



## HOSPITALITY

### **Restaurants, Diners, Cafés, Fast Food, Breweries, Bars, Nightclubs, etc.**

Applies to establishments that serve alcohol and/or food, including stand-alone bars and bars located within restaurants, hotels, resorts; breweries; restaurants, diners, cafés, fast food (Quick Service Restaurants), or other permanent food service establishments; coffee stands or food trucks; and nightclubs.

## MANDATORY SAFETY MEASURES

### SEATED TABLE-SERVICE ONLY FOR ALL HOSPITALITY ESTABLISHMENTS

- Seated table-service only; all customers shall be seated at tables, booths, counters or bars provided customers from different groups or households can maintain six feet (6 ft.) physical distancing from other customers or households and from staff who are cooking or preparing drinks.
  - All patrons are required to be seated.
  - Seating at bars or counters is permitted provided six feet (6 ft.) physical distancing can be maintained at all times between customers from different parties and from staff, including those who are cooking or preparing drinks. Staff may be closer than six feet (6 ft.) to customers for brief periods of time while taking orders, delivering food and beverages, or providing other table services.
- Tables must be spaced to maintain physical distancing of six feet (6 ft.) or greater at all times between patrons seated at different tables.
  - Only members of the same group or party may sit at the same table.
  - No parties larger than six (6) persons from the same group at one table or space (e.g. banquet room or other private room.) An exception exists when a single household with minor children is larger than six (6) persons.
  - For businesses with permanent seating such as booths, businesses can use consecutive adjacent booths to seat patrons only if the booths are separated by a rigid, impermeable barrier with a height of six feet (6 ft.) or greater from the floor and cover entire width of the consecutive adjacent booths. Barriers should not impede entry/exit or impose a fire risk. Use of plexiglass is a best practice. Adjacent tables must still follow the physical distancing requirements above.

### CAPACITY: INDOORS & OUTDOORS

- Hospitality businesses may operate at a capacity that maintains physical distancing of six feet (6 ft.) for customers and staff.
- Outdoor seating under temporary tents is allowed.

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- To satisfy the requirements of “outdoor seating,” tents or temporary structures intended for use by more than one household must have either two (2) walls removed; four (4) walls pulled up at least 50%; or tent windows open to create an equivalent amount of ventilation as demonstrated to the Development Services Department.
- Other outdoor seating arrangements such as individual tents designed to shelter a single table must be submitted to the Development Services Department as a building permit application for approval prior to use. The applicant should call the Development Services Department before submitting an application and discuss the project with a permit technician. Depending upon the specific details, the applicant may be instructed to submit a different type of application, such as a Planning Department Temporary Use Authorization or an AFD Operating Permit. Once submitted, the various departments will coordinate to get necessary approvals from different MOA departments.

### LIVE EVENTS OR ENTERTAINMENT

- Playing music or live performances are allowed provided any music or live performances are at a low enough volume to allow physically distanced communication with waitstaff without shouting.
  - The cumulative sound level of customers, staff, and any music or performances shall not exceed 80 dB (A)  $L_{max}$ .
- Indoor dancing is not allowed.
- Outdoor dancing is allowed, provided participants are wearing masks or face coverings and dance only with members of their group or party.

### PHYSICAL DISTANCING REQUIREMENTS

- Staff and customers must adhere to physical distancing protocols.
  - Physical distancing notification must be prominently posted and viewable to the public.
- Change layouts to ensure that all parties remain at least six feet (6 ft.) apart.
  - Ask customers to wait in their cars or away from the establishment while waiting to pick up food or when waiting to be seated.
  - Discourage crowded waiting areas by using a phone app, text technology, or signs to alert patrons when their table is ready. Avoid using “buzzers” or other shared objects.
  - Provide physical guides, such as tape on floors or sidewalks and signage, to ensure that individuals remain at least six feet (6 ft.) apart.
  - Install physical barriers, such as sneeze guards and partitions, particularly in areas where it is difficult for individuals to remain at least six feet (6 ft.) apart, e.g. restaurant kitchens, cash registers, host stands, or food pickup areas.

### FACE COVERINGS REQUIRED

- Masks or [face coverings](#) required for all employees and customers.
  - Customers may remove face coverings while eating or drinking only.

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- Information should be provided to staff on [proper use, removal, and washing of cloth face coverings](#).
- The mask or face covering requirement should be applied in a manner consistent with the federal Americans with Disabilities Act and other applicable laws, which may require making an accommodation to the mask requirement for individuals with physical or mental disabilities that impair their ability to wear a mask.

