



## COVID19 Business Specific Health & Safety Form

### TASTING ROOMS and BARS

1. Describe the type of signage you will have and locations.—See attachment
2. Describe the PPE you will provide to your employees and guests.—masks are available, hand sanitizing stations are located at each entrance, restrooms and all cash stands.
3. Describe your plans for training employees—see attachment
4. Describe your plans for protecting your employees' health.—following all CDC and CALOSHA guidelines
5. Describe your plans for protecting the health of clients and guests.—following all CDC and CALOSHA guidelines
6. Describe how you will prevent crowds gathering at your facility.—Signs requiring reservations, stations limiting access to seated areas, signage for social distancing.
7. Describe how you will enforce physical distancing at your facility.—all tables are 6' or greater from each other, all tables are reserved ahead of time.
8. Describe the payment methods you will use (contactless is preferred) - prepayment is available on our online reservation system Tock, cash stands where guests swipe their own card.
9. What are your hours of Operation—11-5 daily
10. Reservations required. What methods for taking reservations and appointments? - Yes reservations are required and you can make reservations online at Tock, phone is also available
11. Describe your plans for utilizing outdoor areas to promote social distancing.—Our patio is available and the tables are spread 6' out with signs asking not to move tables. Plenty of lawn for kids and dogs to play
12. Describe your system for providing menus to clients. Digitally on Tock, disposable and laminated menus posted for non contact viewing.

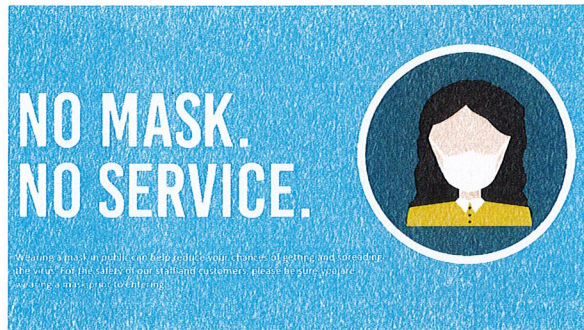


**For Everyone's Protection**

**In Compliance with Government Mandate**



**Mandatory Face Protection is Required to Enter**



**COVID-19** Coronavirus Disease

**Preventative Measures – Protect Yourself**

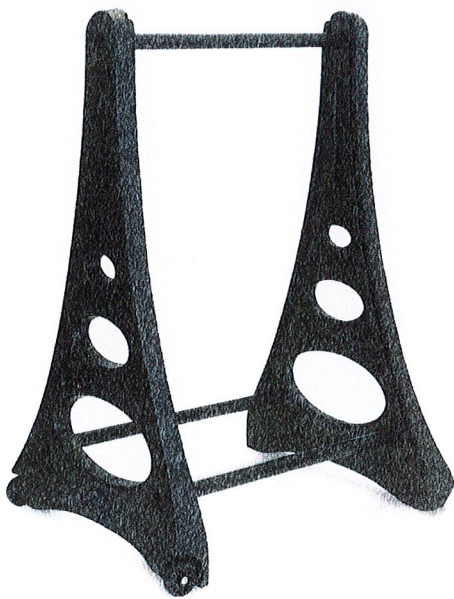
- Hand hygiene: Wash hands often with soap and water for at least 20 seconds.
- Wearing a mask: Wear a face mask in public places, especially where other people are coughing or sneezing.
- Avoiding close contact: Avoid close contact with people who have COVID-19, especially those who are coughing or sneezing.
- Staying home: Stay home if you are sick. Do not go to work, school, or public places.
- Avoiding crowded places: Avoid crowded places and indoor spaces with poor ventilation.
- Washing your face: Wash your face with soap and water.

**Key Facts**

**Be Prepared**

**If You Get Sick**

**Stay Informed**



24 X 36—welcome sign

**Welcome**

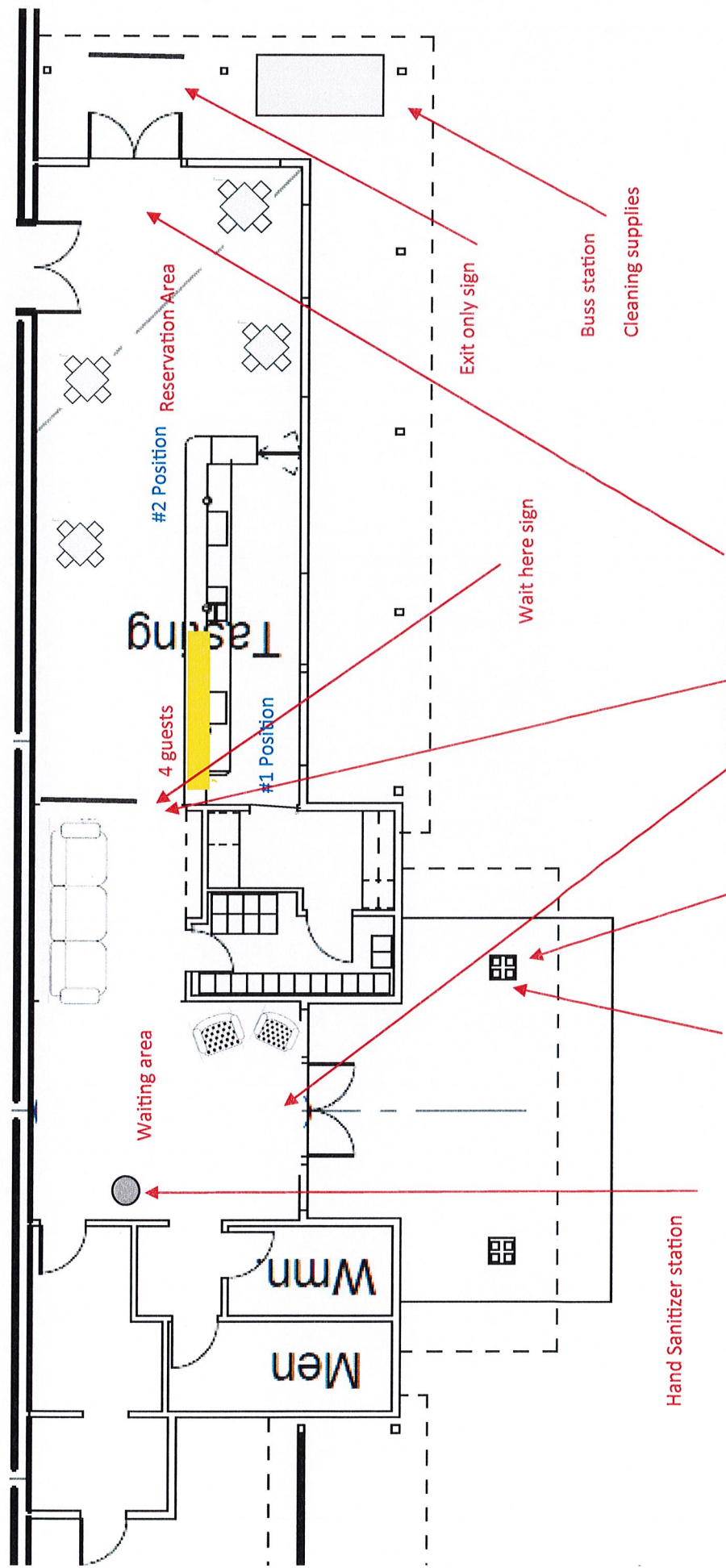
**Space:** Our tasting area has been reconfigured to allow 6' between tables. Please do not move tables!

