

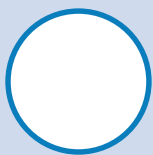
RE-OPENING CHECKLIST & BEST PRACTICES DURING COVID-19

Businesses, Food Service, Schools and Other Workplaces

Follow this checklist and best practices to reduce exposure of COVID-19 to your staff and guests and to safely re-open and operate during the COVID-19 pandemic. [View essential COVID-19 related supplies available to help create a safe and healthy workplace.](#)

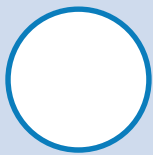
Sources: Center for Disease Control, NYS Department of Health, Food & Drug Administration, Environmental Protection Agency, NYS Hospitality & Tourism Association.

BE HEALTHY



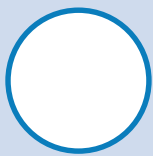
WASH AND SANITIZE HANDS FREQUENTLY.

- Frequent hand washing with soap is vital to help prevent the spread of viruses. **Employees and guests should wash and sanitize their hands frequently** and especially before and/or after using the restroom, sneezing, coughing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break, touching food, and before or after starting a shift. [Download our industry-specific Hand Washing Posters](#) on how and when to wash hands. Also [download the CDC's Stop the Spread of Germs Poster](#) showing seven practices to stop the spread of germs.
- Employees and guests should be reminded **not to touch their faces or masks.**
- **Hand sanitizer dispensers, touchless when possible, should be placed in high traffic areas** including entrances, waiting areas and throughout the front and back operations areas.



WEAR A MASK AND OTHER APPROPRIATE PPE.

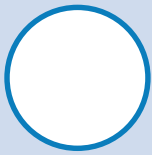
- **Appropriate personal protective equipment (PPE) should be worn by all employees** based on their role and responsibilities and in adherence to state or local regulations and guidance.
- **Every employee entering the establishment should be provided a safety rated mask**, such as N95, KN95 or surgical masks, and be required to wear a mask while at the establishment. Consider not allowing employees to wear DIY or cloth masks due to their low effectiveness at filtering out virus particles. [Download our free Mask Protection Efficiency Sheet](#) for a comparison of mask effectiveness.
- **Instruct employees and guests on how to properly wear face masks.** [Download our Mask Usage Sheet](#) on how to properly wear a mask.
- **Safety glasses, gloves and other PPE should be provided** to staff whose responsibilities require them and guidelines should be provided as to when specific PPE is required.



POST SIGNAGE.

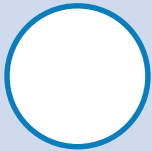
- **Appropriate signage should be prominently displayed throughout the establishment** for employees and guests, such as entrances, restrooms, waiting areas, ordering areas and lobbies, outlining proper practices and health and hygiene reminders, such as hand washing/sanitizing, mask usage, current physical distancing and other practices being enforced at the establishment.
- **Post signage that communicates to guests the methods you are taking to create a safe and healthy environment**, such as disinfection procedures.
- **Back of operations signage should be posted reminding employees of proper practices** including infection prevention, cleaning and disinfection, mask usage, glove usage, hand washing and other applicable practices.
- [Download free COVID-19 related posters and signage](#) for employees and guests.

BE HEALTHY (continued)



CONSIDER CONDUCTING HEALTH CHECKS AND TAKING TEMPERATURES.

- Employers are encouraged to **take each employee's and business visitor's temperature** with touchless thermometers.
- Employees or business visitors confirmed to have a **temperature over 100.0°F should not be allowed entry to the establishment** and instead be directed towards appropriate medical care.
- **Points of entry should be limited** to allow for temperature checks.



DEVELOP A PROCESS SHOULD AN EMPLOYEE OR GUEST SHOW SYMPTOMS. DOCUMENT, COMMUNICATE AND TRAIN ALL EMPLOYEES ON THE PROCESS.

EMPLOYEES:

- Employees and guests should be instructed to **contact a manager** if they notice an employee or guest with a cough, shortness of breath, temperature or other known symptoms of COVID-19.
- Employees who are not feeling well should be **instructed to stay home**.
- If an employee has tested positive for COVID-19, **consider who the employee has worked with** in close proximity. Sanitize all areas the employee worked.
- Businesses have an obligation to **inform employees if they have been exposed to COVID-19**.
- **Do not disclose the identity of a symptomatic employee or guest** and keep all medical information confidential.

GUESTS:

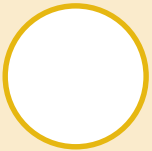
- Instruct employees to **notify management** if they notice a guest with symptoms.
- Inform guest that you would like to accommodate them, but you have **concerns about the health and safety of other guests and staff**. Encourage them to go to the nearest medical facility. Ensure a second staff member is present as a witness if entry is denied.
- **Refund the guest**, if applicable.
- **Disinfect the surfaces the guest might have touched** after they leave.
- **Consider preparing a written statement** after-the-fact explaining what happened, why it was believed the guest posed a health risk, and include contact information if follow up is needed.

