DELAWARE RESTAURANT RECOVERY
REOPENING TOOLKIT FOR PHASE 1
Restaurant Industry Guidelines, Reopening Checklists, The Delaware Restaurant Promise & Training Opportunities
Restaurants across Delaware are preparing to reopen and welcome guests back into our dining rooms after more than two months of mandated closures. The DRA has worked tirelessly with the Governor’s staff and the Delaware Division of Public Health to create the Phase 1 Reopening Guidelines, and restaurants now have the challenge of preparing reopening plans necessary to give diners the confidence and expected high levels of service that customers expect by executing safety precautions at the highest level.

The restaurant community will soon be open and ready to serve - we sincerely hope that these guidelines and checklists serve as valuable tools to help each one of our members reopen with the highest level of safety for both their employees and guests. We can’t wait to commence service and resume our position as cornerstones of our communities as Delaware’s most beloved small business employer.

Carrie Freiman
President & CEO, Delaware Restaurant Association

RESTAURANT REOPENING CHECKLIST
prior to June 1st/Phase 1 Reopening

☐ Review Delaware Guidelines for Reopening for Individuals, Businesses and Food & Drink Establishments (pages 3-5).

☐ Review Division of Public Health Guidelines & Checklist to develop and implement your company's "Reopening Plan," available for review if visited by a Food Safety Inspection Officer (pages 6-7).

☐ Create a new seating chart and restaurant flow that utilizes physical distancing requirements and minimized contact while entering/exiting and moving about the establishment and separates carryout service.

☐ Implement/update the restaurant reservation system - this may be as simple as a paper waitlist, but must utilize reservations/timed seating for all guests. Post phone number for guests to utilize for reservations.

☐ Post required signage and Delaware Restaurant Promise at restaurant entryway, doors, and/or in front windows (pages 8-10).

☐ Plan for staff training Including ServSafe Manager, Food Handler, OABCC Alcohol Course, and NRA Reopening Guidance (page 11).

☐ Submit application for expanding outdoor space, if applicable. Application available at: delaware.gov/smallbiz
PART 1: GENERAL GUIDANCE

The following is general guidance that applies to all individuals and businesses during the Phase 1 reopening. During this phase, strict social distancing must be observed. Great care must still be paid to limit the spread of the virus in order to prevent outbreaks because infection rates, while slowing, remain high. This broad guidance is as follows:

GENERAL GUIDANCE: INDIVIDUALS

- Cloth face coverings must be worn in accordance with the State of Emergency Order.

- Individuals must regularly wash their hands according to Division of Public Health guidance, and must stay home when sick.

- At all times, individuals who are not part of a household should maximize physical distance from others and remain six (6) feet apart.

- All individuals, WHEN IN PUBLIC (e.g., parks, outdoor recreation areas, shopping areas), should maximize physical distance from others. Social settings of more than 10 people, where appropriate distancing may not be practical, must be avoided (e.g., receptions, trade shows).

- The number of individuals in a particular location will be strictly controlled in order to make sure that safe social distancing is maintained. Some of these limits are addressed for individual industries in the industry guidance, but where it is not otherwise stated, the upper limit is 30% of fire code occupancy (excluding staff).

- Interstate travel restrictions and the fourteen (14) day self-quarantine requirements of the State of Emergency Orders remain in place.

- Non-essential travel should be avoided.

- ALL VULNERABLE INDIVIDUALS should continue to shelter in place. Members of households with vulnerable residents should be aware that by returning to work or other environments where distancing is not practical, they could carry the virus back home. Precautions should be taken to isolate from vulnerable residents.

* Delaware Guidelines regarding gatherings/outdoor events and interstate travel restrictions have been updated as of May 26th – please see updated information here.
PART 1: GENERAL GUIDANCE

The following is general guidance that applies to all individuals and businesses during the Phase 1 reopening. During this phase, strict social distancing must be observed. Great care must still be paid to limit the spread of the virus in order to prevent outbreaks because infection rates, while slowing, remain high. This broad guidance is as follows:

GENERAL GUIDANCE: BUSINESSES

- Employers should close COMMON AREAS where personnel are likely to congregate and interact, or enforce strict social distancing protocols.

