

THE *Alaska* HOSPITALITY

PROMISE

The Alaska hospitality industry has an outstanding track record of protecting our employees and guests. To ensure everyone's safety as we welcome you back into our establishments, we ask that we make the following promises to each other:

OUR PROMISE TO YOU

- We will continue to be a leader in safe sanitation practices with all team members certified in safe food and/or alcoholic beverage handling.
- All staff will pass a health check or complete a health survey prior to each shift.
- All indoor and outdoor seating options will comply with the appropriate social distancing guidelines.
- Hand sanitizer and/or hand washing stations will be readily available to all customers and staff.
- We will clean and sanitize common areas regularly.
- 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 Alaska Hospitality Promise at our entrances so everyone understands the steps we must all take to keep our communities safe.

YOUR PROMISE TO US

- If you have been exposed to COVID-19 recently or have any symptoms of COVID-19 (including a fever, cough, or shortness of breath), please remember that health mandates prohibit you from entering this establishment. Please help us keep everyone safe by using our contactless delivery options if/when available.
- If you have underlying health conditions or are otherwise concerned about contracting COVID-19, please feel free to use our contactless delivery options if/when available.
- You will enter drinking and dining establishments only with members of your immediate household until otherwise allowed by state and local mandates.



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Supporting Guidance

Section 1 – Introduction

What is the *Alaska* Hospitality Promise?

In partnership with the Alaska Cabaret, Hotel, Restaurant, and Retailers Association (CHARR) and health officials across the state, hospitality business owners and operators make a set of commitments to their employees and customers and earn the endorsement of the Alaska Hospitality Promise during the COVID-19 recovery period. When customers see this endorsement, they can be certain that the establishment is taking all necessary steps to protect their employees and customers and while taking a leadership role in protecting the community. The Alaska Hospitality Promise also empowers customers to learn what they can do to help keep everyone safe. With facilities and customers working together, we can make the hospitality industry as vibrant as it was prior to the impact of COVID-19. For more information, please visit:

www.alaskacharr.com/coronavirus-and-hospitality

Who can participate in the *Alaska* Hospitality Promise?

Any hospitality or foodservice establishment that is reopening or has been open to the public.

How long will this program last?

Throughout the duration of the COVID-19 recovery efforts. Overtime, these efforts should help customers regain trust and comfort dining, drinking, and shopping in hospitality establishments.



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Section 2 – Establishment Responsibilities & Options

How do establishments participate in the *Alaska* Hospitality Promise?

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

- We will continue to be a leader in safe sanitation practices with all team members certified in safe food and/or alcoholic beverage handling.
- All staff will pass a health check or complete a health survey prior to each shift.
- All indoor and outdoor seating options will comply with the appropriate social distancing guidelines.
- Hand sanitizer and/or hand washing stations will be readily available to all customers and staff.
- We will clean and sanitize common areas and surfaces regularly.
- 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 disinfected after every use.
- We will post the Alaska Hospitality Promise at our entrances so everyone understands the steps we must all take to keep our communities safe.

How should participating establishments communicate the commitments of the *Alaska* Hospitality Promise?

It is vital that establishments communicate the commitments directly to their staff and monitor compliance. Establishments should also take steps to communicate their enrollment in the Alaska Hospitality Promise by posting the notice at entrances, and if the establishment uses a website or social media, through those channels as well.



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Section 3 – Customer Responsibilities & Options

Why are customers included within the *Alaska* Hospitality Promise?

Customers are included because we all have a responsibility to follow public health authority guidance to prevent the spread of COVID-19. By partnering together, we can keep everyone safe.

What commitments does the *Alaska* Hospitality Promise ask customers to make to hospitality businesses?

