

BE HEALTHY, BE CLEAN			
CLEAN & DISINFECT			
SOCIAL DISTANCE			
PICK-UP & DELIVERY			

State Roadmap to Recovery and Resilience  
**Guidance for**  
**Reopening Food Services Sector**



May 21, 2020  
 Ver. 1.0

# State Roadmap to Recovery and Resilience Reopening Food Services Sector (Restaurants, Markets, and Food Manufacturing - Ver. 1.0)

## **INTRODUCTION**

The following recommendations are intended to be used in conjunction with the phases found in Governor Ige's "EIGHTH SUPPLEMENTARY PROCLAMATION RELATED TO THE COVID-19 EMERGENCY" (May 18, 2020), Exhibit G "State Roadmap to Recovery and Resilience". This implementation approach includes Phase 1: Stabilization (*Healing Hawai'i*); Phase 2: Reopening (*Kama'āina Economy*); Phase 3: Long Term Recovery (*Renew & Rebuild*); Phase 4: Resilience (*Stronger Hawai'i*).

Restaurants, markets and food manufacturers are encouraged to use the recommendations and resources contained in this document to develop best practices to mitigate risk to employees and customers from exposure to the virus that causes COVID-19, while also maintaining compliance with all food safety regulations and physical distancing requirements.

Conditions will be continuously monitored and evaluated, statewide. Decisions to reopen or return to prior restrictions will be based on best available information on disease activity and preparedness of the response system to manage a resurgence of cases.

Entering into the Phase 2: Reopening (*Kama'āina Economy*) will involve continuous impact assessment that may affect subsequent phases. Disease activity and impacts to healthcare and public health systems will be monitored. The State must be prepared to return to earlier phases of restriction in response to the best available data.

### **Kama'āina Economy**

**Phase 2: Reopening** - The goal of this phase is to act with care while following safe practices. Operators are encouraged to promote healthy hygienic practices by ensuring adequate supplies for both employees and customers, including soap, individual disposable towels, and hand sanitizer with at least 60% alcohol. Customers are required to wear, at minimum, a cloth face covering when moving through a food establishment or while waiting for a pick-up order.

#### **Restaurants for Dine-In Service**

Gradually allow dine-in service to reopen while still maintaining a physical distance of 6 feet between tables. It is further recommended to have no more than 50% or 1/2 of the total seating capacity be available for use while keeping dining tables at least 6 feet apart. Outdoor seating does not count toward the building occupancy limit. Outdoor seating should follow all other recommendations in this document.

- Restaurants are encouraged to require reservations for dine-in.
- Consider a reservations-only business model for greater control of customer volume. Consider allowing customers to pre-order while making

- reservations to decrease the length of time they are in the establishment.
- If reservations are not required, maintain a physical distance of 6 feet between groups for those waiting for dine-in using floor markings, signage, etc. to reinforce physical distancing.
- Customers should wear a [cloth face mask or other types of masks](#) at all times which should only be removed while actively eating.
- Customer seating per table limits:
  - Maximum of 6 customers, not living in same household, per group per table.
  - Maximum of 10 customers, living in the same household, per group per table.
- Tables/booths to be spaced at least 6 feet apart which can be achieved by removing tables/booths or marking tables/booths as closed.
- Providing a physical barrier between tables or booths is also acceptable.
- Identify a workplace coordinator to be responsible for COVID-19 assessment and control planning. Plan should include when face coverings are to be used by employees.
- Before starting their shift, all staff should be screened and evaluated for signs of illness, such as:
  - Cough
  - Shortness of breath or difficulty breathing
  - Fever
  - Chills
  - Muscle Pain
  - Sore throat
  - Recent loss of the sense of taste or smell
  - This is not a comprehensive list of all possible signs of illness
- Any employee who exhibit signs of illness should not be allowed to report to work.
- Any employee who develops signs of illness while at work should be immediately separated from other employees and customers and sent home for self-isolation or seek medical attention as appropriate
- Food establishments are reminded that they shall comply with all applicable food safety rules, including employee health requirements found in Hawai'i Administrative Rules (HAR) Ch. 11-50-21. Employees that are sick should stay home.
- Staff with direct customer contact should wear a [cloth face mask or other types of masks](#) at all times.
- Employees should be trained on the importance of frequent hand washing with soap and water, the use of hand sanitizers with at least 60% alcohol content and the importance of avoiding touching hands to face.
- Clean and sanitize restrooms based on the frequency of use and ensure adequate supply of soap and paper towels at all times.
- Whenever feasible, workers should maintain at least 6 feet of distance from each other, including while on breaks.
- Post signage at the entrance that states that no one with a fever or symptoms of COVID-19 is to be permitted in the restaurant.
- No self-service salad bar or buffet.

