



MICHIGAN
RESTAURANT
& LODGING
ASSOCIATION

ROADMAP TO REOPENING

A STEP-BY-STEP GUIDE TO NAVIGATING RESTAURANT REINTEGRATION

[MRLA.ORG/OPEN](https://mrla.org/open)



mrla.org
800-968-9668
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VALUE. VISION. VOICE.

INTRODUCTION

Dear Michigan Restaurateur:

The “Roadmap to Reopening” is a guidance document designed to help Michigan restaurants prepare to reopen their dining rooms amid new federal and state regulations, and with new expectations of safety by the general public.

The Michigan Restaurant & Lodging Association (MRLA) has combined guidance from the Center for Disease Control (CDC), Federal Drug Administration (FDA), Environmental Protection Agency (EPA), National Restaurant Association (NRA), Executive Orders from Governor Gretchen Whitmer and our work with the Michigan Economic Recovery Council (MERC).

As you work through the roadmap, please keep in mind that this document is not legal advice and that some of these changes may impact your Employee and Operations Handbooks. We encourage you to seek legal counsel as necessary when making those changes. The MRLA Legal Center is available to members at www.mrla.org/legalresources.

It is also important to remember that as you develop new protocols for your operation, it is incumbent upon you to meet relevant statutes including the Michigan Food Law of 2000, Michigan Liquor Control Code of 1998, the Fair Labor Standards Act and all other applicable state and federal laws.

We recognize that these are extraordinarily hard times for you and your business. We are with you every step of the way and will continue to provide the resources and guidance you need to successfully reopen your business and build a lasting recovery.

Sincerely,



Justin Winslow
President & CEO



ROADMAP TO REOPEN: CHECKLIST

Work through these steps to ensure you are able to meet all new COVID-19 requirements, protect your team members, build consumer confidence, and rebuild your business.

☐ **Expand & Establish Cleaning Procedures**

- o Ensure sanitizers and disinfectants are EPA-approved to kill COVID-19 and are used correctly
- o Conduct frequent kitchen cleaning
- o Conduct frequent Front of House cleaning
- o Clean all surfaces that customers contact
- o Establish and follow protocols for shutting down and sanitizing your establishment if you have employees with multiple COVID-19 systems and/or a confirmed COVID-19 case

☐ **Develop a COVID-19 Response Team**

- o Consult OSHA COVID-19 Guidelines
- o Designate staff for the COVID-19 team and allocate tasks
- o Conduct Employee Training on COVID-19 policy changes
- o Designate Team Member for every shift to enforce new COVID-19 policies

☐ **Employee Health & PPE Requirements**

- o Implement Employee Health Screening for each shift
- o Define protocol for symptomatic employees
- o Develop a plan to be able to identify and contact exposed employees
- o Establish handwashing stations and ensure they are properly supplied
- o Increase access to hand sanitizer
- o Ensure proper handwashing procedures
- o Procure Personal Protection Equipment (PPE) for all staff including face coverings and gloves
- o Ensure you have a policy to distribute PPE
- o Enforce use of PPE



ROADMAP TO REOPEN: CHECKLIST

☐ **Customer Health & Social Distancing**

- o Social Distancing of 6' is required for all guests
- o Space all seating areas to maintain social distancing guidelines
- o Mark spacing in lobbies, hostess stands, restrooms and other consumer gathering areas
- o Conduct customer health screening if owner deems necessary
- o Clean every customer contact surface

☐ **Managing Food Pick-Up & Delivery**

- o Social Distancing of 6' is required
- o Seal delivery packages

☐ **Verify Third Parties**

- o Ensure the people entering your business are cleaning and sanitizing
- o Ensure you can notify the third party contacts if you have a COVID-19 case
- o Implement health screening procedures

☐ **Water Systems**

- o Follow CDC guidance for reopening
- o Ensure your water system is fully pressurized and flushed before opening
- o Follow EGLE Type II well requirements if necessary

☐ **Menu & the Supply Chain**

- o Adjust menu if needed to adapt to supply chain shortages
- o Update the methods that your menu can be accessed by consumers
- o Communicate with your suppliers two weeks in advance of opening

Train your team.
Communicate with customers.

STEP 1: Expand + Establish Cleaning Procedures

According to the FDA, restaurants should continue to follow established food safety protocols and best practices for retail food establishments and important COVID-19 recommendations, including those listed below.

