



MID-HUDSON REGION HOSPITALITY INDUSTRY

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# GUIDELINES FOR REOPENING AFTER COVID-19



# **THE RESPONSE TO THE COVID-19 PANDEMIC AND WHAT RE-OPENING THE ECONOMY MEANS WILL NECESSARILY VARY TO A LARGE DEGREE BOTH GEOGRAPHICALLY AND BY INDUSTRY**

Bonura Hospitality, with nearly 50-years of experience in the hospitality industry, has collaborated with trusted local industry peers as well as the Leading Caterers of America, Dutchess County Regional Chamber of Commerce, and Orange County Chamber of Commerce to present the following guidelines for re-opening the hospitality industry in the Mid-Hudson region of New York State in a safe and responsible phased manner.





# EXECUTIVE SUMMARY

## Three Phased Approach to Reopening the Hospitality Industry in the Mid-Hudson Region

### PHASE ONE

#### Strict Physical Distancing Guidelines

##### CAPACITY

- Limited to 50% of Occupancy
- Maximum 6 Guests Per Table
- Tables 6' Apart
- No Meetings, Ceremonies, or Dancing
- No Seating or Standing at Bars

##### EMPLOYEES

- Mandatory Training
- Daily Health Screenings Prior to Work
- Enhanced Hygiene Guidelines
- Masks or Face Coverings Required
- Limited Guest Interaction

##### FOOD AND BEVERAGE SERVICE

- Single-Use Menus
- No Self-Serve Food or Beverage
- Individual Portions Recommended
- Contactless Payment Preferred

##### SANITATION

- Sanitizing of Frequent-Touch Surfaces Regularly
- Hand Sanitizer Available
- Hands-Free Soap and Hand Towels
- Informational Signage Prominently Posted

##### GUESTS

- Adhere to CDC Guidance on Masks and Health Screening
- Signage Clearly Stating Policies Prominently Posted
- No Admittance for Symptomatic Guests
- Guest Logs Kept to Allow Contact Tracing

### PHASE TWO

#### Moderate Physical Distancing Guidelines

##### CAPACITY

- Limited to 50% of Occupancy
- Maximum 8 Guests Per Table
- Tables 6' Apart
- Bar Seating 6' Apart

##### EMPLOYEES

- Continuation of Phase One Guidelines

##### FOOD AND BEVERAGE SERVICE

- Continuation of Phase One Guidelines
- Food and Beverage Stations Allowed if Staff-Served

##### SANITATION

- Continuation of Phase One Guidelines

##### GUESTS

- Continuation of Phase One Guidelines
- Dancing Only Allowed with Distancing

### PHASE THREE

#### Limited Physical Distancing Guidelines

##### CAPACITY

- Limited to 75% of Occupancy
- Maximum 12 Guests Per Table
- Relax 6' Distancing if CDC/Local Health Departments Allow

##### EMPLOYEES

- Continuation of Phase One Guidelines

##### FOOD AND BEVERAGE SERVICE

- Continuation of Phase One and Two Guidelines

##### SANITATION

- Continuation of Phase One Guidelines

##### GUESTS

- Continuation of Phase One Guidelines
- Dancing Allowed with Limited Distancing

### BEYOND PHASE THREE

#### THE NEW NORMAL

- 100% Capacity
- Physical Distancing Guidelines Relaxed
- Enhanced Hygiene and Sanitation Protocols Remain

**ONCE THERE IS A DOWNWARD  
TRAJECTORY OF REPORTED  
CASES OF SYMPTOMS AND  
CONFIRMED CASES OF COVID-19;  
AND HOSPITALS ARE OPERATING  
AT A CAPACITY THAT COULD  
ACCOMMODATE ADDITIONAL  
PATIENTS IN CASE OF THE  
UNFORTUNATE POSSIBILITY OF  
INCREASED SPREAD; THEN THE  
HOSPITALITY INDUSTRY SHOULD BE  
ALLOWED TO BEGIN REOPENING  
UNDER **STRICT PHYSICAL  
DISTANCING GUIDELINES.****

# **PHASE ONE**

# CAPACITY

## DINING ROOMS

### PHASE ONE

An **ABSOLUTE** minimum of 6' of physical distance must be maintained between each table in any dining room. Under no circumstance will physical seating in any dining room be permitted to exceed 50% of occupancy rating.