- Employees and customers have a responsibility to self-quarantine if they have a reason to expect that they may be ill or may have come into contact with COVID-19. Employees who are symptomatic must not physically return to work until cleared by DPH or their medical provider.

- Employers are encouraged to continue to have staff work from home whenever possible. Employees who have been working from home throughout this crisis should continue working from home unless there is a substantive change to business operations in Phase 1 (e.g., a business was closed, but now it’s open).

- All surfaces touched by customers, including doors, restrooms, and point of sale infrastructure must be disinfected using an EPA-approved disinfectant every 15 minutes to 2 hours.

- All employees required to go to work should perform a daily health check as prescribed by the Delaware Division of Public Health.

- All employees should wash hands regularly with soap and water throughout the work day, and in particular after any time they come into contact with a customer. Hand sanitizer should be used to supplement hand washing throughout the day. Employees must also maintain social distance from each other while working. This can be accomplished through spacing or moving workstations, staggering shifts or other means.

- Businesses must make hand sanitizer or handwashing stations readily available for all employees and customers.

- Downtime should be given between shifts and after closing for thorough cleanings of an establishment at a minimum after each day.

- Employers should post signs on how to stop the spread of COVID-19, hand hygiene, and properly wear a cloth face covering.
The following guidance is for providers of food or drink, such as restaurants, breweries that provide table service, taverns, and bars that provide table service, in addition to the general guidance that applies to all businesses:

- Staff and customers must follow the general guidance on the wearing of cloth face coverings at all times, except for customers seated at a table to eat or drink, who may remove the cloth face covering while seated at the table in order to do so.

- Tables and booths must be arranged in a way that ensures seated customers at one table are at least six feet apart from seated customers at another table. For booths, this typically will mean seating customers at every other booth. For freestanding tables (with pull out chairs), there should be eight feet apart to ensure that a seated guest is six feet from seated guests at other tables. Inside and outside seating must both comply with these standards. Tables must be disinfected in between each party.

- Only members of the same household unit may be seated at a table, and guests must all have seats, be seated, and remain seated unless going to the restroom. Orders must be placed from the table, and both food and drink must be delivered to the table by the staff of the facility. A guest should not leave the table to retrieve food or drink.

- For restaurants that provide table service: Diners must have a reservation in order to sit down in a facility (takeout can still continue under pre-Phase 1 guidelines, but should be done without those ordering entering the dining facility when picking up order). Signage must be posted to remind people not to enter the restaurant without a reservation and provide a number to call from their car in order to place a reservation.

- For restaurants that do not provide table service: Counter service locations must be spaced 6 feet apart. Signage and floor markings must be present to guide patrons in appropriately spacing while in line. Staff must be designated to monitor patrons entering facility, monitor lines and ensure social distancing throughout facility.

- The total number of guests within a facility shall at no time exceed 30% of the fire code occupancy.

- Guests should be provided with single use, paper, disposable menus. All condiments (salt, pepper, ketchup, mustard, mayo, sugar, etc.) must be provided directly to diners in single-use disposable containers or re-usable containers that are cleaned between each party.

- Cups, lids, napkins, and straws must be delivered to the table after the party has been seated.

- Proper precautions must be taken when handling ready-to-eat foods. Variances or other allowances for bare hand contact are void until these restrictions are lifted.

- Self-service food and buffet options may not reopen.

- Bar service and seating at a bar may not reopen. The bar of a restaurant may open to prepare drinks to be brought to diners at their tables.

- Any to-go containers for food guests bring home after dining must be protected from possible contamination.

- Every restaurant is expected to have its own reopening plan and must follow DPH guidance.

- Customers should be guided to seats by staff to control traffic in, out, and through restaurants to ensure that safe social distancing is maintained as much as possible. If guiding to a table is not practical or safe, the restaurant should provide clear signage and instructions to control the flow of traffic through the facility.

- No activities, outside of those guests engage in while seated at a table, may take place, and any common areas where people would typically stand must be off limits if not otherwise occupied by tables with seated guests. This includes dance floors, arcade/bar game areas, pool tables, and similar spaces.
DELAWARE GUIDELINES FOR REOPENING – PUBLIC HEALTH

Please review the following guidelines from the Delaware Division of Public Health. Full text can be found on the Office of Food Protection website.