**Masks:** Our staff undergoes pre-shift health screenings and wears masks. You may remove your mask after being seated at your table and should put it back on whenever leaving your table.

**Cleanliness:** Tables and chairs are disinfected with commercial strength disinfectant before and after each reservation. Our staff washes and sanitizes their hands before handling clean items. We provide hand sanitizer at multiple areas for you.

**Kindness:** This is the new normal for wine tasting. Please treat our staff and fellow guests with patience. We promise to do the same and will do everything we can to make your visit truly enjoyable.

**No Reservation:** Please give us a call 707-343-9449. We will try to accommodate you



**Patio Tables  
Bottle Service  
Only**

Order 707-343-9449  
or online at  
[explorelock.com/roedere](http://explorelock.com/roedere)  
r-estate-winner

↑

**Reserved  
Tastings**

Check availability  
Call 707-343-9449

↓



# Employee Checklist

1. Information on **COVID-19**, how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.
2. Self-screening at home, including temperature and/or symptom checks using **CDC guidelines**.
3. The importance of not coming to work if employees have symptoms of COVID-19 as described by the CDC, such as a frequent cough, fever, difficulty breathing, chills, muscle pain, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
4. Importance of frequent hand washing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol (preferred) or 70% isopropanol (if the product is inaccessible to unsupervised children) when employees cannot get to a sink or hand washing station, per CDC guidelines.
5. The importance of physical distancing, both at work and off work time.
6. Proper use of face coverings.
7. Cleaning and Disinfecting Protocols
8. Physical Distancing Guidelines.
9. Tasting Room Guidelines.
10. Employee guide book
11. Infectious & Communicable Disease Policy
12. Employee Privacy Notice
13. Employee Rights Notice—Time off



# Symptoms of Coronavirus

## What you need to know

- Anyone can have mild to severe symptoms.
- **Older adults and people who have severe underlying medical conditions** like heart or lung disease or diabetes seem to be at higher risk for developing more serious complications from COVID-19 illness.

## Watch for symptoms

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness.

Symptoms may appear **2-14 days after exposure to the virus**. People with these symptoms may have COVID-19:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

This list does not include all possible symptoms. CDC will continue to update this list as we learn more about COVID-19.

## When to Seek Emergency Medical Attention

Look for **emergency warning signs\*** for COVID-19. If someone is showing any of these signs, **seek emergency medical care immediately**

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

\*This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.

**Call 911 or call ahead to your local emergency facility:** Notify the operator that you are seeking care for someone who has or may have COVID-19.

**Employee Questionnaire Regarding COVID-19**

In the past 24 hours, have you experienced:

Cough?

- Yes
- No

Fever

- Yes
- No

Shortness of breath?

- Yes
- No

Difficulty breathing?

- Yes
- No

Chills?

- Yes
- No

Body shaking?

- Yes
- No

Muscle aches/pain?

- Yes
- No

Headache?

- Yes
- No

Sore throat?

- Yes
- No

New loss of taste?

- Yes
- No

New loss of smell?

- Yes
- No

Diarrhea?

- Yes
- No

Runny/stuffy nose?

- Yes
- No

Have you recently been in close physical contact with anyone who has exhibited any of the above symptoms?

- Yes
- No

Have you recently been in physical contact with anyone who has tested positive for COVID-19?

- Yes
- No

Have you recently traveled to a restricted area under a Level 2, 3, or 4 Travel Advisory according to the United States State Department?

- Yes
- No

# **Infectious & Communicable Disease Policy**

Roederer Estate's decisions regarding workplace operations in light of an outbreak of communicable and/or infectious diseases shall be taken after a careful weighing of the identified risks and the available response alternatives and in light of governmental or other agency advice regarding communicable and infectious disease outbreaks.

Roederer Estate will not discriminate against any job applicant or employee based on the individual having a communicable and/or infectious disease and will comply with all applicable statutes and regulations that protect the privacy of persons who have a communicable and/or infectious disease.

We will take proactive steps to protect the workplace in the event of a communicable and/or infectious disease outbreak. It is our goal to strive to operate effectively and ensure that all essential services are continuously provided and that employees are safe within the workplace.

We reserve the right to request that employees work remotely, restrict work-related travel, or to temporarily curtail business operations as circumstances may demand.

Roederer Estate will ensure a clean workplace, including the regular cleaning of objects and areas that are frequently used, such as bathrooms, break rooms, conference rooms, door handles and railings.

