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GUIDELINES FOR REOPENING OUR HOSPITALITY INDUSTRY



**South Carolina – Opening Restaurants
Mandatory Requirements
Effective: August 3, 2020**

As part of the ongoing process of facilitating economic recovery and revitalization in a safe, strategic, and incremental manner, the State of South Carolina must continue to encourage effective “social distancing” practices and implement additional targeted mandates and narrowly tailored emergency measures to combat and control the spread of COVID-19.

Pursuant to Executive Order 2020-49 issued by Governor McMaster effective Monday August 3, 2020 and to remain in effect until rescinded the following restaurant and foodservice guidelines are required.

Governor McMaster granted all state, county and local officials the power to enforce these provisions along with other provisions from past or future executive orders during this state of emergency.

Required Signage on Entry Doors:

- No one with a fever or persistent cough is permitted in the restaurant. This includes employees, patrons and suppliers/vendors.
- All employees and customers must:
 - Wear a face covering, as feasible
 - Not enter if they feel generally unwell
 - Maintain a minimum of 6-foot distance from others
 - Sneeze or cough into a cloth or tissue
 - Not shake hands or engage in any unnecessary physical contact

Post in a publicly prominent place in your facility your commitment to:

- Food safety
- Staff safety training
- Cleaning and sanitizing
- Steps that you are taking to go above and beyond in providing safe food and a safe, enjoyable dining experience
- Customer safety
- Customer responsibility

These signs and others can be downloaded from the DHEC website.

The following steps are to be followed in order to safely operate and build the trust of our customers:

Cleaning and Sanitizing:

- Create, execute and maintain a strict cleaning and sanitizing protocol. Use CDC Cleaning and Disinfecting guidance.

Training:

- All restaurants are required to meet the minimum education and training standards outlined in DHEC Regulation 61-25. At least one employee with the authority to direct and control food preparation and service shall be a food protection manager who has been certified by an accredited program. Only Conference for Food Protection ANSI-certified Food Protection Manager courses meet the requirements.
- Continue and enhance employee safety training, highly emphasizing proper hand washing and hygiene etiquette. Educate employees about when they should stay home and when they can return to work.
- For those operations with carry out and delivery service, have employees take the Free ServSafe COVID-19 training for carryout and delivery service.

Face Coverings:

- All restaurants employees and patrons must have a face covering (cloth mask or face shield), as feasible.
- Face Coverings must be worn when not seated ie: walking into the establishment, going to the restroom or moving about the restaurant.
- Provide information to staff on proper use, removal, and washing of cloth face coverings.
- Note: Cloth face coverings should not be placed on:
 - Babies and children younger than 2 years old
 - Anyone who has trouble breathing or is unconscious
 - Anyone who is incapacitated or otherwise unable to remove the cloth face covering without assistance
 - Cloth face coverings are meant to protect other people in case the wearer is unknowingly infected but does not have symptoms. Cloth face coverings are not surgical masks, respirators, or personal protective equipment.
- Learn more on how to properly use the cloth face coverings at <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

Food Safety and Restaurant Dining Room Focus:

- Reduce seating in dining rooms to the appropriate level based on square footage and layout of the dining room. Indoor occupancy may not exceed 50% of the Fire Marshal maximum occupancy, excluding staff.
- Space tables both indoor and outdoor at least six to eight feet apart depending on chair placement to keep diners at least 6' apart from other tables. If not possible, seat tables in rotation, or block seats.
- In self-service seating restaurants, place signage on tables/booths which are not to be occupied so that proper social distancing can be maintained.
- Remove bar stools or maintain a 6' distance between each party to allow people to order drinks at the bar and sit using appropriate social distancing.
- No more than eight customers at a table unless those customers are from the same family/household. Restrict the option of community tables.
- Do not allow groups of people to order drinks and stand around to consume. Customers should be seated to ensure proper distancing and the safety of all guests.
- Buffets and self-service stations: Discontinue or have staff dispense food from buffets (cafeteria-style), Follow strict DHEC approved method that would prevent the use of common use utensils/dispensers or discontinue these services to prevent customer reuse of service utensils and potential physical contamination. (See additional guidance document for standards and protocols)
- If there is any waiting outside the restaurant or at the counter, use tape or markings to delineate six feet physical distance.
- Create a plan and checklist of all back of house and front of house surfaces the staff and customers will come in contact with to facilitate cleaning and disinfecting.
- Select one person per shift to be in charge of safety and sanitation during the shift, observing and ensuring that hand washing is done appropriately, and sanitation of dining room areas, restrooms, lobbies and door areas is done regularly and consistently.
- Continue to adhere to cleaning and sanitizing requirements in SC Regulation 61-25, Retail Food Establishments.
- Provide a cleaning station with alcohol-based hand sanitizer, tissues, and a trash can for visitors.
- Do not place utensils on table until patron is seated and, if possible, use disposable single-use utensils.
- Clean and disinfect tables, chairs, reusable menus and check presenters after each use. Consider using paper menus or a QR code technology for no-touch menu if possible.

- Clean and sanitize salt and pepper dispensers and other table condiments or use single use if possible.
- Sanitize all doorknobs and other frequently touched surfaces as much as possible between newly arriving parties with approved sanitizing solution.
- Cleaning supplies should be single use (paper towels, disposable mop heads) or laundered between uses (dish towels, mop heads).
- Have diners wait for tables in cars or outdoors using social distancing regulations rather than congregating in your dining room. Text them when their table is available.
- If kiosks or touch screens are used, clean and sanitize between uses, encourage touchless payment operations like credit cards with no signature required.

Employee Safety Focus:

- Follow CDC and DHEC guidelines regarding employee health.
- Actively encourage employees who are sick or have recently had a close contact with a person with COVID-19 to stay home. Develop policies that encourage sick employees to stay at home without fear of reprisal, and ensure employees are aware of these policies.
- Implement procedures for a health check or health survey prior to each shift. Examples include: taking each employee's temperature before their shift and maintaining ongoing interaction with staff on their health status and the health of anyone with whom they may be in close contact (family members, roommates, etc.).
- Heightened hygienic practices including peer observation and supervisor oversight to ensure staff are washing hands frequently and correctly, proper glove usage when used, and that staff avoid touching their eyes, nose or mouth.
- Provide physical barriers such as Plexiglas between employees and customers when possible for counter service ordering, food pick up areas and host stands.
- Use technology solutions where possible to reduce person-to-person interaction, mobile and menu tablets, text on arrival for seating and contactless payment options.
- Immediately exclude any staff members indicating symptoms or that have been diagnosed with COVID-19 or have been in contact with someone diagnosed COVID-19.
- All employees handling ready to eat food should wear gloves. This is not just for the safety of our guests, but also for their psychological sense of safety. Where gloves are not used, follow requirements in R.61-25 Retail Food Establishments.