Key Steps to Food Safety

- Follow the food safety standard guideline of Clean, Separate, Cook, and Chill
- Wash, rinse, and sanitize food contact surfaces: dishware, utensils, food preparation surfaces, and beverage equipment after use
- Frequently disinfect surfaces repeatedly touched by employees or customers such as door knobs, equipment handles, check-out counters, etc.
- Frequently clean and disinfect floors, counters, and other facility access areas using EPA-registered disinfectants
- Prepare and use sanitizers according to label instructions
- When changing your normal food preparation procedures, service, delivery functions, or making staffing changes, apply procedures that ensure:
 - o Cooked foods reach the proper internal temperatures prior to service or cooling

TIP:

- *Use EPA-approved cleaning products*
- *Ensure all cleaning products are food grade*

- o Hot foods are cooled rapidly for later use – check temperatures of foods being cooled in refrigerators or by rapid cooling techniques such as ice baths and cooling wands
- o Minimize time that food is in the danger zone (41°F - 135°F)
- o Proper training for food employees with new or altered duties and that they apply the training according to established procedures

Eliminate Potential Contamination

- Discontinue self-serve operations such as salad bars, buffets, and beverage service stations
- Eliminate condiment sharing at tables

Maintain Correct Use of Sanitizers + Disinfectants

- Verify that your ware-washing machines are operating at the required wash and rinse temperatures and with the appropriate detergents and sanitizers
- All surfaces that come into contact with customers will need to be cleaned in between usage including menus, credit card, holders, condiments, etc.

****Ensure products are food grade****

STEP 1: Expand + Establish Cleaning Procedures

Conduct Frequent Cleaning of Kitchen

- Require hand washing before delivery of items to kitchen
- Elevate guidelines for disinfection frequency and cleaning requirements for each facility area
- Leverage mrla.org/open resources for charts and cleaning schedules

Conduct Frequent Cleaning of Front-of-House + Post Protocols

- Change the way menus are handled by using disposable, digital tablets, menus on the wall
- Clean menus after each use
- Train all employees on food safety health protocols
- Clean high contact areas after each customer based on FDA and CDC guidelines
- Post protocols for cleaning practices for employee adherence and customer trust
- Set up hand sanitizing station at entry way for customers

Supply Guidance + Conduct Audit for Cleaning Procedures

- Fill out cleaning checklist and share each day with management
- Train employees responsible for cleaning to use cleaning materials in accordance with manufacturing guidelines

Enforce Appropriate Shut Down, Pause + Cleaning Protocol

- Require employees to report to management if they test positive for COVID-19
- Leverage and reference NORO emergency group and michiganfoodsafety.com guidance when a positive COVID-19 case is identified
- Close restaurant immediately if an employee shows multiple symptoms per CDC guidance
- Conduct deep clean based on FDA and CDC guidelines
- Post signage on front door notifying customers of closure and deep cleaning being conducted
- Provide documentation of positive cases for necessary parties
- Record confirmed cases in accordance with OSHA guidance

APPENDIX

***Complete cleaning checklist:
Exhibit 1-1***

STEP 2: Develop a Response Team

Your organization will need to appoint a COVID-19 lead employee for every shift and establish a protocol for potential COVID-19 issues within your business.

What to Consider When Developing a Response Team

- Who in your organization will answer COVID-19 questions from consumers?
- Who will collect and maintain employee health screening and temperature?
- Who will enforce the social distancing inside the dining room, take-out pick up area, and waiting area?
- Using the CDC guidelines, what is your written company protocol for sick employees?
- Develop a COVID-19 preparedness and response plan, consistent with recommendations in Guidance on Preparing Workplaces for COVID-19, developed by the Occupational Health and Safety Administration (OSHA) and available [here](#). Your company's plan must be available at company headquarters or the worksite.
- Exhibit 2-1 and 2-2 in the Appendix have examples of what a Large Organization and Smaller Organization Response team might include:
 - o For a Larger Organization: ownership, human resources, communications, food safety, and store managers
 - o For a Small Organization: owner, general manager, and the designated person in charge for each shift.