We ask all employees to cooperate in taking steps to reduce the transmission of communicable and/or infectious disease in the workplace. The best strategy remains the most obvious—frequent hand washing with warm, soapy water; covering your mouth whenever you sneeze or cough; and discarding used tissues in wastebaskets. Alcohol-based hand sanitizers are provided to employees at each location.

In the event of a communicable and/or infectious disease outbreak, it is our general policy that normal attendance and leave policies will remain in place, although we reserve the right to adjust those policies as circumstances may dictate.

## **Limiting Travel**

In the event of a communicable and/or infectious disease outbreak, Roederer Estate may cease or curtail work-related travel.

## **Telecommuting**

Telework requests will be handled on a case-by-case basis. While not all positions will be eligible, all requests for temporary telecommuting should be submitted to your manager for consideration.

## **Staying Home When Ill**

Many times, with the best of intentions, employees report to work even though they feel ill. We provide paid time off to compensate employees who are unable to work due to illness (see Paid Time Off policy).

During a communicable and/or infectious disease outbreak, it is critical that employees do not report to work while they are ill. Currently, the Centers for Disease Control and Prevention recommends that people with a communicable and/or infectious illness such as the flu remain at home until at least 24 hours after they are free of fever (100 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications. Employees who report to work ill may be asked to return home consistent with legal requirements.

### **Requests for Medical Information and/or Documentation**

If you are out sick it may become necessary to request information from you and/or your health care provider. In general, we would request medical information to confirm your need to be absent and to know that it is appropriate for you to return to work. Any medical information you disclose will be treated as confidential in accordance with applicable laws.

### **Other Restrictions**

In the event of a communicable and/or infectious disease outbreak, Roederer Estate may implement social distancing guidelines to minimize the spread of the disease among the staff, including requesting that employees:

- Use the telephone, online conferencing, e-mail or instant messaging to conduct business as much as possible, even when participants are in the same building.
- Maintain distance from other employees during face-to-face meetings and avoid shaking hands and other physical contact.
- Avoid any unnecessary travel and cancel or postpone nonessential meetings, gatherings, workshops and training sessions.
- Do not congregate in work rooms, pantries, copier rooms or other areas where people socialize.



## **Employee Privacy Notice**

Roederer Estate is committed to taking every step possible to protect employees in light of the current COVID-19 pandemic. In the course of doing so, Roederer Estate will not discriminate against any employee based on the individual having a communicable and/or infectious disease, including but not limited to the current COVID-19 pandemic, and will comply with all applicable statutes and regulations that protect the privacy of employees' protected medical information.

During a communicable and/or infectious disease outbreak, including but not limited to the current COVID-19 pandemic, employees may not report to work while they are ill, experiencing flu-like symptoms, or following exposure or close physical contact with an individual who is experiencing flu-like symptoms or has tested positive for COVID-19. Roederer Estate will follow guidance from the CDC and EEOC regarding employees returning to work, including regarding testing and information gathering pertaining to travel, symptoms, and potential exposure to COVID-19.

Any medical information discovered by, or disclosed to, Roederer Estate as part of wellness screenings will be treated as confidential medical information and protected in accordance with applicable laws.

Any medical information obtained through inquiry or examination will be maintained in a confidential medical file and kept separate from the employee's personnel file.

Roederer Estate may ask employees who report feeling ill at work, or who call in sick, questions about their symptoms to determine if they have or may have COVID-19. These symptoms include, without limitation, fever, chills, cough, shortness of breath, difficulty breathing, body shaking, muscle aches/pain, headache, sore throat, new loss of taste, new loss of smell, diarrhea, and runny/stuffy nose. Employees exhibiting symptoms will not be permitted to report to work, or, if the symptoms are discovered or reported while the employee is at work, the employee will be required to leave the workplace.

If a positive case is identified in the workplace, Roederer Estate will immediately investigate the potential exposure of others in the workplace and will notify individuals who are identified as having potentially been exposed, without disclosing the name of the individual or any personally identifiable information about the individual.

Roederer Estate may be required to disclose protected health information regarding an individual who has tested positive for or been exposed to COVID-19 to state, local, or federal health departments or other authorities. Roederer Estate will make every reasonable effort, as required by law, to limit access to and use of an employee's protected medical information and will limit any required disclosure of such information to the minimum necessary to accomplish the purpose of the disclosure.

**Please sign here to confirm you have read and understand the contents of this notice:**

**Date:** \_\_\_\_\_

**Employee Name:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

# EMPLOYEE RIGHTS

## PAID SICK LEAVE AND EXPANDED FAMILY AND MEDICAL LEAVE UNDER THE FAMILIES FIRST CORONAVIRUS RESPONSE ACT

The **Families First Coronavirus Response Act (FFCRA or Act)** requires certain employers to provide their employees with paid sick leave and expanded family and medical leave for specified reasons related to COVID-19. These provisions will apply from April 1, 2020 through December 31, 2020.

### ▶ PAID LEAVE ENTITLEMENTS

Generally, employers covered under the Act must provide employees:

Up to two weeks (80 hours, or a part-time employee's two-week equivalent) of paid sick leave based on the higher of their regular rate of pay, or the applicable state or Federal minimum wage, paid at:

- 100% for qualifying reasons #1-3 below, up to \$511 daily and \$5,110 total;
- ⅔ for qualifying reasons #4 and 6 below, up to \$200 daily and \$2,000 total; and
- Up to 12 weeks of paid sick leave and expanded family and medical leave paid at ⅓ for qualifying reason #5 below for up to \$200 daily and \$12,000 total.

A part-time employee is eligible for leave for the number of hours that the employee is normally scheduled to work over that period.

