

# Tennessee Dining Room Reopening Mandates

## COMPLIANCE READINESS



### OCCUPANCY

1. **MANDATE:** Limit the number of Guests in the restaurant to 50% of seating capacity
  - a. **PROCEDURE:** The Manager on Duty assigned to the Dining Room room must always coordinate with the Guest Assistant, ensuring the restaurant never exceeds 50% of the listed capacity (or 50% of the available seats).
  
2. **MANDATE:** Screen Guests for illness upon their entry into the restaurant:  
*Best practice:* Temperature checks for every customer. Guests with temperatures above 100.4 degrees Fahrenheit should not be permitted on premise.  
*Minimum:* Question Guests regarding COVID-19 symptoms.
  - a. **PROCEDURE:** A masked/gloved GA is always to be stationed in the foyer opening the door for arriving and departing Guests.
  - b. **PROCEDURE:** All arriving Guests must be presented the following statement:
    - i. The State of Tennessee mandates we ask you the following questions:
      1. Have you been in close contact with a confirmed case of COVID-19?
        - a. If the Guest responds “Yes”, ask “Are you a Medical Professional or First Responder?”
        - b. If the Guest responds “Yes”, **allow entry.**
        - c. If the Guest answers “Yes,” but does not indicate that they are a Medical Professional or First Responder, the Manager on Duty should seek to understand more about the nature of the Guest’s exposure to a person with confirmed COVID-19 prior to allowing entry, such as:
          - i. How long ago the exposure was (i.e. yesterday or two months ago)
          - ii. How long the actual exposure to the person was (i.e. was the Guest in contact with positive COVID-19 person for two minutes or a few hours)
          - iii. The degree of the exposure (i.e. was the Guest caring for the person directly or simply in the same home)
            1. Based on the Guest’s answers, the Manager on Duty should make a reasonable decision to take additional precautions by increasing the distancing from others if Guest is allowed to dine-in, or whether the Guest should be denied entry – contact HR for additional guidance as needed.
      2. Are you experiencing a cough, shortness of breath, or sore throat?
      3. Have you had a fever in the last 48 hours?
    - ii. If the Guest responds YES to any of the questions, they are not allowed entry (please contact your Manager on Duty to speak with the Guest).

### TEAM MEMBERS

1. **MANDATE:** Screen all employees reporting to work for COVID-19 symptoms.
  - a. **PROCEDURE:** Follow existing Food Employee Health Questionnaire Procedures (Version: Updated 04.26.20 WKH Updates) prior-to the start of every Management and Hourly Team Member’s shift.

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- b. **PROCEDURE:** Retain completed Food Employee Health Questionnaires in a 3-ring binder containing daily dividers within the Manager's Office.
2. **MANDATE:** Temperature screening employees:  
*Best practice:* Employers to take temperatures onsite with a no-touch thermometer each day upon arrival at work.  
*Minimum:* Team Member temperatures may be taken before arriving. Normal temperature may not exceed 100.4 degrees Fahrenheit.
  - a. **PROCEDURE:** Team Members must monitor their temperature daily before reporting to work and accurately report the result on the Food Employee Health Questionnaire.
  - b. **PROCEDURE:** Follow existing Food Employee Health Questionnaire procedures (Version: Updated 04.26.20 WKH Updates) prior-to the start of every Management and Hourly Team Member's shift.
  - c. **PROCEDURE:** Retain completed Food Employee Health Questionnaires in a 3-ring binder containing daily dividers within the Manager's Office.
3. **MANDATE:** Require workers who exhibit signs of illness to not report to work and to seek medical attention. Per existing U.S. Food and Drug Administration Food Code requirements, employees who are sick should remain home.
  - a. **PROCEDURE:** Follow COVID-19 Coronavirus Preparedness and Guidance Document.
4. **MANDATE:** If an employee becomes ill or presents signs of illness at work, the operator should identify the employee's condition during a pre-work screening and send the employee home.
  - a. **PROCEDURE:** Follow COVID-19 Coronavirus Preparedness and Guidance Document.
5. **MANDATE:** Restaurants shall create, maintain, and follow established policies regarding when employees who have become ill are permitted to return to work.
  - a. **PROCEDURE:** Follow COVID-19 Coronavirus Preparedness and Guidance Document.
6. **MANDATE:** An employee with known or suspected COVID-19 must follow Centers for Disease Control and Prevention guidelines to self-isolate for at least seven (7) days after symptom onset and end isolation only after symptoms have improved and the employee has been fever-free and/or symptom-free for three (3) consecutive days without medication before returning to work.
  - a. **PROCEDURE:** Follow COVID-19 Coronavirus Preparedness and Guidance Document.
7. **MANDATE:** Comply with O'Charley's Employee Illness Policy, including the "COVID-19" symptoms. Policy should be posted in a visible location and all staff should read and sign an acknowledgement that they understand and agree to comply the policy.
  - a. **PROCEDURE:** Post Employee Illness Policy in a visible location.
  - b. **PROCEDURE:** Ensure all Team Members read and sign the Employee Illness Policy Acknowledgement Form.
8. **MANDATE:** Implement teleworking for all possible workers.
  - a. **PROCEDURE:** Not applicable to operation.
9. **MANDATE:** Implement staggered shifts for all possible workers.

