

IOWA RESTAURANT ASSOCIATION  
INDUSTRY GUIDANCE FOR  
RESTAURANT RE-OPENINGS IN  
ACCORDANCE WITH  
GOVERNOR REYNOLDS' APRIL 27, 2020  
PROCLAMATION

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# Governor's April 27<sup>th</sup> Proclamation Allows Limited Re-openings

On April 27, 2020 Governor Kim Reynolds issued proclamation language allowing the gradual re-opening of restaurants in 77 Iowa counties. Bars in all 99 counties must remain closed.

- On premise service restrictions for 22 counties were extended through May 15, 2020.
- Counties who are not allowed to open include:  
Allamakee, Benton, Black Hawk, Bremer, Dallas, Des Moines, Dubuque, Fayette, Henry, Iowa, Jasper, Johnson, Linn, Louisa, Marshall, Muscatine, Polk, Poweshiek, Scott, Tama, Washington, Woodbury

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## Specific Proclamation language included:

**A. Restaurants:** A restaurant may reopen to serve food and beverages on its premises, but only to the extent that it complies with the following requirements:

- **(1) Capacity limited:** The restaurant must limit the number of customers present at indoor or outdoor spaces to 50% of its normal operating capacity to ensure adequate spacing of groups.
- **(2) Groups limited:** The restaurant must ensure that no group of customers seated together in the restaurant is larger than six people.
- **(3) Social distancing:** The restaurant must ensure at least six feet of physical distance between each group or individual dining alone.
- **(4) Self-service prohibited:** The restaurant must not have any self-service of food or beverages, including buffets or salad bars.
- **(5) Social distancing, hygiene, and public health measures:** The restaurant shall also implement reasonable measures under the circumstances of each restaurant to ensure social distancing of employees and customers, increased hygiene practices, and other public health measures to reduce the risk of transmission of COVID-19 consistent with guidance issued by the Iowa Department of Inspections and Appeals and the Iowa Department of Public Health.

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**The Definition of a bar in the proclamation is in-line with Iowa's definition of bars in the Smoke Free Air Act.**

A bar is an establishment where a customer may purchase alcoholic beverages and in which the serving of food is incidental to the consumption of those beverages.

- Incidental food service is defined as food preparation that is limited to the service of ice, pre-packaged snack foods, popcorn, peanuts, and the reheating of commercially prepared foods that do not require assembly, such as frozen pizza, pre-packaged sandwiches, or other prepackaged, ready-to-serve products.
- Typically, an establishment meeting the criteria of bar will not contain food preparation equipment, including but not limited to the following: roaster oven, deep fat fryer, flat top grill, or crock pot. A bar may contain a microwave or toaster oven to heat commercially prepared foods.
- An establishment that prepares food beyond the limited food service described in the definitions above is considered a restaurant

There are mandates and recommendations related to re-open.

It is important to understand what you must do and what you are being strongly recommended to do.

# Mandates for Re-Open

1. Limit indoor and outdoor seating capacity to 50 percent of normal operating capacity.
2. Limit group size to no more than six people.
3. Arrange seating to provide a minimum of six feet between tables.
4. Disallow customer self-service of food or beverages, including buffets and salad bars.
5. Implement reasonable measures to ensure social distancing of employees and customers, increased hygiene practices, and other public health measures to reduce the risk of transmission of COVID-19.

# DIA Additional Guidance/ Recommendations for Re-open

The Iowa Department of Inspections and Appeals (DIA) and the Iowa Department of Public Health (IDPH) strongly recommend that all restaurants adhere to the following guidance:

1. To the extent possible, eliminate seating at bars within restaurants.
2. Eliminate entertainment operations or activities.
3. Serve alcohol to a guest only if the guest is also ordering and consuming food items.
4. Disinfect tables and chairs after each customer use.
5. Clean and sanitize table condiments, reusable menus, digital ordering devices, check presenters, pens, napkin dispensers, salt and pepper shakers, and other commonly-touched items between each customer use.

# DIA Additional Guidance/ Recommendations for Re-open

The Iowa Department of Inspections and Appeals (DIA) and the Iowa Department of Public Health (IDPH) strongly recommend that all restaurants adhere to the following guidance:

6. Use prewrapped silverware and eliminate table presets including table tents, menus, salt and pepper shakers, napkin dispensers, and condiments.
7. Eliminate refilling customer beverages from common containers (i.e., pitchers).
8. Discard single-use or paper articles, such as paper menus, after each use.
9. Create and implement an enhanced cleaning/sanitizing schedule for all food contact surfaces, and cleaning/disinfecting of non-food contact surfaces.
10. Disinfect commonly-touched surfaces throughout entire facility (both front and back-of-house) such as door handles, credit card machines, bathrooms, etc., at least once every hour.