### ▶ ELIGIBLE EMPLOYEES

In general, employees of private sector employers with fewer than 500 employees, and certain public sector employers, are eligible for up to two weeks of fully or partially paid sick leave for COVID-19 related reasons (see below). *Employees who have been employed for at least 30 days prior to their leave request may be eligible for up to an additional 10 weeks of partially paid expanded family and medical leave for reason #5 below.*

### ▶ QUALIFYING REASONS FOR LEAVE RELATED TO COVID-19

An employee is entitled to take leave related to COVID-19 if the employee is unable to work, including unable to telework, because the employee:

- |   |   |
|---|---|
| <ol style="list-style-type: none"><li>1. is subject to a Federal, State, or local quarantine or isolation order related to COVID-19;</li><li>2. has been advised by a health care provider to self-quarantine related to COVID-19;</li><li>3. is experiencing COVID-19 symptoms and is seeking a medical diagnosis;</li><li>4. is caring for an individual subject to an order described in (1) or self-quarantine as described in (2);</li></ol> | <ol style="list-style-type: none"><li>5. is caring for his or her child whose school or place of care is closed (or child care provider is unavailable) due to COVID-19 related reasons; or</li><li>6. is experiencing any other substantially-similar condition specified by the U.S. Department of Health and Human Services.</li></ol> |
|---|---|

### ▶ ENFORCEMENT

The U.S. Department of Labor's Wage and Hour Division (WHD) has the authority to investigate and enforce compliance with the FFCRA. Employers may not discharge, discipline, or otherwise discriminate against any employee who lawfully takes paid sick leave or expanded family and medical leave under the FFCRA, files a complaint, or institutes a proceeding under or related to this Act. Employers in violation of the provisions of the FFCRA will be subject to penalties and enforcement by WHD.



**WAGE AND HOUR DIVISION**  
UNITED STATES DEPARTMENT OF LABOR

For additional information  
or to file a complaint:

**1-866-487-9243**

TTY: 1-877-889-5627

[dol.gov/agencies/whd](https://dol.gov/agencies/whd)



WH1422 REV 03/20

## **PROPOSED REOPENING PROTOCOLS**

Copulation of guidelines from the Wine Institute, Mendocino Grape Growers, Mendocino County, Sonoma County Vintners, Oregon Wine Industry Task Force.

### **CONSUMER ENGAGEMENT & SOCIAL DISTANCING**

1. Tasting stations will be clearly marked and located at intervals of no less than six feet in order to comply with social distancing recommendations. Also require all employees to maintain a six-foot distance from other employees and customers.
2. The use of outdoor tasting stations will be encouraged. These stations will adhere to the same social distancing and sanitation requirements.
3. The number of consumers will be limited by the number of tasting stations available.
4. Tastings will be offered by appointment only in order to manage the number of consumers visiting at one time.
5. Inform customers at the time an appointment is taken that face coverings will be required. Customers do not need to wear face coverings while seated at the tasting station once the tasting session and wine service begins.
6. All tasting area entrance doors will be propped open or opened by a staff member for entering consumers.
7. Place visual cues (decals, signs...) to assist consumers and ensure people are six feet apart.
8. Post any signage as required by The County of Mendocino to ensure that customers meet the six-foot social distancing requirement.
9. Tasting menus should be disposable or cleanable (laminated).
10. When possible, wineries should utilize “contactless” payment methods.
11. Develop an established procedure regarding refusal of service to customers displaying symptoms of illness.
12. Consider having customers sign a waiver of liability at the time of reservation. This can be placed on your website reservations page if using an online reservation system and addressed before the consumer arrives.

## **ENHANCED SANITATION PRACTICES**

1. Covid-19 Information signage to be posted at guest entrances with winery / tasting area sanitation procedures posted at the door and or in designated outdoor tasting areas.
2. All County required signage and orders to be posted at entrance of all tasting and consumer engagement sites.
3. Regularly scheduled sanitization of all tasting room surfaces including doorknobs, light switches, tasting room stations, and bathroom fixtures at multiple and frequent intervals.
4. Hand sanitizer stations to be placed at tasting room entrance / stations to be used by all guests at entry into the tasting area.
5. Sanitization of all tasting stations at the conclusion of every tasting session.
6. CDC recommended signage placed in public restrooms reminding guests to wash hands.
7. Wine bottles to be handled by tasting room staff only with neck of the bottle not contacting the consumers glass.
8. Wine “dump buckets” to be removed, washed and sanitized at the conclusion of every tasting session.
9. Glassware used for each tasting session to be washed immediately upon conclusion of each tasting to ensure used glasses do not collect in racks or tasting area.
10. All tasting session glasses to be washed in commercial high temperature dishwashers that are monitored to operate at 180 degrees.

## **EMPLOYEE EDUCATION / TRAINING**

Wineries should invest time to develop educational materials and properly educate employees prior to their tasting rooms reopening to the public on:

1. Symptoms associated with COVID-19.
2. Importance of not coming to work if sick and informing winery as soon as possible of their condition.
3. Social distancing, personal hygiene and hand washing requirements consistent with Centers for Disease Control recommendations.
4. Develop health and safety guidelines for customers on:
  - Social distancing
  - Hygiene requirements associated with tasting room visits
  - Face coverings

## **EMPLOYEE HEALTH**

1. Wineries should consider asking employees to voluntarily take their temperatures at home before the beginning of each work shift, and if elevated, voluntarily stay home.

In addition, wineries should ask employees to also voluntarily perform a personal wellness screening that should include at a minimum the following questions:

Have you developed any of the following symptoms:

- Shortness of breath or difficulty in breathing?
- Cough?
- A fever?
- Or any additional symptoms that might indicate you are ill?

2. Employees should wear face coverings during tasting hours.

3. Employees will adhere to all recommended social distancing protocols.

4. Employees will be required to wash their hands before and after each tasting session.

5. Consider assigning the same employee to each appointment for the entire customer experience (wine service, payment...).

6. Monitor that employees wear gloves as required by sanitization product label instructions when performing cleaning, sanitizing, or disinfecting.

7. Assign one employee to be accountable for answering all telephone calls.

8. Wineries should consider assigning one staff person as their Covid-19 mitigation best practices activation person.

## NEW PROCEDURES

RE has a direct phone number now – 707-343-9449

### CURBSIDE PICKUP

- Designated parking slot with sign for pickup. Sign will instruct customer to call number on sign and remain in car, they just need to open their trunk.
- Staff member will take purchased wine to car and load in trunk while wearing mask and maintaining social distance.