Core Response Team Responsibilities

- Prohibit gatherings of any size in which people cannot maintain six feet of distance from one another
- Limit in-person interaction with clients and patrons to the maximum extent possible
- Prohibit any interaction in which people cannot maintain six feet of distance from one another
- Restrict the number of workers present on premise to no more than is strictly necessary to perform the in-person work permitted under this order
- Screen Employees Daily - see Exhibit 3-1
- Prohibit sick employees from entering the establishment and send home employees who display symptoms of COVID-19
- If you have any employee test positive for COVID-19 follow the instructions of EO 2020-36.
- If an employee tests positive for COVID-19, the establishment must notify food vendors and other employees of the positive test results as soon as possible and in no case later than 12 hours after receiving the test results, without revealing the personal health-related information of any employee
- Designate who will be responsible for ensuring proper notice is completed
- Assign one person to hand out masks, place glove boxes in visible locations and refill hand sanitizers

Conduct Employee Training on COVID-19 Protocols

- Empower employees to handle potential issues with health screening or customer concerns
- Post customer health screening at entrance of building

APPENDIX

Exhibit 2-1

Exhibit 2-2

Exhibit 3-1

STEP 3: Employee Health + PPE Requirements

Employee Health Screenings

Employee Health Screening is now mandated. The questionnaire labeled 3-1 in the Appendix has the questions owners are required to ask their team. You can add these questions to your payroll system, time clock, POS systems, or you can use the paper format.

This must be done for every employee for every shift.

Define Protocol for Symptomatic Employees

- Employees are responsible for reporting health of employee or family before coming in via phone/email
- Ensure employees with symptoms are sent home immediately and other employees are informed
- Clean potentially exposed areas of restaurant
- Require a doctor's note release for returning to work if an employee has laboratory confirmed COVID-19
- If an employee has symptoms, but not laboratory confirmed COVID-19, they should remain at home for quarantine based on CDC requirements

Identify and Contact Exposed Employees

- Educate employees on how to manage symptomatic customers upon entry or in the restaurant
- Notify employees if a positive case individual visited the restaurant (customer, supplier, employee)
- Inform team members and manager of potential exposure when employee is sent home
- Restrict business and personal travel and have employees self-quarantine if possible after travel

Handwashing Stations

Your organization will need to ensure all employees have access to handwashing stations and sanitizers. Food code requires hands are washed with soap and water.

Basic Handwashing Procedures

Step 1: Wet hands and arms using running water as hot as can be tolerated

Step 2: Apply soap, using enough to build up a good lather

Step 3: Scrub hands and arms vigorously for 10 to 15 seconds; clean under fingernails and between fingers

Step 4: Rinse hands and arms thoroughly using running warm water

Step 5: Dry hands and arms using single-use paper towel or hand dryer. DO NOT use your apron or uniform

Step 6: Use a paper towel to turn off the faucet and ensure paper towel goes in the trash receptacle

TIP:

Employees should be 6' apart whenever possible

APPENDIX

Exhibit 3-1

STEP 3: Employee Health + PPE Requirements

Personal Protection Equipment (PPE)

Business owners will need to provide access to gloves and face masks for all employees. Best practices for how to distribute masks and verify the use of masks will need to be determined. Front of the House needs to be included in handwashing, gloves, and mask monitoring. Face masks can be homemade cloth face masks and do not need to be N-95 masks.

Provide instructions for the distribution of PPE and designate on-site locations for soiled masks. Encourage or require the use of work gloves, as appropriate, to prevent skin contact with contaminated surfaces. Adopt protocols to limit the sharing of tools and equipment to the maximum extent possible and to ensure frequent and thorough cleaning of tools, equipment, and frequently touched surfaces. Gloves should also be readily available for suppliers.

[Click here to download FDA Glove Guidance](#)

[Click here to download CDC Face Mask Requirements](#)

TIP:

- *Ensure all employees understand the use of PPE*
- *Ensure hosts and servers wear masks in dining areas to encourage safety and proper hygiene*

Personal Protection Equipment Vendors

A complete list of PPE vendors is available at mrla.org/open.



STEP 4: Customer Health + Social Distancing

In a post COVID-19 climate, it is imperative for business owners to build consumer confidence and ensure their safety. It is highly recommended that you provide guests with access to hand sanitizers and handwashing stations.