DELAWARE HEALTH AND SOCIAL SERVICES
Division of Public Health

COVID-19 Guidance

Reopening Phase I Requirements for Food Establishments

1. The food establishment must post face covering signage, available here. Management must ensure all staff and customers wear a face covering, except for customers seated at a table to eat or drink. Guidance is available here.

2. The food establishment must post social distancing signage, available here, and arrange tables so that guests are 6 feet apart. Guidance is available here. Tables and high human touch surfaces must be disinfected every 15 minutes to two hours, depending on volume and between each party. Disinfection guidance is available here. If food contact surfaces are disinfected, they will require a distinct rinse and application of an approved food contact surface sanitizer.

3. Must ensure that all guests have seats, be seated, and remain seated unless going to the restroom. Guests should not leave the table to retrieve food or drink.

4. Must ensure diners have a reservation in order to sit down in a facility. Signage must be posted to remind people not to enter restaurant without a reservation.

5. Food establishments that do not provide table service must ensure counter service locations are spaced 6 feet apart. Signage and floor markings must be present to guide patrons in appropriately spacing while inline. Staff must be designated to monitor patrons entering facility, monitor lines and ensure social distancing throughout facility.

6. Must ensure the total number of guests within a facility never exceeds 30% of the Delaware Fire Code Occupancy. Guidance for this is provided by the local Fire Marshal’s office. The State Fire Marshal and county contacts can be found here.

7. Must ensure that guests are provided with disposable menus and that there are no condiments on the table, with only single use condiments provided.

8. Must ensure that cups, lids, napkins, and straws must be delivered to the table after the party has been seated.

9. In accordance with the Food Code, must ensure no barehand contact by food workers with ready-to-eat foods.

10. Must ensure that self-service food and buffet options do not reopen. If any self-service areas are converted to employee dispensing areas, an easily accessible hand sink must be available.

11. Must ensure that bar service and seating at a bar do not reopen.

12. Must adhere to all Food Code regulations, including ensuring that to-go containers for food guests to bring home after dining are protected from possible contamination.

13. Every restaurant is expected to have its own reopening plan and must follow DPH guidance, available here and here, including employee health screening and return to work criteria.

14. Customers should be guided to seats by staff or clear signage to control traffic in, out, and through restaurant to ensure that safe social distancing is maintained as much as possible.

15. Must ensure that there are no common areas, pool tables, smoking areas, dance floors, etc. available for guests to congregate in.
## DELAWARE COMPLIANCE GUIDELINES - DPH CHECKLIST

This compliance checklist will be used by Food Safety Inspection Officers, and can be used as for restaurant reopening plans. Also available on the [Food Protection website](#).

### DPH COVID-19 Reopening Phase Compliance Checklist for Food Establishments

<table>
<thead>
<tr>
<th>Number on Guidance Document</th>
<th>Category</th>
<th>Phase I Non-Compliance (X)</th>
<th>Comments/Notes of Repeat Non-Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Face Covering</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Guests 6’ Apart and Disinfection</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Seats and Seated</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Reservation System for Table Service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Floor Marking, Signage for Counter Service/ Pickup</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Guests = 30% Fire Code Occupancy</td>
<td>0.30 x ______ = ______</td>
<td>Fill in posted Maximum capacity, multiply by 0.3, this equals number of allowable guests. Does not include staff.</td>
</tr>
<tr>
<td>7</td>
<td>Disposable Menu and Condiments</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Food Utensils Not Set on Tables</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>No Bare-Hand Contact with Ready-to-Eat Food</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>No Self-Service/ Buffets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>No Bar Seating/ Service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Protect To-Go Containers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Reopening Plan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Guidance, Signage, Control of Flow</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>No common areas for Gathering</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

“X” = Non-Compliant with Governor’s Phase I Guidance. See guidance document for educational resources to be compliant.
DELAWARE GUIDELINES FOR REOPENING - SIGNAGE

The following two signs are required in all Delaware businesses reopening to the public. Downloads are available for printing at the links below.

**WELCOME**
FACE COVERINGS REQUIRED.
Thank you.

For more information please visit: de.gov/coronavirus

**Use una mascarilla.**

Llame al 2-1-1 • de.gov/coronavirus

**PLEASE NOTE!**
Restaurant phone number/reservation line must also be posted, for compliance with reservation-only policy.
The restaurant industry has an outstanding track record of complying with food safety regulations, and continually remaining dedicated to protecting our employees and guests. To ensure everyone’s safety as we welcome the public back into our dining spaces, we ask that restaurants and guests promise to abide by these defined safety & protection standards.