We now have a direct phone number to tasting room 707-343-9449

### RESERVATIONS

- We now have an online reservation system called Tock. All guests who wish to have an educational wine tasting will need to have a reservation. Links to Tock are available on our website, FaceBook, Instagram and on the explore tock website.
- Customers who show up may call and inquire of availability for a tasting reservation.
- The iPad which has the Soundtrack music system also has the Tock Dashboard Reservation system which you can use to see all reservations and get information on each guest. Club members can be loaded into the system to get club discounts.
- Tables will have reserved signs with guests name if reservation was made prior to opening the shift.
- We are offering 4 tables up to 4 guests per table and 1 group at the tasting bar up to 4 guests. We are allowing 20 guests per hour to be inside the tasting room. Reservations are available on the top of the hour (2), quarter hour (1), bottom of hour (2). To allow a smooth transition of guests throughout the day. We are planning on a 45 minute visit.



### PATIO – BOTTLE SERVICE

- We will only offer bottle service on the patio. (wines by glass by request only)
- You can reserve a table on patio and pre order bottles and pay for them via the tock system or you can call the number provided.



## Patio

The patio tables have been moved so they can be distanced 6-feet from the nearest table. We have 5 tables able to seat 4 people and one that can seat 6 people. We have added a stainless steel table which will act as a bussing station. We will have signage asking guests to please place their flutes upside down in the glass rack when finished and place the empty bottle beneath in the recycle box. We are trying to eliminate any contact with used items if possible. These tables are first come first serve unless they have a reserved sign on the table.

## Inside

We have moved the furniture around to allow 4 tables of 4 guests to have a seated tasting experience while maintain a 6 foot distance from other guests and one group of 4 guests at the bar. We are putting up a station to stop guests from freely walking in at the front entrance and one at the back door on the patio which will state exit only.

We will have signage near entry which hopefully explains the reservations and patio service options.



### #1 Position

This position is responsible for the tasting bar area. They will handle the bar reservations, answer the phone, deliver curbside orders and bottle service for the patio.

Both are equally responsible for greeting guests upon arrival and finding out if they have a reservation or if we can accommodate a walk in.

### #2 Position

This position is responsible for the seated tasting customers. They will assist in taking out curbside orders and bottle service or answering the phone if they are outside.

Both are equally responsible for greeting guests upon arrival and finding out if they have a reservation or if we can accommodate a walk in.

With a reservation system we should know how busy we will be and be able to pace them evenly throughout the day. When slow we will have one person who will perform all duties and on weekends we will have 2 positions. I will be available to assist while we all get use to the new normal.

## **Key issues**

Every time we engage with a guest or come in contact with potential contamination we will need to wash our hands thoroughly. We cannot go from one party to the next if we touch anything outside our control. We have two hand washing stations with soap, paper towels and hand sanitizer behind the bar and in dishwashing room.

We need to wear a mask or face covering and insist our visitors wear one until they are comfortably situated and six feet away from others.

We need to sanitize all tables, chairs, menus, POS screen or any other hard surface that might have been in contact with a guest.

We now have 3 POS stations – the new one is a mobile iPad which can be taken to the table or out to the patio and have guests' swipe their own credit card and sign the screen. There is a wireless receipt printer if they require a receipt or we can print and present their tab as usual. Each POS station should have hand sanitizer available after signing and be 6 feet from any other customer.

We need to regularly monitor the restrooms, wipe down door handles, light switches, and make sure all necessary items are replenished throughout the day. Then wash your hands.

After all is clean and safe we need to project pleasure to the guests, which will be hard to see our smiles under the mask so work on your eye jesters.

It will only seem strange the first few days then it will be the new normal.





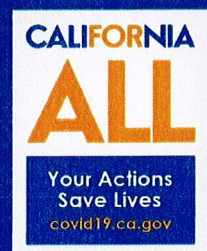
# COVID-19 INDUSTRY GUIDANCE:

## Restaurants, Bars, and Wineries

Release date: **June 5, 2020**

Recommended effective date  
no sooner than: **June 12, 2020**

*All guidance should be implemented only with county health officer approval following their review of local epidemiological data including cases per 100,000 population, rate of test positivity, and local preparedness to support a health care surge, vulnerable populations, contact tracing, and testing.*



## OVERVIEW

On March 19, 2020, the State Public Health Officer and Director of the California Department of Public Health issued an order requiring most Californians to stay at home to disrupt the spread of COVID-19 among the population.

The impact of COVID-19 on the health of Californians is not yet fully known. Reported illness ranges from very mild (some people have no symptoms) to severe illness that may result in death. Certain groups, including people aged 65 or older and those with serious underlying medical conditions, such as heart or lung disease or diabetes, are at higher risk of hospitalization and serious complications. Transmission is most likely when people are in close contact with an infected person, even if that person does not have any symptoms or has not yet developed symptoms.

Precise information about the number and rates of COVID-19 by industry or occupational groups, including among critical infrastructure workers, is not available at this time. There have been multiple outbreaks in a range of workplaces, indicating that workers are at risk of acquiring or transmitting COVID-19 infection. Examples of these workplaces include long-term care facilities, prisons, food production, warehouses, meat processing plants, and grocery stores.

As stay-at-home orders are modified, it is essential that all possible steps be taken to ensure the safety of workers and the public.

Key prevention practices include:

- ✓ physical distancing to the maximum extent possible,
- ✓ use of face coverings by employees (where respiratory protection is not required) and customers/clients,
- ✓ frequent handwashing and regular cleaning and disinfection,
- ✓ training employees on these and other elements of the COVID-19 prevention plan.

In addition, it will be critical to have in place appropriate processes to identify new cases of illness in workplaces and, when they are identified, to intervene quickly and work with public health authorities to halt the spread of the virus.