# DIA Additional Guidance/ Recommendations for Re-open

The Iowa Department of Inspections and Appeals (DIA) and the Iowa Department of Public Health (IDPH) strongly recommend that all restaurants adhere to the following guidance:

11. To the extent possible, on-premises dining should be by reservation only and customers should be screened upon reservation and arrival as to whether anyone in the party is positive, has any symptoms, is under quarantine, or has been exposed to COVID-19.
12. Post signage on entrance door that no one with a fever or symptoms of COVID-19 will be permitted in the restaurant.
13. Screen all employees each shift before entering the facility for symptoms (i.e., fever of 100°F or higher, cough, shortness of breath, runny or stuffy nose, sore throat, muscle aches, fatigue, diarrhea, or vomiting). Immediately exclude anyone with symptoms from entering.
14. Where possible, workstations should be staggered to avoid employees standing directly opposite one another or next to each other and maintain six feet of social distance.

# DIA Additional Guidance/ Recommendations for Re-open

The Iowa Department of Inspections and Appeals (DIA) and the Iowa Department of Public Health (IDPH) strongly recommend that all restaurants adhere to the following guidance:

15. Require employees with direct customer contact to wear cloth or other mask that is laundered or replaced daily.
16. Frequently monitor employee handwashing and ensure no bare hand contact with ready-to-eat foods.
17. Notify customers by signage to report concerns of social distancing infractions to the restaurant manager
18. Use technological solutions where possible to reduce person-to-person interaction (e.g. mobile ordering, mobile access to menus to plan in advance, text on arrival for seating, contactless payment options).

# DIA Additional Guidance/ Recommendations for Re-open

The Iowa Department of Inspections and Appeals (DIA) and the Iowa Department of Public Health (IDPH) strongly recommend that all restaurants adhere to the following guidance:

19. Enhance employee safety training, emphasizing employee health, handwashing, and personal hygiene practices.
20. Have hand sanitizer and sanitizing products readily available for employees and customers.
21. Designate with signage, tape, or by other means appropriate social distancing spacing for employees and customers. Facilitate and designate social distancing for those waiting to enter your establishment.
22. If possible, provide distinct walking lanes to minimize close contact as customers are being seated to conform to social distancing practices. For example, in a table/booth layout, central tables can be removed, and markings can be installed designating the path for seating.
23. Assign an employee each shift to monitor social distancing, sanitation, and hygiene protocols.

# Food Establishment Licensure Relief

The Governor's April 27<sup>th</sup> Proclamation also continued temporary suspension of the regulatory provisions requiring a food establishment to renew its license within 60 days of expiration.

- Meaning if your food license has not yet been renewed, you will not be shut down if you are operating outside the 60-day time period.
- In addition, the DIA has waived every late fee (past and present)

**Is a restaurant required to physically remove tables or booths?**

If a facility is unable to remove tables or booths to ensure a minimum of six feet between guests, tables or booths which are not available for seating guests must be identified by signage.

**What if my family group is larger than six members? Will we be permitted to be seated together in a group larger than six people?**

**No. Group seating is limited to six or fewer guests. Groups greater than six people could be divided into smaller groups consisting of six or less individuals. The groups should expect to maintain a social distance of at least six feet between groups while in the restaurant.**

## Are my restaurant employees or customers required to wear masks?

No there are no issued mandates for employees and/or customers to wear protective face masks or other personal protective equipment (PPE). Each establishment operator should consider enforcing their own mitigation practices and/or strategies to protect their employees and customers from the spread of COVID-19. Such mitigation strategies may include the wearing of a protective face mask, face shield, or other applicable PPE. Employees with direct customer contact would be of greatest concern. **Disposable mask are recommended.** However, if cloth masks are worn they should be changed as frequently as necessary, or at least laundered and replaced daily. FDA has issued guidance related to employees in retail food and food production settings wearing face coverings to prevent exposure to COVID-19 (posted April 4, 2020).

<https://www.fda.gov/food/food-safety-during-emergencies/food-safety-and-coronavirus-disease-2019-covid-19>

**Are restaurants allowed to serve customers that are only ordering alcoholic beverages?**

The governor's proclamation allows restaurants to resume on-premises dining. If customers are only ordering alcoholic beverages, they are not dining. We strongly advise restaurants to only service alcoholic beverages to customers who are ordering and consuming food.