We recommend strongly **AGAINST** a one-size-fits-all fixed guest limit, such as no more than 100 guests, as this practice may in fact put people closer together.

*If a dining room has a capacity of 125 based on occupancy rating and the number of people in a space is limited to 100, people will be very close together in that space - defeating the purpose of the limited capacity provision. A maximum number of people allowed in a space should be based on a percentage of occupancy while ensuring that tables must be at least 6' apart to achieve the most effective way of limiting capacity*

During Phase One, meetings, ceremonies, and other like gatherings should be prohibited.

For any private catered events, reopening should only be allowed if dancing and other forms of social contact are prohibited.

## AN ABSOLUTE MAXIMUM OF 6 GUESTS PER TABLE MUST BE ENFORCED

Though difficult to enforce, in Phase One it is highly recommended that tables only be shared with others that have been sheltering in the same place. A family unit or group of roommates that have been in place together since NY went on pause could share a table, but no other guests.



# CAPACITY

## BAR SERVICE

Walk-up bar service should only be permitted with an ABSOLUTE minimum of 6' between customers. The minimum space should be illustrated on the floor of the space with clearly delineated markings.

No standing at bars once a beverage has been served.

No seats at bars at all.

PHASE ONE





# EMPLOYEES


Mandatory training of all updated procedures for any employee allowed on premises during any of the phases of reopening.

Upon entering the building, employees must complete a daily health screening based on local health department guidelines, which may include a temperature check.

Employees must also verify that they have not been in contact with anyone displaying any symptoms within the past seven days or longer based on CDC or local health department guidelines.

If the employee does not meet these requirements, they will not be permitted to work and will only be allowed to return to work once CDC or local health department guidelines on being symptom-free are met.

**IT IS IMPORTANT TO NOTE THAT FDA FOOD CODE RECOMMENDATIONS FOR HAND WASHING AND GLOVE USE IN RESTAURANTS HAS NOT CHANGED BECAUSE OF COVID 19.**



The employees responsible for screening will be provided with proper PPE. Special attention will be paid to maintaining physical distancing prior to employee screening.

# EMPLOYEES

Unless mandated by CDC or local health department, continue to follow FDA Food Code 2017 with respect to hand washing and glove use.

## WASH YOUR HANDS FREQUENTLY

### *To FDA & CDC Specifications*

- Before starting each shift and before handling food or clean equipment
- After touching your hair, face or any part of your body
- After coughing or sneezing
- After using the restroom
- After eating, drinking, or smoking
- When gloves are changed
- After handling dirty dishes, taking out the trash and any type of cleaning or any other activity that may contaminate hands
- At intervals of not more than 30 minutes throughout the workday

## DISPOSABLE GLOVES SHOULD ONLY BE WORN WITH HANDLING READY-TO-EAT ITEMS

- Gloves must be changed frequently or when they become contaminated or torn
- Hands must be washed in between glove changes

***If employees request to wear disposable gloves at other times, to reduce the risk of cross contamination they must wash hands and change gloves***

- If gloves become torn or contaminated
- If they are handed something by a guest
- After clearing items from a table
- When changing to a different job task



# EMPLOYEES

Masks will be worn at all times by all employees until CDC or local health department guidelines (whichever are more stringent) are changed.

Employees should limit visits to tables.

All employees must maintain mandated social distancing measures including maintaining a minimum of 6' of physical distance between co-workers and guests whenever possible.

Minimum of one ServSafe certified Manager on duty for every shift.

Informational signage should be posted explaining proper personal hygiene protocol.





# FOOD AND BEVERAGE SERVICE

All menus touched by a guest must be single-use.

All self-service food and beverage offerings must be discontinued in this phase.

Any additional or backup products will remain in original packaging until needed.

No plate, vessel, or glass will be reused or refilled.

All food items will be served in individual portions in their own vessel. This includes all bread, hors d'oeuvre, and appetizers – i.e. no sharing of food or 'family-style' portions.\*

All beverage items will be served in individual portions by an employee, i.e. no bottles of water will be left on a table.\*

Only wrapped straws should be used.