- No bare-hand contact of ready-to-eat foods.
- Thorough [cleaning and disinfection](#) of frequently contacted surfaces after each meal service to include but not limited to tables, chairs, partitions, condiments, reusable menus, etc.
- Use only sanitizers and disinfectants that are EPA approved and labeled specifically for use on food contact surfaces and within food establishments.
- For non-food contact surfaces, use only disinfectants and cleaning products that are EPA approved and clearly labeled for use within food establishments.
- Encourage electronic contactless payment.

### **Retail Food Markets**

Recommend limiting the number of people in facility up to 50% of Fire Code occupancy and maintain a minimum of 6 feet between individuals.

- Identify a workplace coordinator to be responsible for COVID-19 assessment and control planning. Plan should include when face coverings are to be used by employees.
- Before starting their shift, all staff should be screened and evaluated for signs of illness, such as:
  - Cough
  - Shortness of breath or difficulty breathing
  - Fever
  - Chills
  - Muscle Pain
  - Sore throat
  - Recent loss of the sense of taste or smell
  - This is not a comprehensive list of all possible signs of illness
- Any employee who develops signs of illness while at work should be immediately separated from other employees and customers and sent home for self-isolation or seek medical attention as appropriate.
- Food establishments are reminded that they shall comply with all applicable food safety rules, including employee health requirements found in Hawai'i Administrative Rules (HAR) Ch. 11-50-21. Employees that are sick should stay home.
- Employees should be trained on the importance of frequent hand washing with soap and water, the use of hand sanitizers with at least 60% alcohol content and the importance of avoiding touching hands to face.
- Clean and sanitize restrooms based on the frequency of use and ensure adequate supply of soap and paper towels at all times.
- Whenever feasible, workers should maintain at least 6 feet of distance from each other, including while on breaks.
- Staff with direct customer contact should wear a [cloth face mask or other types of masks](#) at all times.
- Post signage at the entrance that states that no one with a fever or symptoms of COVID-19 is to be permitted in the establishment.
- Prevent unnecessary backup of customers waiting in lines at check out by opening additional registers as needed.
- Consider the use of single direction aisles as needed for physical distancing.

- No self-service salad bar or buffet.
- Only employees should be serving deli items in these establishments.
- No bare hand contact of ready-to-eat foods.
- Establish a thorough [cleaning and disinfection](#) procedure of frequently contacted surfaces at least once per shift, or more frequently if necessary.
- Use only sanitizers and disinfectants that are EPA approved and labeled specifically for use on food contact surfaces and within food establishments.
- For non-food contact surfaces, use only disinfectants and cleaning products that are EPA approved and clearly labeled for use within food establishments.
- If scheduling specific shopping hours for the elderly and vulnerable populations, consider strategies to control crowding in the market.
- Encourage electronic contactless payment.