- If you have been exposed to COVID-19 recently or have symptoms of COVID-19 (including a fever, cough, or shortness of breath), please remember that health mandates prohibit you from entering this establishment. Please help us keep everyone safe by using our contactless delivery options if/when available.
- If you have underlying health conditions or are otherwise concerned about contracting COVID-19, please feel free to use our contactless delivery options if/when available.
- You will enter drinking and dining establishments only with members of your immediate household until otherwise allowed by state and local mandates.
- If you have any questions about the Alaska Hospitality Promise, please ask for a manager who will be happy to assist you.

What can facilities do to help customers meet these obligations?

Establishments are encouraged to maximize the use of contactless delivery options and advertise those options to potential customers. Publicizing information about the Alaska Hospitality Promise should also increase customers' compliance. More about the Alaska Hospitality Promise:

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Section 4 – Additional Resources & Next Steps

What resources and support are available related to the *Alaska* Hospitality Promise?

Alaska CHARR will share information about the Alaska Hospitality Promise with elected officials, the public, allied groups, and the media to assure the public and policymakers that Alaska facilities stand ready to reopen and remain open safely in keeping with these commitments. Alaska CHARR will also be available to help answer questions and provide support to establishments as they reopen their dining and drinking spaces.

Also, the National Restaurant Association has made its ServSafe Food Handler Program available to all restaurants free of charge through May 31. These trainings can be found at:

- [ServSafe Takeout & Delivery: COVID-19 Precautions](#)
- [ServSafe Food Handler](#)



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Handwashing and Hand Sanitizer Use at Home, at Play, and Out and About



Germs are everywhere! They can get onto hands and items we touch during daily activities and make you sick. Cleaning hands at key times with soap and water or hand sanitizer is one of the most important steps you can take to avoid getting sick and spreading germs to those around you.

There are important differences between washing hands with soap and water and cleaning them with hand sanitizer. For example, alcohol-based hand sanitizers don't kill ALL types of germs, such as a stomach bug called norovirus, some parasites, and *Clostridium difficile*, which causes severe diarrhea. Hand sanitizers also may not remove harmful chemicals, such as pesticides and heavy metals like lead. Handwashing reduces the amounts of all types of germs, pesticides, and metals on hands. Knowing when to clean your hands and which method to use will give you the best chance of preventing sickness.

When should I use?

Soap and Water

- Before, during, and after preparing food
- Before eating food
- Before and after caring for someone who is sick
- Before and after treating a cut or wound
- After using the bathroom, changing diapers, or cleaning up a child who has used the bathroom
- After blowing your nose, coughing, or sneezing
- After touching an animal, animal food or treats, animal cages, or animal waste
- After touching garbage
- If your hands are visibly dirty or greasy

Alcohol-Based Hand Sanitizer

- Before and after visiting a friend or a loved one in a hospital or nursing home, unless the person is sick with *Clostridium difficile* (if so, use soap and water to wash hands).
- If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol, and wash with soap and water as soon as you can.

* Do **NOT** use hand sanitizer if your hands are visibly dirty or greasy: for example, after gardening, playing outdoors, or after fishing or camping (unless a handwashing station is not available). Wash your hands with soap and water instead.



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How should I use?

Soap and Water

- **Wet** your hands with clean running water (warm or cold) and apply soap.
- **Lather** your hands by rubbing them together with the soap.
- **Scrub** all surfaces of your hands, including the palms, backs, fingers, between your fingers, and under your nails. Keep scrubbing for 20 seconds. Need a timer? Hum the "Happy Birthday" song twice.
- **Rinse** your hands under clean, running water.
- **Dry** your hands using a clean towel or air dry them.

Alcohol-Based Hand Sanitizer

Use an alcohol-based hand sanitizer that contains at least 60% alcohol. Supervise young children when they use hand sanitizer to prevent swallowing alcohol, especially in schools and childcare facilities.

- **Apply.** Put enough product on hands to cover all surfaces.
- **Rub** hands together, until hands feel dry. This should take around 20 seconds.

Note: Do not rinse or wipe off the hand sanitizer before it's dry; it may not work as well against germs.



For more information, visit the CDC handwashing website, www.cdc.gov/handwashing.



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