PHASE ONE

\* If the establishment is certain that all people at a given table have sheltered in place together, the individual portion service requirement can be waived for that table.



# FOOD AND BEVERAGE SERVICE

Service items on the table which have historically been communal, i.e. salt and pepper shakers, sugar bowls, creamers, or other condiments, will be brought out by request, served in individual portions, or served by the employee and sanitized after each use. \*

After clearing items from a guest, an employee must go directly to the soiled dish area without any further contact with another guest, co-worker or table.

Checks must be presented in a single-use check presenter.

Encourage contactless forms of payment. Whenever a cash payment or tip is accepted, the employee involved must immediately wash their hands.

All table surfaces, chairs, and surrounding contact area must be thoroughly sanitized before being reset.

\* If the establishment is certain that all people at a given table have sheltered in place together, the individual portion service requirement can be waived for that table.



# SANITATION

Sanitizing of all frequently-touched surfaces in both publicly accessible and employee-only areas every 30 minutes - including all door handles, faucets, countertops, hand rails, and more.

Avoid all food contact surfaces when using disinfectant.

All service locations (server stations, bars, etc.) where a handwashing sink is not present should have hand sanitizer available for employees.

Check restrooms regularly and clean and sanitize them based on frequency of use.

All soap and paper towel dispensers should be automatic/hands free.

Point of sale workstations should be sanitized between each use.

Informational signage should be posted in both publicly accessible and employee-only areas explaining enhanced sanitation protocols.





# GUESTS

Adhere to CDC or local health department guidelines (whichever are more stringent) regarding requirements for guests to wear masks or face coverings.

Adhere to CDC or local health department guidelines (whichever are more stringent) regarding guest health/temperature screening.

Signage explaining personal hygiene, sanitation, and social distancing protocols should be posted at entry, in restrooms, and other publicly accessible spaces.

Notice posted at door that if a guest is displaying symptoms they will not be admitted.

Sanitizer stations required at entrance. All guests required to use hand sanitizer upon entering.

A guest log with contact information should be kept in any dining establishment in case contact tracing is needed.

Wherever possible, guests entering and exiting should use separate doors.

## WHETHER DINING IN OR TAKING OUT:

To encourage safe social distancing, guests should remain inside their vehicle or in a safe location outside the restaurant until directed by staff.

## PHASE ONE



It is recommended to have an attendant at the main entrance for private events to monitor the amount of guests inside the establishment as well as ensuring a safe distance for each guest as they enter.



**AFTER PHASE ONE REOPENING  
FOR A PERIOD OF AT LEAST TWO  
WEEKS WHERE NO EVIDENCE  
OF A REBOUND IS PRESENT, THE  
HOSPITALITY INDUSTRY SHOULD  
SHIFT TO MODERATE PHYSICAL  
DISTANCING GUIDELINES.**

# PHASE TWO



# CAPACITY

## DINING ROOMS

An **ABSOLUTE** minimum of 6' of physical distance must be maintained between each table in any dining room. Under no circumstance will physical seating in any dining room be permitted to exceed 50% of occupancy rating.

In this phase, meetings, ceremonies, and other like gatherings can occur with similar distancing requirements.

**AN ABSOLUTE MAXIMUM  
OF 8 GUESTS PER TABLE  
MUST BE ENFORCED**





# CAPACITY

## BAR SERVICE

Walk-up bar service should only be permitted with an **ABSOLUTE** minimum of 6' between customers. The minimum space should be illustrated on the floor of the space with clearly delineated markings.

No standing at bars once a beverage has been served.

Bar stools allowed with a minimum of 6' of physical distance between them.

PHASE TWO





# **EMPLOYEES**

**EVEN IN PHASE TWO,  
FOR EMPLOYEES  
ALL GUIDELINES FROM  
PHASE ONE APPLY**





# FOOD AND BEVERAGE SERVICE

## ALL GUIDELINES FROM PHASE ONE REMAIN IN EFFECT ALONG WITH THE FOLLOWING

At any catered event or historically self-service environment, all service ware for food or beverage (plates, vessels, utensils, glasses, napkins, etc.) will be handed to a guest by a glove-wearing employee.