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- a. **PROCEDURE:** To the extent possible, stagger scheduling to avoid Team Members arriving at the same time. (Facilitates individual Food Employee Health Questionnaire Screening).
10. **MANDATE:** Hold all meetings and conferences virtually, whenever possible.
- a. **PROCEDURE:** Manager Meetings are to be conducted with prescribed 6' Social Distancing guidelines in-place.
  - b. **PROCEDURE:** Pre-Shift Meetings are to be conducted with prescribed 6' Social Distancing guidelines in-place.
11. **MANDATE:** Train all Team Members on the importance and expectation of increased frequency of handwashing, the use of hand sanitizers with at least 60% alcohol, and provide clear instruction to avoid touching hands to face.
- a. **PROCEDURE:** All Management and Hourly Team Members must pass the ServSafe COVID-19 eLearning on Discoverlink prior-to starting their first shift.
12. **MANDATE:** Always require all Management and Hourly Team Members to wear face coverings and gloves.
- a. **PROCEDURE:** Self-provided face coverings must ALWAYS to be worn by all Management and Hourly Team Members.
  - b. **PROCEDURE:** Once received – 2 each, black fabric masks are to be distributed to each Management and Hourly Team Member.
  - c. **PROCEDURE:** The provided black fabric masks are always to be worn in the building and must be laundered between use.
  - d. **PROCEDURE:** Gloves must be stripped and replaced whenever:
    - i. They become damaged.
    - ii. If contaminated.
    - iii. When switching tasks e.g. servicing another table.
  - e. **PROCEDURE:** Always wash your hands before replacing gloves.
13. **MANDATE:** Discourage Team Members from using other Team Members' phones, desks, offices, or other work tools and equipment.
- a. **PROCEDURE:** Management and Hourly Team Members are not to use or display cell phones in any FOH area.
  - b. **PROCEDURE:** Hands must be thoroughly washed after the use of a cell phone in approved areas (consult your Operations Director for approved areas).
14. **MANDATE:** Where possible, stagger workstations to avoid Team Members from standing adjacent to one another or next to each other. Where six (6) feet of separation is not possible, consider spacing options that include other mitigation efforts with increased frequency of cleaning and sanitizing surfaces.
- a. **PROCEDURE:** Wherever possible, observe 6' social distancing at all Line Positions.
  - b. **PROCEDURE:** 6' Social Distancing must be observed at all restaurant POS Stations.
15. **MANDATE:** Establish limit numbers to reduce contact in employee breakrooms.
- a. **PROCEDURE:** Not applicable to operation.

