

Restaurants Protocol For Covid-19 Era

CURACAO RESTAURANT ASSOCIATION



Overview

Coronavirus Disease 2019 (COVID-19) is a respiratory disease caused by the SARS-CoV-2 virus. Depending on the severity of COVID-19's international impacts, outbreak conditions—including those rising to the level of a pandemic—can affect all aspects of daily life, including travel, trade, tourism, food supplies, and financial markets. To reduce the impact of COVID-19 outbreak conditions on businesses, workers, customers, and the public, it is important for all employers to plan now for COVID-19. Planning for COVID-19 may involve updating plans to address the specific exposure risks, sources of exposure, routes of transmission, and other unique characteristics of SARS-CoV-2. Employers who have not prepared for pandemic events should prepare themselves and their workers as far in advance as possible of potentially worsening outbreak conditions. Lack of continuity planning can result in a cascade of failures as employers attempt to address challenges of COVID-19 with insufficient resources and workers who might not be adequately trained for jobs they may have to perform under pandemic conditions. Employers and workers should use this planning guidance to help identify risk levels in workplace settings and to determine any appropriate control measures to implement. Additional guidance may be needed as COVID-19 outbreak conditions change, including as new information about the virus, its transmission, and impacts, becomes available.

1 – Prepare to Implement Basic Infection Prevention Measures

For most employers, protecting workers will depend on emphasizing basic infection prevention measures. As appropriate, all employers should implement good hygiene and infection control practices, including:

- Promote frequent and thorough hand washing, including by providing workers, customers, and worksite visitors with a place to wash their hands. If soap and running water are not immediately available, provide alcohol-based hand rubs containing at least 70% alcohol.
- Encourage workers to stay home if they are sick.
- Encourage respiratory etiquette, including covering coughs and sneezes
- Provide customers and the public with tissues and trash receptacles.
- Employers should explore whether they can establish policies and practices, such as flexible worksites and flexible work hours (e.g., staggered shifts), to increase the physical distance among employees and between employees and others
- Discourage workers from using other workers' phones, desks, offices, or other work tools and equipment, when possible.
- Maintain regular housekeeping practices, including routine cleaning and disinfecting of surfaces, equipment, and other elements of the work environment.

Notes

2 – Simple ways to prevent the spread of COVID-19

Objective and Purpose

The low-cost measures below will help prevent the spread of infections in your workplace, such as colds, flu and stomach bugs, and protect your customers, contractors and employees. Employers should start doing these things now! They can already reduce working days lost due to illness and stop or slow the spread of COVID-19 if it arrives at one of your workplaces

- Make sure your workplaces are clean and hygienic
 - Surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) need to be wiped with disinfectant regularly
 - Why? Because contamination on surfaces touched by employees and customers is one of the main ways that COVID-19 spreads
- Promote regular and thorough hand-washing by employees and customers
 - Put sanitizing hand rub dispensers in prominent places around the workplace. Make sure these dispensers are regularly refilled
 - Display posters promoting hand-washing –check with your local public health authority for these or look on www.WHO.int.
 - Combine this with other communication to promote hand-washing
 - Make sure that staff and customers have access to places where they can wash their hands with soap and water
 - Why? Because washing kills the virus on your hands and prevents the spread of COVID-19
- Promote good respiratory hygiene in the workplace
 - Display posters promoting respiratory hygiene. Combine this with other communication measures such as offering guidance from occupational health and safety officers, briefing at meetings and information on the intranet etc.
 - Ensure that face masks and / or paper tissues are available at your workplaces, for those who develop a runny nose or cough at work, along with closed bins for hygienically disposing of them
 - Why? Because good respiratory hygiene prevents the spread of COVID-19

Notes

3 – Employee and Customer Safety and Trust

Hygiene and Cleaning/Special Measures

- Drink refills are not allowed unless served in a clean unused glass or cup.
- All drinks served in a glass must be served with individually wrapped straws
- Menus should be single use paper or on a material that can be sanitized after each use.
- Drink coasters should be single-use or of a material that can be sanitized after each use.
- Tabletop electronics for ordering or contactless payments must be sanitized after each use.
- Only individually wrapped straws are allowed.
- Self-service condiments should be eliminated and provided by request in single use or disposable containers.
- No condiments in (plastic) bottles are allowed on tables (ketchup, soya etc.)

Gathering Size/Physical Distancing/Workplace Activity

- Capacity will be limited to a maximum of 50% of normal operating capacity within the feasibility of 2 meters spacing between tables.
- Allow for 2 meters of spacing between groups: increase table spacing by removing tables, marking tables closed or provide a physical barrier between tables. Back to back booth seating is not allowed.
- Waiting areas (indoor or outdoor) must be marked so physical distancing standards are met. Restaurants can determine policy for wait areas.
- Tables must be limited to 4 people per table.
- Salad bars and buffets may operate as long as pre-portioned servings are prepared by staff and served by staff. Buffet and salad bar in-use serving utensils are to only be used by staff and washed, rinsed and sanitized every 4 hours.
- In-house dining areas for quick service restaurants must meet all guidelines with tables to be sanitized between customers or if that is not possible offer only take-out.
- Standing in bars is not allowed. Bar stool seating will be allowed for 1-2 guests, with 2 meters of separation between groups.

Notes

4 – Fact sheet (English)

Can the coronavirus be spread through food, including refrigerated or frozen food?

According [to the CDC](#), “Coronaviruses are generally thought to be spread from person-to-person through respiratory droplets. Currently there is no evidence to support transmission of COVID-19 associated with food.”

At this time, there is no evidence that COVID-19 can be transmitted by food or food packaging. The FAQs are based on information from the Centers for Disease Control and Prevention, the Food & Drug Administration and the U.S. Department of Agriculture.

What food safety measures are restaurants taking?

The foodservice industry follows strict local public health guidelines. To meet these guidelines, restaurants have safety protocols and best practices in place, including guidance from [ServSafe](#). The CRA also has a fact sheet in English and Spanish with information specific to the industry.

What other steps should we take to avoid infection?

The CDC suggests that people take everyday preventative actions – like washing your hands often – and see a doctor when you are sick.

Both the [World Health Organization \(WHO\)](#) and [Occupational Safety and Health Administration \(OSHA\)](#) have issued guidance for preparing a workplace for COVID-19 that include tips for preventing the spread of the virus and steps to reduce workers’ risk of exposure.

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5 – Frequently Asked Questions (FAQ)

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