All self-service food and beverage offerings must be modified in this phase. Historically self-service food and beverage offerings, such as buffets or food stations are permitted in Phase Two, however all food and beverage must be served by a glove-wearing employee and guests will not be allowed to serve themselves. Further, effective barriers must be in place for this type of food and beverage service - either some sort of physical barrier or a minimum of 6' of physical distance between all guests and any food or beverages.

**PHASE TWO**

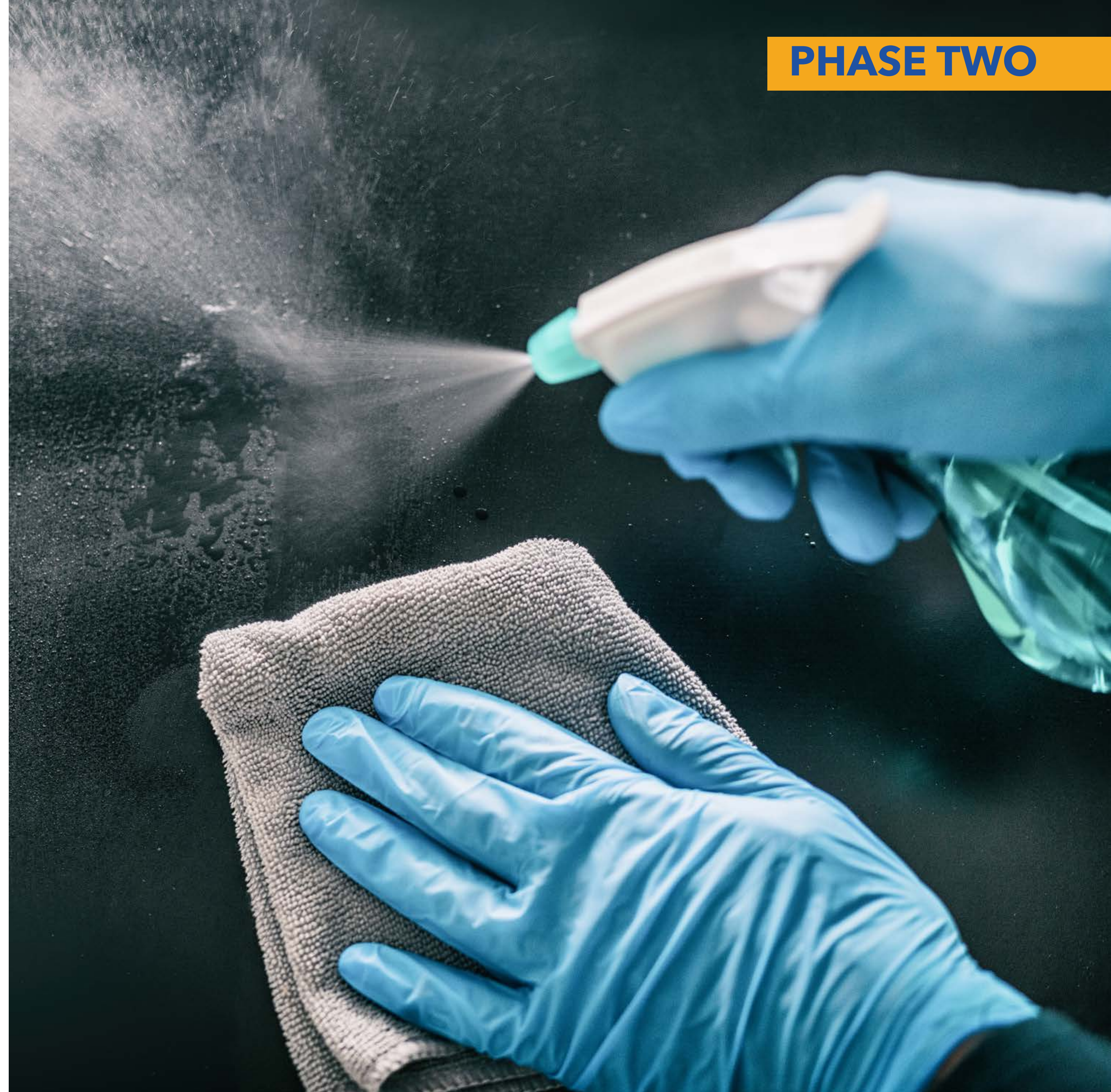
Self-service should be allowed for individually pre-packaged items only.