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- b. **PROCEDURE:** Team Member breaks are to be conducted in closed dining room areas, out of sight of Guests and with prescribed 6' social distancing requirements.
16. **MANDATE:** Prohibit handshaking and any other unnecessary person-to-person contact in the workplace.
- a. **PROCEDURE:** Management and Hourly Team Members should stringently practice prescribed social distancing thus eliminating the possibility of personal contact.
17. **MANDATE:** Enforce social Distancing of non-cohabitating persons while present on the property.
- a. **PROCEDURE:** Management and Hourly Team Members should stringently practice prescribed social distancing thus eliminating the possibility of personal contact.
  - b. **PROCEDURE:** Tables will be staggered to enforce prescribed 6' social distancing requirement.
  - c. **PROCEDURE:** Upon seating – Guests will be seated as far apart as possible queued by the placement of menus by the Guest Assistant.
18. **MANDATE:** Increase physical space between Team Members and Guests.
- a. **PROCEDURE:** Upon delivery, tray jacks and trays will be placed tableside, and Guests requested to remove food items from tray.
    - i. If the Guest declines, Server is to use whatever means possible to distance themselves from the Guest when placing plates in front of Guests.
    - ii. Server then returns tray and jack to kitchen and sanitizes both.
  - b. **PROCEDURE:** When pre-bussing, Server is to bring tray and jack to tableside, present tray to Guests and request they place completed plates on the tray.
    - i. If the Guest declines, Server is to use whatever means possible to distance themselves from the Guest when removing plates.
    - ii. Server then returns tray and jack to kitchen and sanitizes both.
  - c. **PROCEDURE:** Check presenters are prohibited.
  - d. **PROCEDURE:** Minimize the handling of cash – if handled, thoroughly wash hands.
  - e. **PROCEDURE:** If the Guest presents a credit card, return the card after swipe with alcohol prep wipe – Server must thoroughly wash hands after each credit card transaction.
  - f. **PROCEDURE:** As much as reasonably possible, the Server should remain in the dining room, practicing sanitary behaviors and within sight of the Guests (use Food Runners).
  - g. **PROCEDURE:** If the Server must leave the dining room, they must thoroughly wash hands before returning to the dining room.
19. **MANDATE:** Limit contact between wait staff and patrons.
- a. **PROCEDURE:** Refer to Above.
20. **MANDATE:** Post extensive signage on health policies, including the following documents in the workplace to help educate building occupants on COVID-19 best practices including CDC guidance to stop the spread of germs and CDC guidance on COVID-19 symptoms.
- a. **PROCEDURE:** Both signs have been provided and instructions on posting on Team Member .

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## SANITATION AND FOOD HANDLING CERTIFICATION

1. **MANDATE:** Ensure the Food Safety Manager ServSafe certification of the Manager on Duty is up-to-date and provide ServSafe COVID-19 ECourse food handler training to refresh employees.
  - a. **PROCEDURE:** A ServSafe Certified Manager must always be on premise.
  - b. **PROCEDURE:** All Management and Hourly Team Members must pass the ServSafe COVID-19 ECourse on Discoverlink prior-to starting their first shift.