### **Food Processors/Manufacturers**

- Discontinue food tours.
- Identify a workplace coordinator to be responsible for COVID-19 assessment and control planning. Plan should include when face coverings are to be used by employees. Require the use of face coverings among all staff, as feasible. Face coverings are most essential in times when physical distancing is difficult.
- Before starting their shift, all staff should be screened and evaluated for signs of illness, such as:
  - Cough
  - Shortness of breath or difficulty breathing
  - Fever
  - Chills
  - Muscle Pain
  - Sore throat
  - Recent loss of the sense of taste or smell
  - This list is not a comprehensive list of all possible signs of illness
- Any employee who exhibit signs of illness should not be allowed to report to work.
- Food establishments are reminded that they shall comply with all applicable food safety rules, including employee health requirements found in Hawai'i Administrative Rules (HAR) Ch. 11-50-21. Employees that are sick should stay home.
- Encourage single-file movement with a six-foot distance between each worker through the facility, where possible.
- Designate workers to monitor and facilitate distancing on processing floor lines.
- Stagger break times or provide temporary break areas and restrooms to avoid groups of workers during breaks. Workers should maintain at least six feet of distance from others at all times, including on breaks.
- Employees should be trained on the importance of frequent hand washing with soap and water, the use of hand sanitizers with at least 60% alcohol content and the importance of avoiding touching hands to face.
- Clean and sanitize restrooms based on the frequency of use and ensure adequate supply of soap and paper towels at all times.

- Provide visual cues (e.g., floor markings, signs) as a reminder to workers to maintain physical distancing.
- Use physical barriers, such as strip curtains, plexiglass or similar materials, or other impermeable dividers or partitions, to separate processing workers from each other, if feasible.
- If fans such as pedestal fans or hard mounted fans are used in the facility, take steps to minimize air from fans blowing from one worker directly at another worker.
- Place handwashing stations or hand sanitizers with at least 60% alcohol in multiple locations to encourage hand hygiene. If possible, choose hand sanitizer stations that are touch-free.
- Use only sanitizers and disinfectants that are EPA approved and labeled specifically for use on food contact surfaces and within food establishments.
- For non-food contact surfaces, use only disinfectants and cleaning products that are EPA approved and clearly labeled for use within food establishments.

## **Renew & Rebuild**

**Phase 3: Recovery** - The goal of this phase is to find paths to recover the economy.

### **Restaurants for Dine-In Service**

- Increase the recommended dine-in capacity of the restaurant up to 75% or 3/4 of the total seating capacity while still keeping dining tables at least 6 feet apart.
- Maximum of 10 customers per group per table.
- All other recommendations indicated in Phase 2: Reopening shall remain in place.
- Self-service salad bar or buffet are not permitted at this time but may be addressed through subsequent phases.

### **Retail Food Markets**

- Increase the recommended number of people in the facility up to 75% of Fire Code occupancy and continue to maintain a minimum of 6 feet between individuals when feasible.
- All other recommendations indicated in Phase 2: Reopening shall remain in place.

### **Food Processors/Manufacturers**

- All recommendations indicated in Phase 2: Reopening shall remain in place.



## **Additional References**

1. Association of Food and Drug Officials:
  - a. [AFDO - Planning for Reopening Food Service Establishments As COVID-19 Impacts Best Practices and Protocol, May 2, 2020](#)
2. National Restaurant Association:
  - a. [NRA - COVID-19 Reopening Guidance, April 22, 2020](#)
3. Centers for Disease Control and Prevention:
  - a. [CDC - Meat and Poultry Processing Workers and Employers: Interim Guidance from CDC and the Occupational Safety and Health Administration, May 12, 2020](#)
  - b. [CDC - Restaurants and Bars Decision Tree, May 14, 2020](#)
  - c. [CDC - Cleaning and Disinfecting Your Facility, April 14, 2020](#)
  - d. [CDC - Cleaning and Disinfecting Decision Tool, May 7, 2020](#)
  - e. [CDC - Considerations for Restaurants and Bars, May 18, 2020](#)
4. U.S. Food & Drug Administration:
  - a. [FDA - Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic, April 21, 2020](#)
  - b. [FDA - Best Practices for Re-Opening Retail Food Establishments During the COVID-19 Pandemic - Food Safety Checklist, May 8, 2020](#)
  - c. [FDA - Use of Facemasks and Cloth Face Coverings in Food Sector, April 24, 2020](#)
5. U.S. Environmental Protection Agency
  - a. [EPA - List N: Disinfectants for Use Against SARS-CoV-2, May 7, 2020](#)