Social Distancing inside Food Service Establishments

- Keep all guests 6' apart inside the establishment
- Space tables to be 6' apart
- Space bar stools to be 6' apart
- Place an X or another marker on the ground to guide guests

Customer Health Screening*

Generally, if a business has a reasonable belief that the guest poses a safety risk to the other guests and staff, it may refuse to accommodate the guest. Here is some guidance on how to handle this situation:

- Ensure management is involved by instructing staff to inform them if they have guests with symptoms checking in
- Inform guest that you would like to accommodate them, but you have concerns about the health and safety of other guests and staff, then direct them to the nearest medical facility
- Ensure a second staff member is present as a witness
- Refund the guest if the meal was pre-paid
- The manager should prepare written statements afterwards to explain what happened and why they believe the guest posed a health risk
- Disinfect the surfaces where the guest might have touched after they leave

**The MRLA has developed a Customer Health Screening template that is available in the Appendix labeled 3-2. As of the publication of this document, Customer Health Screening is not a mandated requirement, however this could become mandated in the future.*

TIP:

In preparing your organization to welcome guests safely, here are a few things to consider:

- *Curbside delivery to prevent guests from gathering inside*
- *Accept reservations only to prevent waiting in the lobby*
- *Ask guests to wait in their cars, while you prepare their table*
- *Utilize touchless payment, card only, single use pens, table side check out*

APPENDIX

Exhibit 4-1

Exhibit 3-2

STEP 5: Managing Food Pick-Up + Delivery

Operational Guidance

- Observe established food safety practices for time/temp control, preventing cross contamination, cleaning hands, ill employees, and storage of food, etc.
- Establish designated pick-up zones for customers to help maintain social distancing
- Practice social distancing when delivering food, e.g., offering “no touch” deliveries and sending text alerts or calling when deliveries have arrived
- Conduct an evaluation of your facility to identify and apply operational changes in order to maintain social distancing if offering a take-out/carry-out option
- Keep hot foods hot and cold foods cold by storing in appropriate transport vessels
 - Keep cold foods cold by keeping enough coolant materials, e.g., gel packs
 - Keep hot foods hot by ensuring insulated cases are properly functioning
- Provide visual reinforcements for social distancing

Sanitation Guidance

- Have employees wash hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, after blowing their nose, coughing or sneezing, or after touching high touch surfaces, e.g., doorknobs, and doorbells
 - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol
 - Always wash hands with soap and water if hands are visibly dirty
- Increase the frequency of cleaning and disinfecting of high-touch surfaces such as counter tops and touch pads and within the vehicle by wiping down surfaces using a regular household cleaning spray or wipe
 - Read the label and follow manufacturer’s instructions for use
- Keep foods separated to avoid cross contamination, e.g., keeping raw foods separated from cooked and ready-to-eat foods
- Ensure that any wrapping and packaging used for food transport is done so that contamination of the food is prevented
- Routinely clean and sanitize coolers and insulated bags used to deliver foods

TIP:

Consider sealing delivery packages to demonstrate they are tamper-proof to the consumer. Use a sticker that seals the lid of the containers & add a message to the customer that can be printed on the label with your company logo.

STEP 6: Verify Third Parties

Every person coming into your establishment needs to be healthy, including food deliveries, linen deliveries, beer, wine and liquor delivery services and other suppliers. Below is a screening template to use for suppliers.

NOTICE TO SUPPLIERS / CONTRACT SERVICE PROVIDERS

- 1. Vendors moving between food-selling establishments must frequently clean and disinfect frequent touch points.**
- 2. If an employee at a food-selling establishment tests positive for COVID-19, the establishment must notify food vendors and other employees of the positive test result as soon as possible and in no case later than 12 hours after receiving the test result, without revealing the personal health-related information of any employee.**
- 3. Do you have any of the following symptoms?**
 - ☐ Yes ☐ No **A.** Fever of 100.4 degrees or higher (as measured by a touchless thermometer if available, but a verbal confirmation of lack of fever is sufficient if a touchless thermometer is not available)?
 - ☐ Yes ☐ No **B.** Cough (excluding chronic cough due to a known medical reason other than COVID-19)?
 - ☐ Yes ☐ No **C.** Shortness of breath?
 - ☐ Yes ☐ No **D.** Sore throat?
 - ☐ Yes ☐ No **E.** Diarrhea (excluding diarrhea due to a known medical reason other than COVID-19)?
- 4. Have you travelled internationally or outside of Michigan in the last 14 days, excluding commuting from a home location outside of Michigan? For purposes of this order, commuting is defined as traveling between one's home and work on a regular basis.**
 - ☐ Yes ☐ No
- 5. Have you had any close contact in the last 14 days with someone with a diagnosis of COVID-19?**
 - ☐ Yes ☐ No

If you answered yes to any of the questions above, you are not permitted to enter.