**OUR RESTAURANT PROMISE TO YOU**

- We will continue to be a leader in safe sanitation practices - encouraging all team members to become certified in safe food handling, and maintaining that a certified food protection manager is present on every shift.
- We will continue to protect both employees & guests by asking any staff that is sick or experiencing any COVID-19 related symptoms to remain at home.
- All indoor and outdoor seating options will comply with the appropriate physical distancing guidelines.
- Hand sanitizer and/or hand washing stations will be available at all times for both employees and guests, and all common areas/surfaces will be cleaned and sanitized frequently.
- Restaurant staff agree to wear proper face coverings for the safety of guests and coworkers.
- 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 Delaware Restaurant Promise at our entrances so everyone understands the steps we must all take to keep our communities safe.

**YOUR PROMISE AS GUESTS**

- If you have recently been exposed to COVID-19, are experiencing symptoms (including a fever, cough, or shortness of breath), or have underlying health conditions, please help us keep everyone safe by using our contactless delivery or carryout options.
- All guests will limit party size, follow reservation & seating policies, and abide by all physical distancing guidelines.
- Guests agree to wear face coverings as required in public places (when entering and moving through restaurant), but are permitted to remove at the table for eating/drinking.
- If you have any questions about the Delaware Restaurant Promise, please ask to speak to a manager to address your concerns.

This document available for download on the DRA Website
**WHAT IS THE DELAWARE RESTAURANT PROMISE?**

In partnership with the Delaware Restaurant Association and public health officials across the State, restaurant owners and operators will make a set of commitments to their employees and guests, entitled "The Delaware Restaurant Promise." When guests see this endorsement and set of standards, they can be certain that the restaurant is taking all necessary steps to protect their employees and guests, and are committed to following all public health & safety guidelines provided by Governor Carney and the Delaware Department of Health during the Reopening Phases.

The Delaware Restaurant Promise also empowers restaurant guests to enact their own safety measures and follow the public health guidelines to protect both themselves and employees as we resume dine-in service within restaurants. With this collaborative community effort, restaurants and guests can work together to restore Delaware’s vibrant restaurant community - and get back to safely enjoying dining, gathering, celebrating and supporting their favorite restaurant locations.

For more information, please visit delawarerestaurant.org.

**WHO CAN PARTICIPATE IN THE DELAWARE RESTAURANT PROMISE?**

Any restaurant or foodservice establishment that is reopening dining areas to the public during the Phased Recovery Period in Delaware.

**HOW DO RESTAURANTS PARTICIPATE IN THE DELAWARE RESTAURANT PROMISE?**

Restaurants must agree to the following commitments to protect their employees and customers:

- Continue to be a community leader in safe sanitation practices, encouraging all team members to become certified in safe food handling, and continuing to ensure that a certified food safety manager is present during all shifts.
- Encourage staff to complete a health survey prior to beginning each shift, and ask that all staff who are sick or experiencing COVID-related symptoms to remain at home.
- Develop a new floor plan, guest seating chart, reservation system and service map that complies with physical distancing guidelines and makes sure that guests are appropriately spaced when dining and while waiting for tables.
- Create and implement a reopening plan that follow all cleaning, disinfecting and sanitation guidelines recommended by the Department of Health
- Post the Delaware Restaurant Promise at our entrances to demonstrate our commitments to the reopening guidelines and ongoing health and safety of our employees and guests as we welcome you back into our restaurant.

**HOW DO GUESTS PARTICIPATE IN THE DELAWARE RESTAURANT PROMISE?**

Guests who enter the restaurant are encouraged to read the Delaware Restaurant Promise (posted at the restaurant entrance), and should agree to the following commitments to protect themselves and the restaurant staff:

- Guests agree to not enter the restaurant if they are experiencing any symptoms of COVID-19 - and are asked to instead use contactless delivery options provided by the establishment.
- Guests agree to follow all restaurant guidelines, as posted and required by Governor Carney & the Department of Health regarding the Phases of Restaurant Reopening.
DELAWARE GUIDELINES FOR REOPENING - TRAINING

Please consider the following staff training opportunities as we near Phase 1 Restaurant Reopening - many are available free of charge or at reduced rates for a limited time.