## SANITATION

1. **MANDATE:** Thoroughly detail, clean, and sanitize the entire facility prior to resuming dine-in services and continue to do so regularly, focusing such cleaning and sanitation on high contact areas that would be touched by Team Members and Guests.
  - a. **PROCEDURE:** Thoroughly detail, clean, and sanitize the entire facility prior to resuming dine-in services.
  - b. **PROCEDURE:** Follow the Daily Continuous Disinfection Target Protocol.
  - c. **PROCEDURE:** Schedule a Disinfection Compliance Team Member to cover all hours of dining room operations.
2. **MANDATE:** Between diners, clean and sanitize table condiments, digital ordering devices, check presenters, self-service areas, tabletops, chairs and commonly touched areas, and discarding single-use items.
  - a. **PROCEDURE:** Servers and Bussers (when utilized) are to clean and sanitize table condiments, POS terminals, self-service areas, tabletops, trays, tray jacks and commonly touched areas and discard single-use items after each use.
  - b. **PROCEDURE:** Check presenters are prohibited.
3. **MANDATE:** Use rolled silverware and eliminate table presets.
  - a. **PROCEDURE:** Tabletops are to be completely empty (no condiments, plates, silverware or POP).
  - b. **PROCEDURE:** GA will place disposable, single-use menus and rolled silverware upon seating Guests.
  - c. **PROCEDURE:** GA will separate Guests physically as much as possible through the placement of disposable menus at distanced positions.
  - d. **PROCEDURE:** Servers will supply side plates as-needed.
  - e. **PROCEDURE:** Individuals must roll silverware in gloves and masks.
  - f. **PROCEDURE:** Individuals must roll silverware on a sanitized surface out of the Guest's line of sight.
  - g. **PROCEDURE:** Rolled silverware must be stored-in and retrieved-from a sealed bin.
4. **MANDATE:** Remove items from self-service drink, condiment, utensil, and tableware stations and have workers provide such items to patrons directly wherever practicable.
  - a. **PROCEDURE:** Servers will provide PC individual use condiments upon request.
  - b. **PROCEDURE:** Servers will provide sanitized (informing the Guest of the sanitized nature) salt and pepper grinders upon request and sanitize after each use.

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- c. **PROCEDURE:** Servers will provide other accompaniments (where PC Packs are unavailable) upon request in ramekins on a lined side plate.
  
5. **MANDATE:** The use of disposable paper menus is strongly encouraged, which should be discarded after each patron use. Otherwise, businesses subject to this Section shall clean and sanitize reusable menus between each use by a patron. Non-touch menus are also acceptable for use.
  - a. **PROCEDURE:** GA will place disposable, single-use menus and rolled silverware upon seating Guests.
  - b. **PROCEDURE:** GA will separate Guests physically as much as possible through the placement of disposable menus at distanced positions.
  
6. **MANDATE:** Clean and sanitize restrooms regularly, check restrooms based on the frequency of use, and always ensure an adequate supply of soap and paper towels.
  - a. **PROCEDURE:** Follow the Daily Continuous Disinfection Target Protocol.
  - b. **PROCEDURE:** Schedule a Disinfection Compliance Team Member to cover all hours of dining room operations.
  
7. **MANDATE:** Implement procedures to increase cleaning and sanitizing frequency of surfaces in the BOH. Avoid all food contact surfaces when using disinfectants.
  - a. **PROCEDURE:** Follow the Daily Continuous Disinfection Target Protocol.
  - b. **PROCEDURE:** Schedule a Disinfection Compliance Team Member to cover all hours of dining room operations.
  
8. **MANDATE:** Check restrooms regularly and clean and sanitize based on frequency of use.
  - a. **PROCEDURE:** Follow the Daily Continuous Disinfection Target Protocol.
  - b. **PROCEDURE:** Schedule a Disinfection Compliance Team Member to cover all hours of dining room operations.
  
9. **MANDATE:** Update floor plans for common dining areas, redesigning seating arrangements to ensure at least six (6) feet of separation from seating to seating. Utilize physical barriers on booth seating when available.
  - a. **PROCEDURE:** Identify Tables which must be closed to facilitate social distancing.
  - b. **PROCEDURE:** Adjust restaurant floorplan to clearly identify tables not to be seated.
  - c. **PROCEDURE:** Always have a copy of the adjusted floorplan at the GA stand.
  
10. **MANDATE:** Limit party size at tables to no more than six.
  - a. **PROCEDURE:** The Maximum number of Guests at an appropriately-sized table is 6.
  - b. **PROCEDURE:** Tables may not be moved to accommodate large parties (Guests must be separated at appropriately spaced (6') tables.
  
11. **MANDATE:** Where practical, consider a reservations-only business model or call-ahead seating.
  - a. **PROCEDURE:** Not applicable to operation.