***Please contact _____ our manager at _____ to
arrange for an alternative service delivery plan.***

Name and company representing



STEP 7: Water Systems

Review the following the CDC guidance for reopening water systems after a period of time where water may have become stagnant. Also consult with Michigan Department of Environment, Great Lakes, and Energy (EGLE) as to water sampling and possible requirements that may have for Type II Wells.

Foodservice Establishments

Short closure with Fully Pressurized Water:

- Flush hot and cold water through all points of use
 - o Flushing may need to occur in segments (e.g., floors or individual rooms) due to facility size and water pressure
 - o The purpose of building flushing is to replace all water inside building piping with fresh water
- Flush until the hot water reaches its maximum temperature
- If you have an established well schedule with your health department: KEEP IT

Seasonal Business:

- Follow standard opening procedures, visit the website of the health department that licenses your establishment

If your water system lost pressure or if you have a water leak you must correct the issue, and receive permission from your local health department to re-open.

STEP 8: Your Menu + The Supply Chain

Restaurants should consider altering the approach to menu offerings and with their suppliers upon reopening. Below are some recommendations on how to approach this new challenge.

“Right Size” Your Menu

- Can you reduce amount of menu items to accommodate reduced kitchen capacity with staff being 6’ apart?
- What products will allow you to still be profitable?
- What menu items do not require table side condiments?
- Which menu items are take-out friendly if guests still prefer to carry out?

Open with a New or Updated Menu

- Communicate the new or updated menu to customers
- Update menu offerings on restaurant website
- Update menu offerings on third party websites
- Train staff on the menu updates
- Update the POS System

Supply Chain

- Communicate, communicate, communicate with your suppliers
- What is your go live date?
- When do you need deliveries?
- Verify they can supply your ingredients for menu items
- Confirm if prices have changed
- Confirm what the supplier is implementing to ensure the safety of your products and your employees

TIP:

Simplify your menu to maximize profits and minimize challenges.

APPENDIX

Exhibit 6-1

APPENDIX

1-1

The first step to reopening is ensuring the establishment is clean and sanitized to keep your staff and your customers safe.

How to Clean and Sanitize Surfaces:

- o Scrape or remove dirt/food/ from the surface
- o Wash the surface with soapy water that is at least 100° F
- o Rinse the surface with warm water
- o Sanitize the surface: make sure sanitizer is prepared according to instructions
- o Allow the surface to air-dry

Complete list of items to clean and sanitize before opening your doors:

Front of the House/Dining Room

Items to be cleaned and sanitized: (sanitizing is not needed on non-food contact surfaces).

- o Tables
- o Chairs, Bar Stools, including the back of the chairs
- o Highchairs/ booster seats
- o Service Counters, Bars
- o Hostess Stands/ including phones/ screens
- o Condiment Caddies/ Centerpieces/vases/ all preset table items.
- o Bread baskets
- o Salt and Pepper Shakers must be cleaned and sanitized
- o Menus need to be clean and sanitized or replaced
 - o Paper copies should be discarded and replaced
 - o Electronic tablet menus need to be sanitized
- o Cups/ glasses
- o Coffee and beverage station, including ice-bin and scoops
- o Dishes
- o Silverware
- o Linens should be replaced
- o Doorknobs
- o Handrails
- o Trash receptacles
- o Light switches/thermostats/ wall décor
- o TV/ Jukebox/ Lotto Stations
- o Bathrooms:
 - o Door handles
 - o Sink faucets
 - o Toilet handle
 - o Towel dispenser handle
 - o Soap dispenser push plates
 - o Baby changing station
 - o Trash receptacle touch points
- o Waiting Areas
- o Payment Process Systems including phones, tablets, POS system, credit card swipers, etc.
 - o Ensure you are using an approved sanitizer for electronic devices

TIP:

Cleaning removes food and other dirt from surfaces and Sanitizing reduces pathogens on surfaces to safe levels.

