



## COVID-19

### Guidance for Food Service Establishments - 100% Capacity with Barriers

Starting October 1<sup>st</sup>, 2020 the Governor has expanded access in restaurants and food service establishments to include seated indoor dining at 100% capacity with barriers in place of social distancing. Barriers do not provide the same level of protection as social distancing and this change increases the level of risk inside facilities and may alter the intended air movement in a facility leading to additional risk factors. Food service facilities have a responsibility to keep their patrons safe. Follow the below guidelines to maximize safety while inside a food service establishment.

#### Patron Safety

- Restrooms shall be monitored and regularly cleaned. Soap and towel dispensers/hand drying devices shall be stocked and/or functional at all times.
  - Incorporate a log for cleaning, monitoring, and stocking restroom facilities.
  - Restroom occupancy should be limited to incorporate social distancing, and waiting lines outside of restrooms should be avoided.
- Clean and sanitize frequently touched surfaces throughout the establishment including door handles, point-of-sale systems, wait staff stations, chairs, tables, and condiments (ex. Salt, pepper, ketchup bottle) between customers.
  - Look into using single serving, pre-packaged salt, pepper, condiments.
  - Create cleaning/sanitizer logs to keep track of when to clean/sanitize high touch surfaces and when to refresh sanitizer solutions, and make sure cleaning and sanitizing supplies are well stocked.
- Ensure sanitizer is always at proper concentration and verify with chemical test strips.
- Provide alcohol based hand sanitizer (of at least 60% alcohol) or sanitizing wipes available for patrons and staff at the reception desk.
- Post signage to remind patrons to wear masks/face coverings in situations where social distancing cannot be achieved and up until the point that they are seated for dining (ex. Waiting for pick-up or seating, walking to and from the table).
- Discontinue the use of server/check books and instead place the check directly on the table or conduct transactions electronically, sanitizing in between transactions.
- Use menu boards, disposable menus, or sanitize menus in-between customers.
- Discontinue use of cloth table coverings.
- **Customer self-service for drinks, salad bars, buffets, condiments, unwrapped utensils, and plates is prohibited.**
  - Eliminate table pre-sets. Look into using rolled silverware.
  - Employee staffed buffets are allowed so only staff are touching serving utensils and serving customers. Social distancing in serving lines must be maintained at all times.



# CITY OF NASHUA

## Division of Public Health & Community Services

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- Both employees serving and customers waiting in buffet/serving line must wear face coverings.
- **Tables must be spaced to ensure people sitting at adjacent tables are more than 6 feet apart or install barriers as directed in the September 24<sup>th</sup>, 2020 state guidelines.**
  - People moving between tables should have adequate space to safely move between tables.
  - We encourage facilities to tape off or use other physical means to visually represent social distancing guidelines.
  - All barriers must be rigid, non-porous, easily cleanable, and cleaned before seating new customers.
  - Barriers must extend upwards at least 6 feet from floor level.
  - Barriers shall not be used at bars and social distancing must be maintained.
- **Customers are not allowed to stand/mingle in the bar area, they must be seated with social distancing between parties.**

### **Mask Requirement – Ordinance O-20-018/O-20-029**

- Nashua has a mask ordinance which requires masks to be worn inside businesses.
  - All employees shall wear a mask over their mouth and nose when interacting with the public and within six feet of a co-worker or customer.
  - All members of the public, including vendors and contractors, must wear a mask while entering any business, including restaurants.
  - The only time customers may remove their mask is while seated at their tables. Masks must be worn in all other areas of the restaurant while not seated.

### **Contact Tracing**

- Reservations or call ahead seating is strongly recommended to promote social distancing and prevent groups of people waiting for tables.
  - Nashua Division of Public health and Community Services strongly advise food service establishments to collect contact name and phone number for each patron in case of an outbreak.
  - If an outbreak is linked to an establishment and no contact information has been collected, a press release may be issued to the general public to locate contacts to a confirmed case.

### **Employee Health**

- Managers should check-in with employees at the beginning of each shift to ensure worker health and review proper hygienic practices.
- Post signs and tell employees and patrons to stay home while sick.
  - Send employees home if they are showing signs of a respiratory illness, fever, flu-like symptoms and/or abrupt loss of taste and smell senses.



- Frequently wash hands with warm water and soap for at least 20 seconds.
  - Ensure soap and paper towels are adequately stocked at each hand sink.
- Remind employees to avoid touching their eyes, nose, and mouth. Cover nose and mouth when coughing and sneezing with a tissue, then immediately dispose of the tissue and wash hands for at least 20 seconds.
- Facility managers should assign a safety manager who is on site during all hours of operation to monitor and enforce social distancing and safety guidelines.

### **Indoor Air Quality**

- **Evaluate the ventilation system to increase ventilation for dining areas and overall building.**
  - Increase the number of air exchanges.
  - Increase fresh air from outdoors, limit internal air circulation.
  - Improve central air filtration.
  - Upgrade HVAC filter to a MERV 13 or higher based on what your system can handle.
  - Clean and replace filters frequently as needed.
  - Ensure air returns are not blocked.
  - Maintain HVAC systems and have them inspected regularly to ensure full functionality.
  - All facilities must consult with its HVAC contractor to ensure any installed barriers do not cause issues or limit air exchanges throughout the food service establishment as this could greatly increase the risk of viral transmission.

If you have any questions or would like more information, please call us at 603-589-4530 or visit [www.nashuanh.gov](http://www.nashuanh.gov) as guidance may change due to the rapidly changing nature of this event.

### **Additional Resources**

Email Questions to [EO40issues@doj.nh.gov](mailto:EO40issues@doj.nh.gov)

Nashua Mask Ordinance and Supplemental Requirements:

<https://www.nashuanh.gov/ArchiveCenter/ViewFile/Item/6403>

<https://www.nashuanh.gov/ArchiveCenter/ViewFile/Item/6523>

NH Task Force Restaurant Guidance – September 24<sup>th</sup>, 2020:

<https://www.covidguidance.nh.gov/sites/g/files/ehbemt381/files/files/inline-documents/guidance-restaurants.pdf>

CDC Considerations for Restaurants and Bars – September 2020:

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/business-employers/bars-restaurants.html>



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FDA Food Safety COVID-19 Guidance – September 2020:

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

City of Nashua Resources:

<https://www.nashuanh.gov/1343/Resources-Guidance>