# SANITATION

**EVEN IN PHASE TWO,  
FOR SANITATION,  
ALL GUIDELINES FROM  
PHASE ONE APPLY.**

**PHASE TWO**





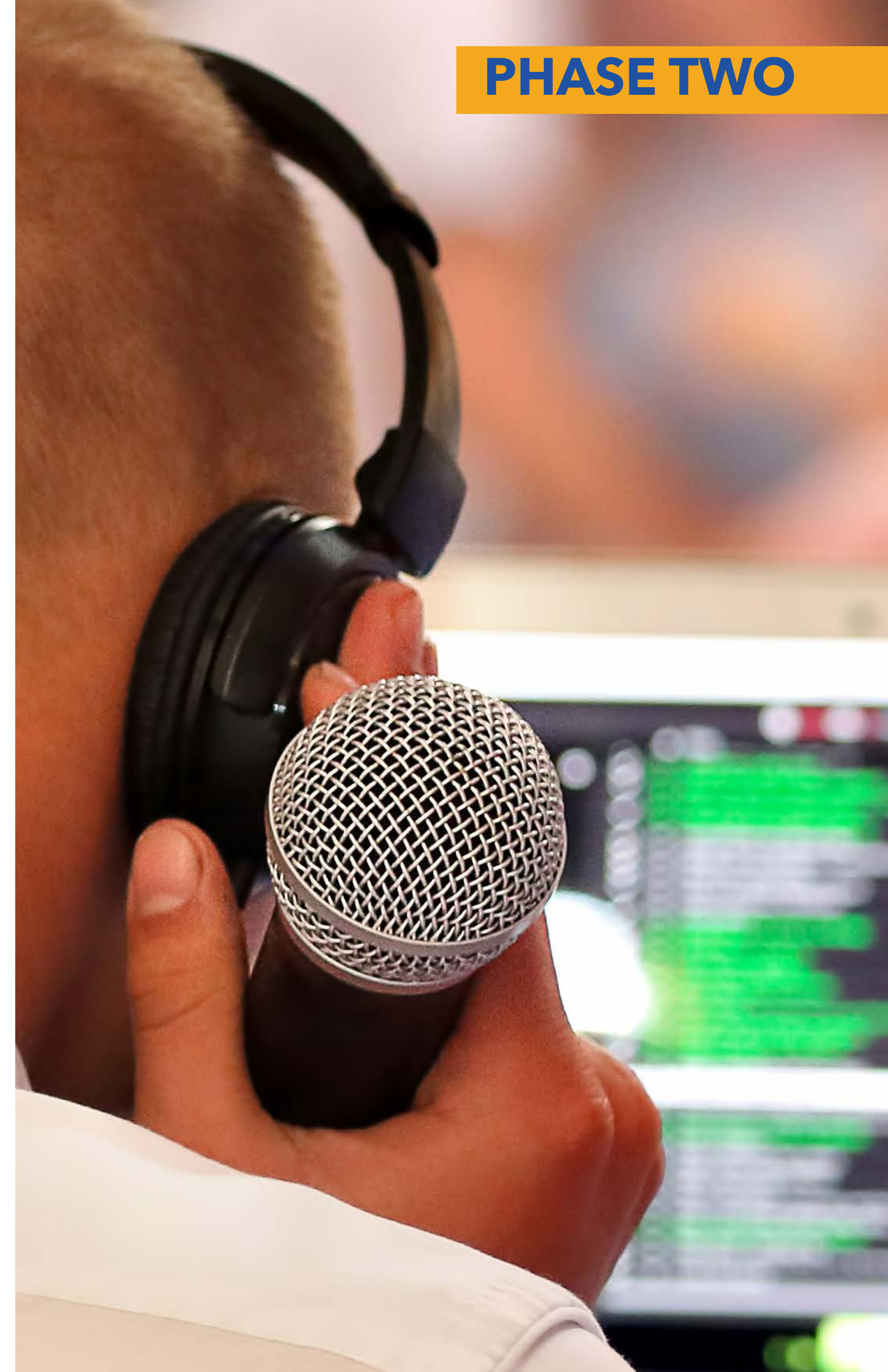
# GUESTS

## **ALL GUIDELINES FROM PHASE ONE REMAIN IN EFFECT ALONG WITH THE FOLLOWING**

Dancing at events featuring entertainment should only occur with moderate physical distancing in place.