APPENDIX

1-1

Back of the House/Kitchen/Storage Areas

Food Safety Verification

- o Verify temperature of refrigerator items
 - o Discard any food that is out of manufacturer dates or TCS food beyond date-mark
 - o Discard and food above 41°F if it requires refrigeration
 - o Discard any food that appears to be spoiled or adulterated
 - o Log food items discarded
- o Verify temperature of freezer items
 - o Food that shows signs of freezer burn needs to be discarded
 - o Food that has defrosted without temperature controls needs to be discarded
 - o Log food items discarded
- o Verify expiration dates on all dry goods
 - o Ensure you log items discarded

Clean and Sanitize Food Contact Surfaces

- o Cooler surfaces
 - o Including door handles/ push pads
 - o Internal shelves
 - o External surfaces
 - o Plastic Curtains if applicable
- o Freezer surfaces
 - o Including door handles/ push pads
 - o Internal shelves
 - o External surfaces
 - o Plastic Curtains if applicable
- o Cleaning and Sanitizing of Stationary Equipment
 - o Prep tables
 - o Meat slicers
 - o Blenders
 - o Steam tables
 - o Mixers
 - o Scales
 - o Can- Openers
 - o Stoves
 - o Ovens
 - o Microwaves
 - o Fryers
- o Cooking equipment
 - o Pots & Pans
 - o Baking Pans
 - o Pizza Pans & screens
 - o Knives
 - o Cutting Boards

- o Mandolin
- o Mixing Bowls
- o Spoons
- o Whisks
- o Spatulas
- o Peelers and Potato masher
- o Tongs
- o Thermometers
- o Colander
- o Juicers
- o Blenders
- o Measuring Cups and spoons

Dishes

Clean + Sanitize Sanitation Areas

3-compartment sinks
 Dishwashers
 Mop sink
 Handwashing sink
 Soap dispenser/push plates
 Towel dispenser handles
 Trash receptacle touch points
 Cleaning tools

Auxiliary Areas

Payment Process Systems including phones, tablets, POS system, credit card swipers, etc.
 Coffee and beverage station, including ice-bin and scoops

APPENDIX

2-1



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ESTABLISH TEAM OR ROLES

EXAMPLE: LARGE RESTAURANT CHAIN PLAN

- Policy review and approval (All categories)
- Emergency planning (Administrative)
- Management reports (Administrative)
- Information collection, consolidation, and reporting (Administrative)

SENIOR DIVISION MANAGEMENT

ADMINISTRATIVE SUPPORT

HR, HSE & ADMINISTRATION

- Create policies and processes (All categories)
- Internal Communication (Communication/ Education/ Training)
- Interface with local government (Administrative)
- Facility daily management (All categories)

COMMERCIAL / PUBLIC RELATIONS

- Customer, supplier, and contractor communications (Administrative)
- Evaluate business risk (Administrative)
- Media/Social Media (Communication/ Education/ Training)

PURCHASING AND LOGISTICS

- Ensure appropriate supplies for cleaning, disinfecting, and PPE (Cleaning/Disinfecting/ PPE)
- Manage risk from shipping and receiving materials (Pre Screening, Cleaning/ Disinfecting/ PPE)

Policy modifications can be developed at a corporate level and communicated to franchise owners for execution (monitored by corporate field teams virtually.)

APPENDIX

2-2

ESTABLISH TEAM OR ROLES

EXAMPLE: SMALL RESTAURANT PLAN



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	N O T E X H A U S T I V E			
	ACCESS CONTROL	ENVIRONMENTAL DISINFECTION	PUBLICITY AND EDUCATION	MATERIALS PREPARATION
MANAGER OR OWNER (POTENTIALLY WITH THE HELP OF OTHER EXECUTIVE EMPLOYEES)		DEVELOP		CHECK EXECUTE
PIC OR DESIGNATED SHIFT LEADERS	EXECUTE	CHECK EXECUTE	EXECUTE	
OTHER EMPLOYEES		EXECUTE		
CLEANING STAFF		EXECUTE		

All team members likely to dedicate some, not all of their time developing/executing health practices.

APPENDIX 3-1

EMPLOYEE HEALTH SCREENING QUESTIONS

1. Do you have any of the following symptoms?

- ☐ Yes ☐ No **A.** Fever of 100.4 degrees or higher (as measured by a touchless thermometer if available, but a verbal confirmation of lack of fever is sufficient if a touchless thermometer is not available)?
- ☐ Yes ☐ No **B.** Cough (excluding chronic cough due to a known medical reason other than COVID-19)?
- ☐ Yes ☐ No **C.** Shortness of breath?
- ☐ Yes ☐ No **D.** Sore throat?
- ☐ Yes ☐ No **E.** Diarrhea (excluding diarrhea due to a known medical reason other than COVID-19)?