**Can a restaurant allow dining customers to remain on premises and order additional beverages, including alcoholic beverages, after the completion of their meal?**

While it may be common practice for diners to socialize after the meal, we advise restaurants to closely monitor this practice, establish limits, and inform customers of limitations

**Can a restaurant allow customers to use pool tables, dartboards, arcade games, amusement devices, and other games of skill or chance?**

No, the use of these items by the public continues to be prohibited in the governor's proclamation.

**Can a bar or brewery tap room partner with a mobile food unit or restaurant, or utilize restaurant delivery options to allow on-premises dining along with alcohol sales?**

No, bars must remain closed to the public, except for carry-out and delivery only. For the purposes of this order, a bar is an establishment where a customer may purchase alcoholic beverages and in which the serving of food is incidental to the consumption of those beverages and is limited to the service of ice, snack foods, and the reheating of commercially prepared foods such as frozen pizza, pre-packaged sandwiches, or other prepackaged, ready-to-serve products.

## **What type of disinfectants can be used for tables, chairs, and other non-food contact surfaces following customer use?**

Prior to disinfecting surfaces, these surfaces should first be cleaned (i.e., removal of germs, dirt, and impurities from surfaces). Cleaning does not kill germs, but removing them from surfaces lowers their numbers and the risk of spreading infection. An EPA-registered disinfectant effective for use against SARSCoV-2 (the virus which causes COVID-19) is recommended. The EPA's list of disinfectants for use against SARS-CoV-2 can be found online: Disinfectants for Use Against SARS-CoV-2. EPA-registered disinfectants must be appropriate for the surface to which it is being applied, and must be applied in accordance with the manufacturer's instructions on the label.

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

Questions Updated Daily by the Department of Inspection and Appeals. Bookmark here:

**<https://dia.iowa.gov/document/covid-19-frequently-asked-questions-may-1-2020-restaurant-reopening>**

# WHAT IS THE IOWA HOSPITALITY PROMISE?

In partnership with the Iowa Restaurant Association and health officials across the State, restaurant and bar owners and operators pledge to their employees and customers to earn the Iowa Hospitality Promise endorsement during the COVID-19 recovery period.

When customers see this endorsement, they can be confident the establishment is taking all necessary steps to protect their employees and customers and they are taking a leadership role in protecting their community.

The Iowa Hospitality Promise also empowers customers to learn what they can do to help keep everyone safe. When restaurants, bars, and customers work together, we can make the hospitality industry as vibrant as it was prior to the impact of COVID-19.



# Who can participate in the Iowa Hospitality Promise?

Any restaurant, foodservice, or drinking establishment willing to implement the mandated steps, as well as deploy as many best practice guidelines as is feasibly possible in their establishment.



# How long will this program last?

Throughout the duration of the COVID-19 recovery efforts. Overtime, these efforts should help customers feel safe and confident dining in restaurants.



# The Iowa Hospitality Promise

## OUR PROMISE TO CUSTOMERS

- We will continue to be a leader in safe sanitation practices ensuring every location has a Certified Food Protection Manager who has put protocols in place emphasizing your safety and well-being.
- Ensure all staff members are feeling healthy and symptom free prior to every shift.
- All indoor and outdoor seating options will comply with the appropriate social distancing guidelines.
- Hand sanitizer is available upon entry and exit.
- We will clean and sanitize all common areas regularly.
- All tables and chairs will be cleaned and sanitized after every use.
- Place settings, utensils, menus, and condiments will either be single-use or will be cleaned and sanitized after every use.
- We will post the Iowa Hospitality Promise at our entrances so everyone understands the steps we must all take to keep our communities safe.



# The Iowa Hospitality Promise

## WHAT WE ASK IN RETURN

- If you have been exposed to COVID-19 recently or have symptoms of COVID-19 (including a fever, cough, or shortness of breath), please help us keep everyone safe by staying home.
- If you have underlying health conditions or are otherwise concerned about contracting COVID-19, please use our contactless delivery options.
- If you have any questions about the Iowa Hospitality Promise, please ask for a manager who will be happy to assist you.



# Why are customers included within The Iowa Hospitality Promise?

Customers are included because we all have a responsibility to follow the guidance of public health officials to prevent the spread of COVID-19. By partnering we can keep everyone safe.



Door Posters available  
for download to print.

Other signage also  
available for printing.