Any venue must clearly illustrate a safe amount of space for one individual to dance within to ensure that a minimum of 6' of space exists between people dancing.

Visible markings should be installed on the dance floor within the venue so distancing guidelines can be effectively enforced.





**AFTER PHASE TWO REOPENING  
FOR A PERIOD OF AT LEAST TWO  
WEEKS WHERE NO EVIDENCE  
OF A REBOUND IS PRESENT, THE  
HOSPITALITY INDUSTRY SHOULD  
SHIFT TO LIMITED PHYSICAL  
DISTANCING GUIDELINES.**

# PHASE THREE



# CAPACITY

## DINING ROOMS

A minimum of 6' of physical distance must be maintained between each table in any dining room. Under no circumstance will physical seating in any dining room be permitted to exceed 75% of occupancy rating.

In this phase, meetings, ceremonies, and other like gatherings can occur with similar distancing requirements.

**AN ABSOLUTE MAXIMUM  
OF 12 GUESTS PER TABLE  
MUST BE ENFORCED**

If guidance from the CDC or local health department regarding physical distance is reduced, the 6' spacing recommendation in Phase Three should be similarly reduced.



# CAPACITY

## BAR SERVICE

Walk-up bar service should only be permitted with a minimum of 6' between customers. The minimum space should be illustrated on the floor of the space with clearly delineated markings.

Guests standing at bars should maintain a minimum of 6' of physical space between themselves, unless guests can verify that they have been sheltering in the same place.

Bar stools allowed with a minimum of 6' of physical distance between them, unless guests can verify that they have been sheltering in the same place.

### PHASE THREE

If guidance from the CDC or local health department regarding physical distance is reduced, the 6' spacing recommendation in Phase Three should be similarly reduced.



# EMPLOYEES

**EVEN IN PHASE THREE,  
FOR EMPLOYEES  
ALL GUIDELINES FROM  
PHASE ONE APPLY**





# FOOD AND BEVERAGE SERVICE

**ALL GUIDELINES FROM  
PHASES ONE AND TWO  
REMAIN IN EFFECT IN  
PHASE THREE FOR FOOD  
AND BEVERAGE SERVICE**

**PHASE THREE**





# **SANITATION**

**EVEN IN PHASE THREE,  
FOR SANITATION  
ALL GUIDELINES FROM  
PHASE ONE APPLY**





# GUESTS

## ALL GUIDELINES FROM PHASE TWO REMAIN IN EFFECT ALONG WITH THE FOLLOWING

Dancing at events featuring entertainment should only occur with limited physical distancing in place.

Any venue must clearly illustrate a safe amount of space for one individual to dance within to ensure that a minimum of 6' of space exists between people dancing.

Visible markings should be installed on the dance floor within the venue so distancing guidelines can be effectively enforced.

In Phase Three, this guideline should be relaxed to allow more than one individual to dance in the same space, i.e. a slow dance, provided those individuals have been sheltering in the same place.

If guidance from the CDC or local health department regarding physical distance is reduced, the 6' spacing recommendation in Phase Three should be similarly reduced.



**THE HOSPITALITY INDUSTRY WILL  
FIND A **NEW NORMAL** AS A RESULT  
OF THE COVID-19 PANDEMIC**

**THE **NEW NORMAL** MAY INCLUDE**

Ability to operate at 100% capacity

Physical distance guidelines relaxed

Masks or face coverings no longer needed

**HOWEVER, ALL ENHANCED HYGIENE  
AND SANITATION PROTOCOLS  
REMAIN IN PLACE**

**BEYOND  
PHASE  
THREE**