2. Have you travelled internationally or outside of Michigan in the last 14 days, excluding commuting from a home location outside of Michigan? For purposes of this order, commuting is defined as traveling between one's home and work on a regular basis.

☐ Yes ☐ No

3. Have you had any close contact in the last 14 days with someone with a diagnosis of COVID-19?

☐ Yes ☐ No

Any affirmative response to screening questions (1) or (2) above requires the individual to be excluded:

- A.** For at least 72 hours with no fever (three full days of no fever without use of medicine that reduces fever) and other symptoms have improved (for example, when cough and shortness of breath have improved) and at least seven days have passed since symptoms first appeared.
- B.** Except for necessary workers engaged in travel related to supply chain and critical infrastructure, for 14 days following travel unless that travel was due to commuting from a home location outside of Michigan.



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APPENDIX

3-2

Customer Health Screening Questions

We are **honored you are choosing to dine with us.** Before you enter, please ensure you can answer **NO** to each of the following questions.

1. Do you have any of the following symptoms?

- ☐ Yes ☐ No **A.** Fever of 100.4 degrees or higher (as measured by a touchless thermometer if available, but a verbal confirmation of lack of fever is sufficient if a touchless thermometer is not available)?
- ☐ Yes ☐ No **B.** Cough (excluding chronic cough due to a known medical reason other than COVID-19)?
- ☐ Yes ☐ No **C.** Shortness of breath?
- ☐ Yes ☐ No **D.** Sore throat?
- ☐ Yes ☐ No **E.** Diarrhea (excluding diarrhea due to a known medical reason other than COVID-19)?

2. Have you had or have you been notified that you have had close contact with a person that has been diagnosed with COVID-19 through a positive test result?

☐ Yes ☐ No

3. Have you traveled internationally or domestically (i.e. air travel or cruise) within the last 14 days?

☐ Yes ☐ No

If you answered YES to any of the following questions, please call _____ and we will prepare a takeout meal while you wait in your car.

Please note: We are practicing all preventive measures to stop the spread of COVID-19, including guidance from the CDC, FDA, EPA, the State of Michigan, and our local health department. Despite all of our efforts, you are entering a public facility at your own risk.



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EXAMPLE ONLY

The diagram illustrates a restaurant floor plan with the following features:

- Top Section:** A bar area with two long tables and stools. Below the bar are three groups of three square tables, each with a 6ft dimension marked.
- Left Section:** A long table with chairs, with a 6ft dimension marked. Above it are two groups of three square tables, each with a 6ft dimension marked.
- Center Section:** A large rectangular table with chairs, with a 6ft dimension marked. Above it are two groups of three square tables, each with a 6ft dimension marked.
- Right Section:** A service area with a counter and stools. Above the counter are two long tables with chairs, each with a 6ft dimension marked. Red 'X' marks are placed on the tables and chairs in this area.
- Bottom Section:** A service area with a counter and stools. Above the counter are two long tables with chairs, each with a 6ft dimension marked. Red 'X' marks are placed on the tables and chairs in this area.

Red 'X' marks indicate specific locations where tables are not to be placed. The plan is overlaid on a light blue grid.

APPENDIX

6-1

NOTICE TO SUPPLIERS / CONTRACT SERVICE PROVIDERS

1. Vendors moving between food-selling establishments must frequently clean and disinfect frequent touch points.
2. If an employee at a food-selling establishment tests positive for COVID-19, the establishment must notify food vendors and other employees of the positive test result as soon as possible and in no case later than 12 hours after receiving the test result, without revealing the personal health-related information of any employee.

3. Do you have any of the following symptoms?

- ☐ Yes ☐ No A. Fever of 100.4 degrees or higher (as measured by a touchless thermometer if available, but a verbal confirmation of lack of fever is sufficient if a touchless thermometer is not available)?
- ☐ Yes ☐ No B. Cough (excluding chronic cough due to a known medical reason other than COVID-19)?
- ☐ Yes ☐ No C. Shortness of breath?
- ☐ Yes ☐ No D. Sore throat?
- ☐ Yes ☐ No E. Diarrhea (excluding diarrhea due to a known medical reason other than COVID-19)?