Find out  
[RestaurantIowa.com](http://RestaurantIowa.com)



## THE IOWA HOSPITALITY PROMISE

The Hospitality industry has an outstanding track record of protecting our employees and guests. To ensure everyone's safety as we welcome you back into our dining rooms, we ask that we make the following promises to each other:

### OUR PROMISE TO YOU

- We will continue to be a leader in safe sanitation practices ensuring every location has a Certified Food Protection Manager who has put protocols in place emphasizing your safety and well-being.
- Ensure all staff members are feeling healthy and symptom free prior to every shift.
- All indoor and outdoor seating options will comply with the appropriate social distancing guidelines.
- Hand sanitizer is available upon entry and exit.
- We will clean and sanitize all common areas regularly.
- All tables and chairs will be cleaned and sanitized after every use.
- Place settings, utensils, menus, and condiments will either be single-use or will be cleaned and sanitized after every use.
- We will post the Iowa Hospitality Promise at our entrances so everyone understands the steps we must all take to keep our communities safe.

### YOUR PROMISE TO US

- If you have been exposed to COVID-19 recently or have symptoms of COVID-19 (including a fever, cough, or shortness of breath), please help us keep everyone safe by staying home.
- If you have underlying health conditions or are otherwise concerned about contracting COVID-19, please use our contactless delivery options.
- If you have any questions about the Iowa Hospitality Promise, please ask for a manager who will be happy to assist you.



# What can hospitality establishments do to help customers meet these obligations?

Hospitality operators are encouraged to maximize the use of contactless delivery options and advertise those options to potential customers. Publicizing information about the Iowa Hospitality Promise should also increase customers' compliance.



# What resources and support are available related to The Iowa Hospitality Promise?

- The IRA will share information about the Iowa Hospitality Promise with elected officials, the public, allied groups, and the media to assure the public and policy makers that Iowa restaurants stand ready to reopen safely in keeping with these commitments. The IRA will also be available to help answer questions and provide support to restaurants as they reopen their dining and other full-service spaces.
- Also, the National Restaurant Association has made its ServSafe Food Handler Program available to all restaurants free of charge through April 30. These trainings can be found at:
  - ServSafe Takeout: COVID-19 Precautions
  - ServSafe Delivery: COVID-19 Precautions
  - ServSafe Food Handler



# What are some best practices restaurants can, but are not specifically required to follow, in order to comply with the commitments in The Iowa Hospitality Promise?

- Importantly, restaurants are already experts in safe food handling and sanitation, and so many of their routine practices will go a long way towards fulfilling the commitments in the Iowa Hospitality Promise.
- Different strategies will be appropriate for different restaurants at different times, but the Association has assembled a list with the help of restaurateurs that can be implemented or adapted to fit a restaurant's needs.



# How should participating restaurants communicate the commitments of The Iowa Hospitality Promise?

It's vital that restaurants communicate the commitments directly to their staff and monitor compliance. Restaurants and bars should also take steps to communicate their enrollment in the Iowa Hospitality Promise by posting the required notice at entrances, and if the restaurant uses a website or social media, through those channels as well.



# General Suggestions

- ALL STAFF NOT FEELING WELL WILL NOT BE ALLOWED TO WORK.
- Tables that will not be used due to table separation must be visibly marked as RESERVED or NON-OCCUPIABLE.
- Floor plans need to be revised to accommodate ½ capacity per room, and tables arranged to provide separation.
- Storage boxes will be maintained and labeled “Non-sanitized” to place menus in after they have been pulled from the tables.
- Those menus would then get sanitized by host using a CDC approved sanitizer and placed into storage box labeled “Sanitized”.
- All tables, chairs, booths and other flat surfaces shall be cleaned with a CDC approved sanitizer.
- Countertops in bar and server stations need to be sanitized with a CDC approved sanitizer every 30 min.
- Bar counter tops and all visible work spaces will be cleaned immediately after a guest leaves or on every hour. This is to include cooler handles, POS terminal screens, cooler doors, serving counters, TV remotes, phones, light switches, thermostats, and writing utensils, etc.
- Seating at bar needs to be separated by 6’ per family or group.

# General Suggestions

- Sanitize every 30 Minutes. Door Handles - Front doors, bathroom entrance doors, bathroom door latches, sink faucets
- Host desk/counter
- Telephones
- Pagers, if being used
- Open table tablets
- Stay socially distanced from guest/guests when walking to the table.
- Take the most direct, but least congested route to the table.
- When on a wait use pagers or cell phone texts while encouraging guests to wait in their car.
- Immediately after handling payment transactions staff must use hand sanitizer of 60% or greater alcohol content located near each POS terminal .
- Make Hand Sanitizer/Hand Wipes available at all entrances/multiple locations in the wait area.

