizations, check for State and local guidelines. You can also find further information at [Conference for Food Protection](https://www.fda.gov).
Managing Food Pick-Up and Delivery

• Observe established food safety practices for time/temp control, preventing cross contamination, cleaning hands, no sick workers, and storage of food, etc.

• Have employees wash hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, after blowing their nose, coughing or sneezing, or after touching high touch surfaces, e.g., doorknobs, and doorbells.
  – If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty. See, CDC’s How to Protect Yourself & Others.

• Increase the frequency of cleaning and disinfecting of high-touch surfaces such as counter tops and touch pads and within the vehicle, by wiping down surfaces using a regular household cleaning spray or wipe.
  – Make sure to read the label and follow manufacturer’s instructions on use.

• Establish designated pick-up zones for customers to help maintain social distancing.

• Practice social distancing when delivering food, e.g., offering “no touch” deliveries and sending text alerts or calling when deliveries have arrived.

• Conduct an evaluation of your facility to identify and apply operational changes in order to maintain social distancing if offering take-out/carry-out option by maintaining a 6-foot distance from others, when possible.

• Keep hot foods hot and cold foods cold by storing in appropriate transport vessels.
  – Keep cold foods cold by keeping enough coolant materials, e.g., gel packs.
  – Keep hot foods hot by ensuring insulated cases are properly functioning.

• Keep foods separated to avoid cross contamination, e.g., keeping raw foods separated from cooked and ready-to-eat foods.

• Ensure that any wrapping and packaging used for food transport is done so that contamination of the food is prevented.

• Routinely clean and sanitize coolers and insulated bags used to deliver foods.