4. Have you travelled internationally or outside of Michigan in the last 14 days, excluding commuting from a home location outside of Michigan? For purposes of this order, commuting is defined as traveling between one's home and work on a regular basis.

☐ Yes ☐ No

5. Have you had any close contact in the last 14 days with someone with a diagnosis of COVID-19?

☐ Yes ☐ No

If you answered yes to any of the questions above, you are not permitted to enter.

***Please contact _____ our manager at _____ to
arrange for an alternative service delivery plan.***

Name and company representing



042520



Disclaimer

The Road Map to Reopening is a guidance document. The Michigan Restaurant & Lodging Association (MRLA) has combined guidance from the Center for Disease Control (CDC), Federal Drug Administration (FDA), Environmental Protection Agency (EPA), National Restaurant Association (NRA), Executive Orders from Governor Gretchen Whitmer and our work with the Michigan Economic Recovery Council (MERC).

As you work through the road map, please keep in mind that this document is not legal advice and that some of these changes may impact your Employee and Operations Handbooks. We encourage you to seek legal counsel as necessary when making those changes. The MRLA Legal Center is available to members at www.mrla.org/legalresources.

It is also important to remember that as you develop new protocols for your operation, it is incumbent upon you to meet relevant statutes including the Michigan Food Law of 2000, Michigan Liquor Control Code of 1998, the Fair Labor Standards Act and all other applicable state and federal laws.

This document is not legal advice.

Disclaimer effective May 8, 2020

References + Resources

OSHA Guidance on Preparing Workplaces for COVID-19

<https://www.osha.gov/Publications/OSHA3990.pdf>

Center for Disease Control

CDC Small Business Guidance

<https://www.cdc.gov/coronavirus/2019-ncov/downloads/guidance-small-business.pdf>

Cleaning & Disinfection CDC

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>

CDC Face Coverings + Masks

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover.html>

<https://www.cdc.gov/coronavirus/2019-ncov/downloads/DIY-cloth-face-covering-instructions.pdf>

CDC Stay Home Poster

https://www.cdc.gov/coronavirus/2019-ncov/downloads/StayHomeFromWork_Horizontal.pdf

Stop the Spread of Germs Poster

<https://www.cdc.gov/coronavirus/2019-ncov/downloads/stop-the-spread-of-germs-11x17-en.pdf>

Reopening America

https://www.cdc.gov/coronavirus/2019-ncov/community/pdf/Reopening_America_Guidance.pdf

EPA COVID-19 Approved Cleaning Products

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

Food and Drug Administration (FDA)

COVID-19 and Food Safety

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

Best Practices For Retail

<https://www.fda.gov/food/food-safety-during-emergencies/best-practices-retail-food-stores-restaurants-and-food-pick-up-delivery-services-during-covid-19>

Glove Guidance

<https://www.fda.gov/regulatory-information/search-fda-guidance-documents/enforcement-policy-face-masks-and-respirators-during-coronavirus-disease-covid-19-public-health>

Michigan Food Safety.com

<https://michiganfoodsafety.com/industry-resources.html>

State of Michigan

COVID-19 Resources

<https://www.michigan.gov/coronavirus/>

Executive Orders

https://www.michigan.gov/coronavirus/0,9753,7-406-98178_98455-521682--,00.html

Michigan Department of Agriculture and Rural Development

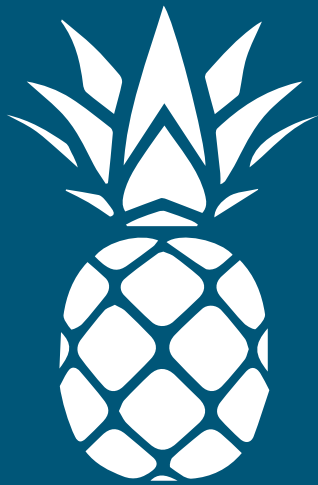
<https://www.michigan.gov/mdard/0,4610,7-125-98854-523316--,00.html>

Michigan Food Code

https://www.michigan.gov/documents/mdard/MI_Modified_2009_Food_Code_396675_7.pdf

Food Establishment Guidance

https://www.michigan.gov/documents/mdard/Coronavirus_Food_Establishments_Handout_684092_7.pdf



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