

Specific Guidelines for Business Type -

1. Restaurants:

- Follow sanitation frequency guidance contained in this document at all times
- Have dedicated face coverings and dedicated gloves (i.e., only used by one person) worn by all employees, at all times

Should not be N-95 or medical variety – these should be saved for use by healthcare workers

- Require all employees to report any symptoms of illness to supervisor and require notification of COVID-19 positive case in employee's household
 - Provide ServSafe COVID-19 training for all food handlers as soon as possible
Consumer Protection
 - Limit the number of customers in the restaurant to 50% of seating capacity
 - Tables should be spaced at least 6 feet apart
 - Limit tables to no more than 6 guests per table
 - Mark any indoor or outdoor waiting area so that social distancing standards are met (options can include a text system to alert guests of available seating, an intercom system, or only one member of a party being allowed to wait in the waiting area)
 - Bar areas should remain closed
 - Live music should not be permitted
 - Screen customers for illness upon their entry into the restaurant:
 - o Best Practice: Temperature checks for every customer. Customers with temperatures above 100.4 degrees Fahrenheit should not be permitted on premise
 - o Minimum: Question customers regarding COVID-19 symptoms
- § Have you been in close contact with a confirmed case of COVID-19?

§ Are you experiencing a cough, shortness of breath, or sore throat?

§ Have you had a fever in the last 48 hours?

Business Process Adaptations

- Place hand sanitizer stations in restaurant lobby and bathrooms, as well as at cashier stations
- Sanitize all front-of-house contact surfaces including door handles, screens, phones, pens, keyboards and other areas of hand contact every two hours, at a minimum
- Use menus that are disposable or sanitized between each use
- Use rolled silverware/napkins stored in sealed bins (gloves should be used by staff while rolling silverware in designated sanitary areas)
- Sanitize all tabletop items, including condiments, after each table turns (or use disposables)
- Sanitize chairs, especially where contact occurs, after each table turns
- Do not offer self-serve buffets, condiments on a counter for use by multiple tables, or beverage station re-use

2. Retail:

- Staff should wear face coverings (not N-95 or medical masks, which should be reserved for healthcare workers) and other personal protection items as recommended by the CDC
- Provide training on personal protective equipment based on CDC guidelines
- Provide a sanitizing station such as a wash basin with soap and/or bottle of hand sanitizer
- Stagger shifts, breaks, and meals, in compliance with wage and hour laws and regulations, to maintain social distancing

- Provide regular updates and training for employees about personal COVID-19 mitigation and store safeguards based on CDC guidelines
- Require all employees to report any illness to supervisor and require notification of COVID-19 positive case in employee's household
- Prohibit congregating in break rooms or common areas and limit capacity of such areas to allow for safe social distancing minimum of 6 feet whenever possible

Consumer Protection

- Limit the number of customers inside a store at a given time, excluding employees and representatives of third-party delivery companies, to 50 percent or less of store occupancy based on Tennessee's Building and Fire Code
- Customers should wear face coverings inside the store
- Consider dedicated shopping hours or appointment times for the elderly, medically vulnerable, and health care workers
- Establish one-way aisles and traffic patterns for social distancing
- Increase curbside, pickup, and delivery service options to minimize contact and maintain social distancing
- Assign dedicated staff to prompt customers regarding the importance of social Distancing
- Add social distancing "reminder" signs, personal stickers, floor decals, and audio announcements

Business Process Adaptations

- Establish enhanced cleaning protocols that follow CDC guidelines including sanitizing shared resources (such as carts) after each use, and sanitizing all high traffic / high touch areas (such as counters check-out lanes, keypads, break rooms, dressing rooms, rest rooms) every two hours and when visibly dirty
- Use a clearly designated entrance and a separate clearly designated exit to maintain social distancing

- Use plastic shields or barriers between customers and clerks at service counters, and clean them frequently (every 2 hours and when visibly dirty)
- Adjust store hours to allow time for enhanced cleaning
- Prohibit the use of reusable bags (reusable bags may carry COVID-19)
- Suspend the sampling of food and personal hygiene products
- Task management-level employees within a store to monitor compliance