## PURPOSE

This document provides guidance for restaurants, brewpubs, craft distilleries, breweries, bars, pubs, and wineries (referred to collectively as "restaurants, bars, and wineries") to support a safe, clean environment for workers and customers.

**NOTE:** Restaurants, bars, and wineries are encouraged to continue takeout and delivery service whenever possible. Venues that are currently authorized to sell beer, wine, and spirits to be consumed off premises should follow the [guidance for retail](#). Producers of beer, wine, and spirits should follow the [guidance for manufacturing](#). Restaurants, bars, and wineries that have game operations such as bowling alleys, pool tables, etc. should follow the [guidance for family entertainment centers](#). This guidance is not intended for concert, performance,

or entertainment venues. Restaurants, bars, and wineries must discontinue this type of entertainment until these types of activities are allowed to resume modified or full operation. All events or gatherings that would bring together persons from different households, such as private parties, must be cancelled or postponed until further notice.

The guidance is not intended to revoke or repeal any employee rights, either statutory, regulatory or collectively bargained, and is not exhaustive, as it does not include county health orders, nor is it a substitute for any existing safety and health-related regulatory requirements such as those of Cal/OSHA.<sup>1</sup> Stay current on changes to public health guidance and state/local orders as the COVID-19 situation continues. Cal/OSHA has more comprehensive guidance on their [Cal/OSHA Interim General Guidelines on Protecting Workers from COVID-19 webpage](#). The U.S. Food and Drug Administration has [guidance for restaurants](#) and the CDC has additional [considerations for restaurants and bars](#).



## Workplace Specific Plan

- Establish a written, workplace-specific COVID-19 prevention plan at every location, perform a comprehensive risk assessment of all work areas, and designate a person at each establishment to implement the plan.
- Identify contact information for the local health department where the operation is located for communicating information about COVID-19 outbreaks among employees or customers.
- Train and communicate with employees and employee representatives on the plan.
- Regularly evaluate the establishment for compliance with the plan and document and correct deficiencies identified.
- Investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Update the plan as needed to prevent further cases.
- Identify close contacts (within six feet for 15 minutes or more) of an infected employee and take steps to isolate COVID-19 positive employee(s) and close contacts.
- Adhere to the guidelines below. Failure to do so could result in workplace illnesses that may cause operations to be temporarily closed or limited.



## Topics for Employee Training

- Information on [COVID-19](#), how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.
- Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- The importance of not coming to work if employees have symptoms of COVID-19 as [described by the CDC](#), such as a frequent cough, fever, difficulty breathing, chills, muscle pain, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on [CDC's webpage](#).

- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol (preferred) or 70% isopropanol (if the product is inaccessible to unsupervised children) when employees cannot get to a sink or handwashing station, per [CDC guidelines](#)).
- The importance of physical distancing, both at work and off work time (see Physical Distancing section below).
- Proper use of face coverings, including:
  - Face coverings do not protect the wearer and are not personal protective equipment (PPE).
  - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
  - Face coverings must cover the nose and mouth.
  - Employees should wash or sanitize hands before and after using or adjusting face coverings.
  - Avoid touching the eyes, nose, and mouth.
  - Face coverings should be washed or discarded after each shift.
- Ensure temporary and contract workers at the facility are also properly trained in COVID-19 prevention policies and have necessary supplies and PPE. Discuss these responsibilities ahead of time with organizations supplying temporary and/or contract workers.
- Information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on [government programs supporting sick leave and worker's compensation for COVID-19](#), including employee's sick leave rights under the [Families First Coronavirus Response Act](#) and the Governor's [Executive Order N-51-20](#), and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's [Executive order N-62-20](#).



## Individual Control Measures and Screening

- Provide temperature and/or symptom screenings for all workers at the beginning of their shift and any vendors, contractors, or other workers entering the establishment. Make sure the temperature/symptom screener avoids close contact with workers to the extent possible. Both screeners and employees should wear face coverings for the screening.
- If requiring self-screening at home, which is an appropriate alternative to providing it at the establishment, ensure that screening was performed prior to the worker leaving home for their shift and follows [CDC guidelines](#), as described in the Topics for Employee Training section above.
- Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Employers should provide and ensure workers use all required protective equipment, including eye protection and gloves where necessary.
- Employers should consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for workers who are screening others for symptoms or handling commonly touched items. Workers should wear gloves when handling items contaminated by body fluids.
- Face coverings are strongly recommended when employees are in the vicinity of others. Workers should have face coverings available and wear them when at work, in offices, or in a vehicle during work-related travel with others. Face coverings must not be shared. Employers are generally encouraged to provide face coverings but must provide them when required by employer rules or these guidelines.
- Servers, bussers, bartenders, and other workers moving items used by customers (dirty cups, plates, napkins, etc.) or handling trash bags should use disposable gloves (and wash hands before putting them on and after removing them) and aprons and that are changed frequently.
- Dishwashers should use equipment to protect the eyes, nose, and mouth from contaminant splash using a combination of face coverings, protective glasses, and/or face shields. Dishwashers must be provided impermeable aprons and change them frequently. Reusable protective equipment such as shields and glasses should be properly disinfected between uses.
- Establishments must take reasonable measures, including posting signage at all entrances and in strategic and highly-visible locations and in reservation confirmations, to remind the public that they should use face

coverings while not eating and drinking, practice physical distancing, to not touch their face, to frequently wash their hands with soap for at least 20 seconds, and to use hand sanitizer.

- Guests and visitors should be screened for symptoms upon arrival, asked to use hand sanitizer, and to wear a face covering when not eating or drinking. Employers have the right to cancel reservations for individuals/parties with symptomatic guests. Face coverings should be made available for customers who arrive without them. Babies and children under age two should not wear face coverings, in accordance with [CDC guidelines](#).
- Display a set of clearly visible rules for customers and personnel at entrance(s) that are to be a condition of entry. The rules could include instructions to use hand sanitizer, maintain physical distance from other customers, avoid unnecessary touching of restaurant surfaces, contact information for the local health department, and changes to services. Whenever possible, the rules should be available digitally, include pictograms, and included on/with menus.