CLEAN & DISINFECT



DETERMINE WHAT NEEDS TO BE CLEANED.

- **Focus on frequently touched surfaces**, such as tabletops/countertops, doorknobs, handles, light switches, chairs, phones, keyboards, desks, point of sale systems and kiosks, handrails, elevators, ATMs, carts, all publicly shared equipment, etc. Plan to **disinfect these areas frequently and daily at a minimum**.
- **Consider eliminating shared equipment/materials**, such as vending machines, coffee makers, magazines, newspapers and other shared/publicly used items.
- **FOOD SERVICE OPERATIONS** – clean and sanitize:
 - ice machines and ice bins
 - food contact surfaces and counters (e.g. food preparation surfaces, cook line, beverage equipment, etc.)
 - coolers, freezers and hot and cold holding units
 - 3-compartment sinks and warewashing machines



DETERMINE THE APPROPRIATE CLEANING AND DISINFECTION PRODUCTS AND TOOLS NEEDED.

- **Determine the appropriate cleaning tools, personal protective equipment (PPE) and cleaners and disinfectants needed**, such as microfiber cloths, gloves, safety glasses, etc.
- **Use an EPA-approved disinfectant effective against COVID-19**. See the [EPA's List of Approved COVID-19 Disinfectants](#) and [EPA-approved disinfectants available through Regional Distributors, Inc.](#) In lieu of an EPA-approved disinfectant, the CDC recommends the use of any EPA registered disinfectant as it will provide better protection than a general cleaner. Be sure to leave surfaces wet to allow for proper dwell and disinfection times and do not wipe dry.
- **Consider electrostatic disinfection misting systems** that provide a portable, no touch application that allows solutions to wrap around and cling to surfaces to provide a higher level of disinfection. [Download our Electrostatic Disinfection Misting Systems brochure](#) for more information.
- **Clean visibly dirty surfaces with soap and water prior to disinfection**. Cleaning reduces the number of germs on the surface. Disinfecting kills germs on surfaces.
- **For soft, porous materials**, launder items (if possible) using the warmest appropriate water setting and dry items completely or disinfect with an EPA-approved disinfectant. Consider removing soft and porous materials in high traffic areas.
- **For linens and laundry**, all linens and laundry should be changed and laundered daily and washed at the highest temperature allowed. Dirty linen should be bagged to eliminate excess contact while being transported to a laundry facility.
- **Always follow the directions on the label**. Read the label to make sure it meets your needs. The label will include important safety information and application instructions.

FOOD SERVICE OPERATIONS:

- **Develop a more thorough disinfection process for turning tables**. Be sure to leave surfaces wet to allow for proper dwell and disinfection times and do not wipe dry.

CLEAN & DISINFECT (continued)



DOCUMENT CLEANING AND DISINFECTION PROCESSES AND TRAIN EMPLOYEES.

- **Provide clear instructions and train employees on proper infection prevention and disinfection practices** to ensure safe, effective and correct application of disinfectants.
- **Develop a disinfection schedule or routine plan** and train employees accordingly.
- **Create, distribute and post appropriate training signage** that outlines step-by-step processes. Contact your Regional Distributors Account Manager for available training materials and resources relevant to your solutions and business.
- **Ensure sufficient stocks of cleaning and disinfecting supplies** to accommodate ongoing cleaning and disinfection.

PHYSICAL (SOCIAL) DISTANCE



REARRANGE PHYSICAL LAYOUTS TO ENSURE APPROPRIATE DISTANCING.

- **Rearrange physical layouts**, such as office desks, waiting areas, lobbies, dining tables, meeting spaces, classrooms and other physical layouts to ensure proper distancing.
- **Visible markings should be placed on the floor to help enforce physical distancing.** When applicable, guests should remain inside their vehicle or in a safe location outside of the establishment until directed by staff.
- **Guests should be advised to practice physical distancing** by standing at least six feet away from other groups of people not traveling with them while standing in lines or moving around the establishment.
- Wherever possible, **guests entering and exiting should use separate doors.**
- **Stagger employee/customer arrival times** to minimize traffic volume.
- If your establishment has an elevator, **no more than four guests should be permitted per elevator.**



CONDUCT MEETINGS VIA PHONE, ONLINE OR OPEN SPACES TO ALLOW FOR PHYSICAL DISTANCING.