# Table Service

- Do not pre-set tables.
- No water pitchers on tables. Bring water upon request, just like any other beverage.
- No salt & pepper shakers on the tables. Serve individual packets upon request.
- No condiments on tables. Serve individual packets upon request.
- No sugar containers on tables. Serve individual packets upon request
- Once served to a table, ALL packets must be thrown away. DO NOT serve to another table.



# Hygiene

- Establish mandatory hand washing time protocols and requirements – Hand washing conducted at the same time in 30 minute intervals.
- Recommended kitchen sets timers, work stops, and staff washes.
- Switch gloves to blue nitriles for food handling.
- Establish glove wearing procedures. Require all employees handling pre-consumed food to wear gloves
- All bar backs will be required to wear gloves while behind the bar
- If possible, all employees wear gloves
- Dish deck wear mid forearm gloves
- Use hand sanitizer/sanitizer wipes to sanitize hands between seating each guest/guests.
- Do not touch your face with your hands, etc.
- Follow normal rules of no beverages or food at the host area/desk.

# Hygiene

- Change gloves after finishing task at hand. (after washing barware before making and serving drinks; after each group that came together is served, etc.)
- Side work charts to include: Mandatory station sanitation
- Wiping down and sanitation of equipment
- Wash and sanitize food and contact surface on an increased basis
- Change out utensils that are in direct food contact on a frequent basis
- Ensure all hand sinks are easily accessible, stocked with warm water, soap and paper towels.
- Wash, rinse and sanitize, disinfect handles on equipment, coolers and other pieces of equipment on a timely basis.
- Ensure all cleaners need to meet or exceed the recommended CDC guidelines

# Training

- Perform training highlighting sanitation procedures and reinforce sanitizing, cleaning and disinfecting procedures.
- Ensure all employees are trained in proper handwashing procedure and monitored regularly.
- Remind employees to avoid face, eye and mouth contact verbally and with signage.



# Food and Beverage Handling

- Require food handler certification of all employees.
- Rinse fruit and vegetables before cutting or eating. Rinse raw agricultural products such as heads of lettuce in running water prior to serving. Bagged food items such as lettuce do not require washing.
- All bartenders while making a drink need to wear gloves and eliminate hand to glass contact.
- All fruit garnishes will now be served on a fruit pick or placed in drink with the use of a small tong, need to eliminate hand to food contact.
- All drinks will be served without a straw. If guest requests a straw, locations need to have pre-wrapped straws available upon request.
- All fruit will be cut while wearing gloves. (kitchen and bar)
- All beer bottles/wine bottles/liquor bottles will be opened with a gloved hand.



# Dish/Glassware

- All restocking of dish and glassware shall be handled by a gloved hand.
- All glassware that is cleaned behind the bar must be handled by a gloved hand after the final rinse/dry period.
- In order to avoid cross contamination all mixed drinks/glasses of wine will be refilled using the same original glassware, without making hand contact in front of the guest. Draft beer will be served in a new glass, being served by an employee with a gloved hand each time.



# Guest Relations

- Inform guests of all mitigation efforts over the phone before they arrive.
- Use signage outside (sandwich boards, etc.) and in the gift shop, restrooms to explain mitigation efforts.
- Position a host outdoors so guests wait outside of entry.
- During peak times when a wait list is required, use texting system so guest can wait in their car, or exercise appropriate social distancing.



# Restrooms

- Make and enforce a 15-30 min ongoing schedule for cleaning and sanitizing.
- Place sanitizer wipes on counter.
- Mount (where it works) foot handles or kick plates to assist with opening door.
- Have maintenance/cleaning crew spray a sanitizing solution on all surfaces using a pump sprayer.
- Install disposable paper towel dispensers where they are not already installed.
- Place trash can outside of door so people can use a paper towel to open/close door and have place to put paper towel after.



- All checklists, images, signage, is available for download.



## IOWA RESTAURANT PROMISES PRINTABLES

<u>COLOR</u>	<u>BLACK &amp; WHITE</u>
Iowa Hospitality Promise PDF	Iowa Hospitality Promise PDF
ALL SIGNS	ALL SIGNS
Appreciation Sign	Appreciation Sign
Do the Five	Do the Five
Non Sanitized Items	Non Sanitized Items
Sanitized Items	Sanitized Items
Sanitized Table	Sanitized Table
Sanitized Table w/o Utensils	Sanitized Table w/o Utensils
Seat Not In Use	Seat Not In Use

# Question and Answers

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And

Iowa Restaurant Association Team