## Cleaning and Disinfecting Protocols

- Perform thorough cleaning in high traffic areas, such as customer waiting areas and lobbies, break rooms, lunch areas and areas of ingress and egress including host stands, entry ways, stairways, stairwells, escalators, handrails, and elevator controls. Frequently disinfect commonly used surfaces including doors, door handles, crash bars, light switches, waiting area chairs, credit card terminals, ATM PIN pads, receipt trays, bus tubs, serving trays, phones, toilets, vehicle keys, and handwashing facilities.
- Frequently clean items touched by patrons, especially those that might attract contact from children including candy and toy vending machines, arcade games, decorative fish tanks, display cases, decorative fountains, etc.
- Clean touchable surfaces between shifts or between users, whichever is more frequent, including but not limited to working surfaces, phones, registers, touchpads/touchscreens, tablets, timeclocks, appliances, kitchen and bar utensils and implements, oven doors, grill and range knobs, carts and trolleys, keys, etc.
- Avoid sharing audio equipment, phones, tablets, laptops, desks, pens, and other work supplies wherever possible. Never share PPE.
- Discontinue shared use of audio headsets and other equipment between employees unless the equipment can be properly disinfected after use.

Consult equipment manufacturers to determine appropriate disinfection steps, particularly for soft, porous surfaces such as foam earmuffs.

- Provide time for workers to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the employees' job duties.
- Procure options for third-party cleaning companies to assist with the increased cleaning demand, as needed.
- Equip spaces such as dining and tasting rooms, bar areas, host stands, and kitchens with proper sanitation products, including hand sanitizer and sanitizing wipes for all staff directly assisting customers.
- Ensure that sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.
- When choosing cleaning chemicals, employers should use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)-approved](#) list and follow product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Provide employees training on manufacturer's directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants should wear gloves and other protective equipment as required by the product instructions. Follow the [asthma-safer cleaning methods](#) recommended by the California Department of Public Health.
- Continue to follow existing codes regarding requirements for sanitizing (rather than disinfecting) food contact surfaces.
- To minimize the risk of [Legionnaires' disease](#) and other diseases associated with water, [take steps](#) to ensure that all water systems and features are safe to use after a prolonged facility shutdown.
- Restaurants, bars, and wineries should increase fresh air circulation by opening windows or doors, if possible and in accordance with security and safety protocols.
- Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in all working areas.
- Provide menus via alternative, low-touch methods, if possible, such as disposable paper menus, non-touch chalk or white boards, and digital menus that customers can view on a personal electronic device. Provide



disposable order numbers/table trackers if possible. If alternatives cannot be provided, properly disinfect menus, order numbers, etc. before and after customer use. Consider options that allow customers to order ahead of time.

- Discontinue pre-setting tables with napkins, cutlery, glassware, food ware, etc. These should be supplied individually to customers as needed. Do not leave card stands, flyers, napkin holders, or other items on tables.
- Suspend use of shared food items such as condiment bottles, salt and pepper shakers, etc. and provide these foods in single serve containers, if possible. Where this is not possible, shared items such as condiment bottles, shakers, etc., should be supplied as needed to customers and disinfected after each use.
- Pre-roll utensils in napkins prior to use by customers. Employees must wash hands before pre-rolling utensils in napkins. The pre-roll should then be stored in a clean container. After customers are seated, the pre-roll should be put on the table by an employee who recently washed their hands.
- Reusable customer items including utensils, food ware, breadbaskets, etc., must be properly washed, rinsed, and sanitized. Cleaned flatware, stemware, dishware, etc., must be properly stored away from customers and personnel until ready for use. Use disposable items if proper cleaning of reusable items is infeasible.
- Takeout containers must be filled by customers and available only upon request.
- Dirty linens used at dining tables such as tablecloths and napkins should be removed after each customer use and transported from dining areas in sealed bags. Employees should wear gloves when handling dirty linens.
- Thoroughly clean each customer dining/drinking location after every use. This will include disinfecting tables, chairs, booster seats, highchairs, booths, etc. and allowing adequate time for proper disinfection, following product instructions. Environmental Protection Agency-approved disinfectants require a minimum contact time (seconds to minutes) to be effective against human coronavirus.
- Consider using disposable seat covers, particularly on porous surfaces. Discard and replace seat covers between each use. Provide disposable or washable covers on pillows used in seating areas and change/wash them after each use.
- Close areas where customers may congregate or touch food or food ware items that other guests may use. Modify delivery of these items by providing items to guests individually, converting to cafeteria-style

service, etc. Discard or clean, disinfect, or sanitize shared items after each use, as appropriate. The areas that should be closed include but are not limited to:

- Self-service areas with condiment caddies, utensil caddies, napkins, lids, straws, water pitchers, to-go containers, etc.
- Self-service machines including ice, soda, frozen yogurt dispensers, etc.
- Self-service food areas such as buffets, salsa bars, salad bars, snack areas, etc.
- Discontinue tableside food preparation and presentation such as food item selection carts and conveyor belts, guacamole preparation, etc.
- Do not leave out after-meal mints, candies, snacks, or toothpicks for customers. Offer them with the check or provide only on request.
- Install hand sanitizer dispensers, touchless if possible, at guest and employee entrances and contact areas such as driveways, reception areas, in dining rooms, near elevator landings, throughout tasting and drinking areas, etc.
- Consider discontinuing use of shared entertainment items that are difficult to properly clean and disinfect such as board games, books, etc.



## Physical Distancing Guidelines

- Prioritize outdoor seating and curbside pickup to minimize cross flow of customers in enclosed environments. Restaurants, bars, and wineries can expand their outdoor seating if they comply with local laws and regulations.
- Consider providing takeout, delivery, and drive through options for customers whenever possible. Takeout items should be made available using contactless pick-up and delivery protocols.
- Eliminate person-to-person contact for delivery of goods whenever possible. Designate drop-off locations to receive deliveries away from high traffic areas. Maintain physical distance of at least six feet with delivery drivers.
- Encourage reservations and appointments when possible to allow for time to disinfect eating and drinking areas.
- Consider allowing customers to order ahead of time to limit the amount of time spent in the establishment.