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12. **MANDATE:** Remind third-party delivery drivers and any suppliers of your internal distancing requirements.
  - a. **PROCEDURE:** All DSP Drivers and suppliers must observe social distancing – enforced by the Manager on Duty and To-Go Servers.
  
13. **MANDATE:** Post signage on entrances that no one with a fever or symptoms of COVID-19 is permitted in the facility.
  - a. **PROCEDURE:** Post a copy of the .pdf version until restaurant receives their CV-19 signage package.
  - b. **PROCEDURE:** Once received, immediately follow all guidelines for CV-19 sign placement.
  
14. **MANDATE:** Where practicable, physical barriers such as partitions or plexiglass at registers should be used.
  - a. **PROCEDURE:** Not applicable to operation.
  
15. **MANDATE:** Use technological solutions where possible to reduce person- to-person interaction: mobile ordering, mobile access to menus to plan in advance, text on arrival for seating, and contactless payment options.
  - a. **PROCEDURE:** Restaurants are to obtain a no-contract cell phone from Walmart.
  - b. **PROCEDURE:** Once on a wait – upon arrival, the GA is to obtain and record Guest information on the wait sheet including:
    - i. Name
    - ii. Party size
    - iii. Specific needs e.g. highchairs/boosters
    - iv. Phone number
  - c. **PROCEDURE:** For social distancing requirements, Guests are instructed to wait outside (not in the lobby), or in their vehicle and observe social distancing.
  - d. **PROCEDURE:** GA notifies Guests they will be called once their table is available.
  - b. **PROCEDURE:** (Contactless Payment)
    - i. Check Presenters are prohibited.
    - ii. Minimize the handling of cash – if handled, thoroughly wash hands.
    - iii. If the Guest presents a credit card, return the card after swipe with alcohol prep wipe – Server must thoroughly wash hands after each credit card transaction.
  
16. **MANDATE:** Provide hand sanitizer for use by Guests, including contactless hand sanitizing stations when available.
  - a. **PROCEDURE:** Place (and Maintain) hand sanitizer at the following locations:
    - i. GA stand.
    - ii. Both restrooms.
    - iii. All POS stations.
  
17. **MANDATE:** Do not allow Guests to congregate in waiting areas or bar areas. Design a process to ensure Guest separation while waiting to be seated that can include floor markings, outdoor distancing, or waiting in cars.
  - a. **PROCEDURE:** Restaurants are to obtain a no-contract cell phone from Wal-Mart.

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- b. **PROCEDURE:** Once on a wait – upon arrival, the GA is to obtain and record Guest information on the wait sheet including:
    - i. Name.
    - ii. Party size.
    - iii. Specific needs e.g. highchairs/boosters.
    - iv. Phone number.
  - c. **PROCEDURE:** For social distancing requirements, Guests are instructed to wait outside (not in the lobby), or in their vehicle and observe social distancing.
  - d. **PROCEDURE:** GA notifies Guests they will be called once their table is available.
18. **MANDATE:** If possible, use an exit from the facility separate from the entrance.
- a. **PROCEDURE:** Post a copy of the .pdf version until restaurant receives their CV-19 signage package.
  - b. **PROCEDURE:** Once received, immediately follow all guidelines for CV-19 sign placement.
19. **MANDATE:** Mark ingress/egress to and from restrooms to establish paths that mitigate proximity for Guests and staff.
- a. **PROCEDURE:** Post a copy of the .pdf version until restaurant receives their CV-19 signage package.
  - b. **PROCEDURE:** Once received, immediately follow all guidelines for CV-19 sign placement.
20. **MANDATE:** Where practicable, take-out and curbside pick-up services should be prioritized over dine-in services.
- a. **PROCEDURE:** Already in place.
21. **MANDATE:** All restaurant or dining room playgrounds shall be closed.
- a. **PROCEDURE:** Not applicable to operation.

## PRODUCT

- 1. **MANDATE:** Discard all food items that are out of date.
  - a. **PROCEDURE:** Re-instill physical paper line checks (for applicable items on reduced menu).