### GENERAL OPERATIONS REQUIREMENTS

- A guest log must be kept. Participants must sign in with legible contact information including first and last name, phone number, email address, and date of visit in case it is needed for state or local contact tracing efforts.
  - Businesses are required to maintain guest log records for 30 days.
  - Contact information is required for all members of a party or group.
  - The information in the guest log will not be shared unless needed for contact tracing.
  - Customers and visitors who are only briefly in the restaurant (such as for pick up or delivery) do not need to sign the guest log.
- Continue to follow all regulatory and legal standards required to operate.
- Entryway signage stating that any customer who has symptoms of COVID-19 must not enter the premises and notifying the public of the COVID-19 Mitigation Plan for the business.
- Businesses must provide hand washing capability or hand sanitizer for customers.
- Frequent hand washing by employees is required, and an adequate supply of soap, disinfectant, hand sanitizer, and paper towels must be available onsite.
  - Staff to follow [Centers for Disease Control \(CDC\) guidance for COVID-19 hand hygiene](#). COVID-19 hygiene protocols do not supersede hand washing requirements in existing regulations, codes, and statutes.
  - Strict adherence to food safety standards required to operate a food service business.
- [Clean and disinfect](#) frequently touched surfaces (e.g., door handles, cash registers, workstations, sink handles, bathroom stalls) hourly.
  - Use products that meet [EPA disinfection criteria](#) and are appropriate for the surface.
- [Clean and disinfect](#) shared objects (e.g., menus, tables, countertops/bars, receipt trays, condiment holders, payment terminals) between each use.
  - If used, staff must provide a new drink coaster between each beverage.
  - Consider using electronic menus or disposable menus, if menus are provided.
  - Use products that meet [EPA disinfection criteria](#) and are appropriate for the surface.
- Weekly cleaning and disinfecting of the premises must be conducted in compliance with [CDC protocols](#).

### ALL EMPLOYEES AND STAFF

- Provide employee training on COVID-19 / COVID-19 Mitigation Plan for the business.
- Designate a staff person for each shift to be responsible for responding to COVID-19 concerns. All staff members should know who this person is and how to contact them.

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- Put systems in place for staff to self-report to the establishment's point of contact if they have [symptoms](#) of COVID-19, a positive test for COVID-19, or were exposed to someone with COVID-19 within the last 14 days in accordance with [health information sharing regulations for COVID-19](#) and other applicable privacy and confidentiality laws and regulations.
- Businesses must conduct pre-shift screening and maintain staff screening log.
  - No employee displaying symptoms of COVID-19 will be permitted to be in the facility.
  - An employee who becomes sick while at work should be immediately sent home.
  - No person may work within 72 hours of exhibiting fever.
- Symptomatic or ill employees may not report to work.
- Employer must establish a plan for an Occurrence of COVID-19 in the workplace and include it in the COVID-19 Mitigation Plan.

### COVID MITIGATION PLAN REQUIRED FOR ALL HOSPITALITY BUSINESSES

- Develop COVID-19 Mitigation Plan that contains, at a minimum, the Operating Requirements in this document and other protocols to minimize direct contact between employees and customers, increase physical distancing, and protect staff and the public.
  - The COVID-19 Mitigation Plan must be kept on the business premises.
- Develop protocols in the COVID-19 Mitigation Plan to minimize direct contact between employees and customers and increase physical distancing.

### RECOMMENDED SAFETY MEASURES

- Utilize different entry and exit points using one-way traffic, where possible.
- High-risk populations encouraged to stay home.
- Individual businesses may choose to be more restrictive.
- Continue to prioritize telephone and online ordering to minimize contact during pickup and delivery.
- Encourage paperless transactions and offer to email receipts. Encourage customers to use credit/debit cards or other cashless payment options for services.

### IN THE EVENT OF OCCURRENCE

- When an active employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting must be performed in accordance with CDC guidance. In lieu of performing CDC cleaning and disinfecting, hospitality businesses may shut down for a period of at least 72 consecutive hours to allow for natural deactivation of the virus, followed by site personnel performing a comprehensive disinfection of all common surfaces.
  - CDC protocols for Cleaning and Disinfecting can be found [here](#).

**QUESTIONS?**

Email us with questions at: [COVID-19-business@anchorageak.gov](mailto:COVID-19-business@anchorageak.gov)