- Ask customers to wait in their cars or away from the establishment while waiting to be seated. If possible, alert patrons through their mobile phones when their table is ready to avoid touching and use of “buzzers.”
- Adjust maximum occupancy rules inside the establishment based on its size to limit the number of people inside and/or use impermeable barriers between service tables to protect customers from each other and employees. For outdoor seating, maintain physical distancing standards of at least six feet and as outlined in this guidance.
- Limit the number of patrons at a single table to a household unit or patrons who have asked to be seated together. People in the same group seated at the same table do not have to be six feet apart.
- Implement measures to ensure physical distancing of at least six feet between workers and customers/single groups. This can include use of physical partitions or visual cues (e.g., floor markings or signs to indicate to where employees and/or guests should stand).
- Install physical barriers or partitions at cash registers, bars, host stands, and other areas where maintaining physical distance of six feet is difficult.
- Any area where guests or employees queue should also be clearly marked for appropriate physical distancing. This includes check-stands and terminals, deli counters and lines, restrooms, elevator lobbies, host stands and waiting areas, valet drop off and pickup, and any other area where customers congregate.
- Establish one-way directional hallways and passageways for foot traffic, if possible, to eliminate employees from passing by one another.
- Guests should enter through doors that are propped open or automated, if possible. Hand sanitizer should be available for guests who must touch door handles.
- Remove tables and chairs from dining areas so that six feet of physical distance can be maintained for customers and employees. If tables, chairs, booths, etc., cannot be moved, use visual/physical cues to make them unavailable for use or install Plexiglas or other types of impermeable physical barriers to minimize exposure between customers.
- Discontinue seating customers and/or groups at bar counters, sushi preparation bars, etc., where they cannot maintain at least six feet of distance from employee work areas/stations.
- Discontinue open seating. All members of a customer group must be present before seating and hosts must bring the entire group to the table at one time. Whenever possible, ask guests to be seated rather than standing to discourage unnecessary movement.

- Discourage customers from ordering at the bar and instead usher guests directly to their tables. Staff should take and deliver orders to customers to limit the number of people moving around shared spaces. If customers must order from the bar, reconfigure space so that bartenders, other workers, and customers can maintain at least six feet of distance from one another.
- Adjust music volume so that employees can maintain distance from customers to hear orders.
- Implement peak period queueing procedures, including a host to remind guests to queue with at least six feet of distance between groups outside or in waiting areas.
- Limit the number of employees serving individual customers or groups, in compliance with wage and hour regulations.
- Encourage the use of credit cards and contactless payment systems.
- Face coverings are strongly encouraged for all employees; however, they are required for any employee (e.g., server, bartender, manager, busser, food runner, etc.) who must be within six feet of customers or other workers. All workers should minimize the amount of time spent within six feet of guests.
- Physical distancing protocols should be used in any office areas, kitchens, pantries, walk-in freezers, or other high-density, high-traffic employee areas. Face coverings are required where employees cannot maintain physical distancing including in kitchens, storage areas, etc.
- Employee pre-shift meetings and trainings should be conducted virtually or in areas that allow for appropriate physical distancing between employees. Food, beverages, food ware, etc., should not be shared.
- Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.
- Consider offering workers who request modified duties options that minimize their contact with customers and other employees (e.g., managing inventory rather than working as a cashier or managing administrative needs through telework).
- Reconfigure office spaces, lobbies, beverage bars, kitchens and workstations, host stand areas, and other spaces wherever possible to allow for at least six feet of distance between people dining, working, and passing through areas for entry and exit.
- Close breakrooms, use barriers, or increase distance between tables/chairs to separate workers and discourage congregating during

breaks. Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.

- Reconfigure kitchens to maintain physical distancing in those areas where practical. Consider doing prep work ahead of time to allow staggering of shifts to reduce staff in the kitchen at one time.
- Discourage food preparation employees from changing or entering others' workstations during shifts.
- Discourage employees and guests from congregating in high traffic areas such as bathrooms, hallways, bar areas, reservation and credit card terminals, etc.
- Require employees to avoid handshakes and similar greetings that break physical distance.
- Employees should not open the doors of cars or taxis.
- If possible, install transfer-aiding materials, such as shelving and bulletin boards, to reduce person-to-person hand-offs.
- Discontinue activities that encourage movement and shared items between guests including karaoke singing, open mic performances, trivia activities, mixers, pub crawls, etc.
- Discontinue services and activities that carry an increased risk of contamination from sharing and splashing and such as drinking games and/or contests, drop shots, etc.
- Consider limiting excessive consumption of alcohol that could deter guests' compliance with these guidelines.
- Close dance floors and discontinue performances such as musical or dance acts that encourage large gatherings.



## **Additional Considerations for Tasting Rooms**

- Provide a clean glass for each tasting and, if possible, do not pour beverages into a glass that a customer has already used (smelled, tasted from, etc.)
- Discontinue the use of communal dump buckets, spit buckets, spittoons, etc. Provide individual, disposable cups to each guest instead to avoid splash contamination between guests.
- Do not touch beverage container necks to cups, glasses, etc., when pouring wine, beer, or spirits.

- Take measures to ensure that tasting group appointment times do not overlap to minimize interaction of people from different groups and places.
- Discontinue tours that combine individuals from different households into the same tour group. Tour guides must maintain at least six feet of physical distance from customers/visitors.

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<sup>1</sup>Additional requirements must be considered for vulnerable populations. Restaurants, bars, and wineries must comply with all [Cal/OSHA](#) standards and be prepared to adhere to its guidance as well as guidance from the [Centers for Disease Control and Prevention \(CDC\)](#) and the [California Department of Public Health \(CDPH\)](#). Additionally, employers should be prepared to alter their operations as those guidelines change.