**SERVSAFE DELIVERY TRAINING**
(FREE FOR MEMBERS)
This training video features:
- Packaging best practices to reduce risks of exposure and food contamination
- Cleaning and sanitizing considerations for delivery
[Click here for more info](#)

**SERVSAFE TAKEOUT TRAINING**
(FREE FOR MEMBERS)
This training video features:
- Guidelines for single-use gloves
- Heightened cleaning/sanitation
- Packaging considerations for takeout and curbside pickup
- Guest contact precautions
[Click here for more info](#)

**SERVSAFE FOOD HANDLER TRAINING**
(FREE FOR MEMBERS THRU 5/31)
This training features:
- Basic Food Safety
- Personal Hygiene
- Time and Temperature
- Cross-Contamination/Allergens
- Cleaning and Sanitation
[Click here for more info](#)

**NRA / SERVSAFE REOPENING GUIDANCE**
(FREE FOR MEMBERS)
This training features:
- Recognizing actions to reduce risk
- Face coverings, hand washing, and food handling
- Guidelines for cleaning/sanitizing/disinfecting
- Operational changes to maintain social distancing
[Click here for more info](#)

**SERVSAFE MANAGER TRAINING**
(REDUCTED ONLINE COURSE RATE - NOW $175)
This training features:
- Food safety requirement that fulfills Dept of Health requirements for food safety managers
- Available now at reduced rate of $175 for online course + in-person exam (when exams resume)
[Click here for more info](#)
DELAWARE GUIDELINES FOR REOPENING - HR FAQ

Have questions about reopening, bringing back employees, state or federal loan programs? Answers to some frequently asked questions appear below.

**What are the new employer requirements for expanded paid leave? Are there adjustments if I am a small business employer with less than 50 employees?**

The Families First Coronavirus Response Act (FFCRA or Act) requires certain employers to provide employees with paid sick leave or expanded family and medical leave for specified reasons related to COVID-19, including quarantined employees, care for a quarantined family member or child, or lack of available childcare/school closings.

Small businesses with fewer than 50 employees may qualify for exemption from the requirement to provide leave due to school closings or child care unavailability if the leave requirements would jeopardize the viability of the business as a going concern.

Read more from Federal Dept of Labor [here](#). FAQ's on Paid Leave [here](#).

**Do I need to document offering available work to my employees/bringing staff back prior to opening? What if they refuse the available hours? Will employees be denied unemployment benefits if they refuse work?**

It is recommended that offerings of hours to employees be documented in writing - see samples of recall letters [here](#). Additionally, if an employee does not want to return to work/denies available hours, this should also be documented - see sample notice [here](#).

Employees that are effectively terminated due to refusing available are liable should also be documented, and are liable to review by the Delaware Unemployment Office, and may be subject to recovery if they are found to be under-reporting available work or work/income during the receipt of benefits.

Federal Department of Labor Q&A link [here](#), for more information.

**I need help with my Paycheck Protection Program (PPP) loan, or have questions about making sure I qualify for loan forgiveness. I need access to capital - what are my other options, both in Delaware & federally?**

The PPP loan program is a federal loan program designed to offer business owners loan forgiveness, if they can demonstrate that funds were used primarily for payroll costs. The ratios on payroll to other expenses were originally 75:25, but may change due to a new relief bill currently being voted on in Congress. The DRA will publish updates as they become available. [Click here to read more](#).

The Delaware Division of Small Business also released new guidance about the DE H.E.L.P. (Hospitality Emergency Loan Program) - businesses with sales of up to $15 Million are now eligible. [Read more here](#).

Additional information about tax credits, loan programs and relief for small business owners available [here](#).

**Is my restaurant able to resume operations in outdoor spaces? Is there a capacity restriction and/or can I expand my outdoor dining space?**

Delaware restaurants may resume dine-in services in Phase 1 of reopening, on June 1st. There is a 30% capacity restriction for indoor dining, but no capacity restriction on outdoor space as long as all other guidelines are followed. To apply for an expansion of outdoor space, you will need to submit information to your city/town, as well as the Alcohol Commissioner. [Read full guidelines here](#).