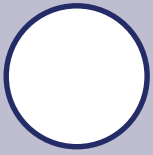
- Some video conferencing apps that have free subscriptions include Skype, Webex, Zoom and Google Hangouts.



FOLLOW LOCAL OR NEW YORK STATE MANDATED OCCUPANCY AND GATHERING LIMITS.

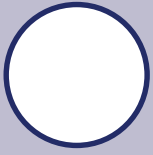
- For the latest NYS COVID-19 related mandates and orders, visit www.governor.ny.gov.

TRANSACTIONS AND ORDERS



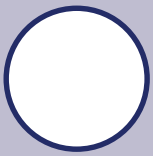
ASSESS USING/IMPLEMENTING CONTACTLESS TRANSACTION OPTIONS.

- **Look into contactless transaction and payment options**, such as EMV, tap and pay, and mobile wallets, that provides no person-to-person transfer and mitigates the chance of spreading germs.
- **Encourage the use e-mail** for all guest transactions and receipts.



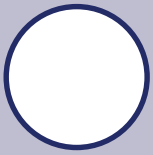
CONSIDER INSTALLING SNEEZE GUARDS.

- **Consider installing sneeze guards in close proximity person-to-person areas**, such as front desks, check-in areas, points of payments and food lines, to protect guests and employees.



UTILIZE DISPOSABLE, SEALED AND/OR SINGLE-USE PRODUCTS AND PACKAGING.

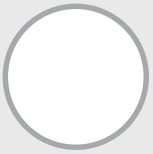
- **Replace reusable items with sealed single-use items**, such as food packaging, tableware, carryout utensils, food wrappers and plastic wrap, in shared areas, such as food service operations, break rooms, cafeterias, etc., to mitigate the chance of spreading germs. Make sure you have a sufficient stock.



REPLACE REUSABLE PRINT MATERIALS.

- **Eliminate reusable print materials that are reused/redistributed frequently**, such as menus, circulars, brochures and flyers, and **replace with disposable versions or digital versions** that can be viewed on large display screens or on personal devices.

PHYSICAL FACILITY



CHECK THAT THE PREMISES ARE IN GOOD ORDER.

- **Check that utilities and equipment are fully operational** (e.g. electrical, lighting, hot and cold water, sewage, gas services, and proper ventilation; hood systems for fire prevention; garbage and refuse areas; and toilet facilities).
- **Flush water lines**, including equipment water lines and connections.
- **Check for pest infestation** or harborage, and that all pest control measures are functioning.
- **FOOD SERVICE OPERATIONS:**
 - **Check coolers, freezers, and hot and cold holding units** are functioning properly and protected from contamination.
 - **Have calibrated thermometers available** and accurate to check equipment and product temperatures to ensure food safety/HACCP plans are executed as designed.
 - **Examine food for spoilage**, damage, expiration or evidence of tampering or pest activity. Discard food as appropriate.
 - **Check that food is properly labeled and organized**, such that receiving date and rotation is evident.
 - **Store food, packaging and chemicals properly** to protect from cross contamination.
 - **Check 3-compartment sinks and warewashing machines** are functioning and equipped with detergent and sanitizer.

PHYSICAL FACILITY (continued)

EVALUATE ITEMS TO REMOVE AND STOCK.

- **Conduct an inventory** of cleaning, disinfection, paper, packaging, food service, hygiene, etc. supplies (e.g. soap, sanitizer, paper towels, cleaners and disinfectants, hand wash signs, PPE and trash bins) and re-stock as needed to ensure appropriate levels of supply.
- **Remove high touch self-service containers** and items requiring frequent hand contact (e.g. seating covers, tablecloths, throw rugs, condiments, and reusable menus). In restrooms, relocate trash cans so doors can be opened and closed without touching handles.

INCREASE AND MAINTAIN GOOD AIR FLOW.

- **Assess increasing circulation of outdoor air** (as much as possible) by, for example, opening windows and doors and using fans. (Do not open windows and doors if they pose a safety risk.)
- **Check and clean ventilation systems** including air ducts and vents. The frequency of air filter replacement and HVAC system cleaning should be increased where fresh air exchange can be maximized.

CONTACT SUPPLIERS TO ENSURE DELIVERIES ARE SCHEDULED AND ABLE TO BE FULFILLED.

- **Review your updated delivery guidelines with suppliers** to accommodate minimal entry into your establishment and physical distancing practices.

alone we can
do so little.
together we can
do so much...

Regional Distributors, Inc. is committed to helping keep our customers and entire community safe during this time. If you have any questions, require additional resources/materials or need information, please contact your Account Manager directly or email akelley@regdist.com.



For more information or to place an order
for essential supplies:

Contact your Regional Account Manager
Order online catalog.regdist.com

Call (585) 458-3300
Email customer-service@regdist.com