

Michigan Licensed Beverage Association
Serving Liquor Licensees Since 1939



Ready to Re-open Resource Guide

We want to be your number one resource when it comes to re-opening your establishment. The hospitality industry is the most regulated industry and we already practice safety and hygiene procedures – we are the most prepared for this reopening. It is our responsibility to keep bars and restaurants clean and virus free. With this pandemic, we must take extra care to make sure we are on top of our game. Please review the documents and website links from the CDC and other agencies at the end of this guide for further procedures and guidelines to follow upon re-opening. A website resource will soon be available on mlba.org.

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Executive Summary

People coming together to be with one another is at the heart of hospitality, so it is no surprise that the industry has been among the hardest hit by the COVID-19 pandemic. Re-opening safely is of paramount importance—to mitigate the spread of the disease, to ease the economic devastation and to reweave the human connections that have been affected by the closure.

Always highly regulated to safeguard human health and safety, the industry will continue its leadership in cleaning, sanitation, food safety and guest accommodation.

Inherent in the business of hospitality is finding the balance between safety and comfort on the part of employees and guests. As you plan for bringing people back together, it is important to hold a core set of principles for doing business during the time of COVID-19. We suggest:

- Stay informed and practice sound business judgment about COVID-19 and the resulting public orders that impact your business. If in doubt, seek counsel.
- Commit to the highest standards of safe sanitation and operational practice to minimize the risk of spread and provide means for employees and guests to do their part.
- Engage your employees in planning and implementing your COVID-19 safety plan, including protocols for how changes will be communicated and reporting addressed. Negotiate workplace agreements, especially regarding personal protection.
- Safeguard the health and well-being of your workforce through optional health screening, training, clear operational processes, fair employee recall and retention practices, access to mental health resources and open communication.
- Create ways for people to come together, while avoiding physical contact. Utilize outdoor opportunities as much as possible.
- Understand, acknowledge and tend to the spectrum of human emotions present in your establishment as everyone figures out how to safely be together again.
- Communicate openly, clearly and frequently with employees, guests and the public; listen to concerns and modify practices as appropriate.

Four Pillars

The four pillars of COVID-19 prevention are cleaning and sanitizing, social distancing and best practices, monitoring employee health and personal hygiene and food and beverage safety. Practiced together consistently, these form a strong line of defense and will help minimize the spread. They are:

1. Cleaning and Sanitation | Hospitality businesses are always attentive to this across their establishment; the times call for heightened attention. Guest experience will be shaped by the extent to which guests observe and believe that your business is taking actions to safeguard their health and safety.

2. Social Distancing - Best Practices | Practicing effective social distancing, defined as creating a space of 6 feet or more between individuals/parties, and using contactless processes require physical building modifications and operational changes.

3. Monitoring Employee Health and Personal Hygiene | Our public health and safety start with all citizens following the common practices laid out by the Centers for Disease Control — especially our employees.

4. Food and Beverage Safety | Having properly trained employees will ease reopening efforts. Employees who know the current rules and regulations, will help ensure a safe reopening.



Our Promise

Even when comprehensive personal hygiene, cleaning and sanitation and social distancing are in place, COVID-19 requires a new compact between establishments and guests. Everyone must be willing to make and keep promises to one another.

Fulfilling your promise comes from a combination of your operational processes and how you manage your facilities to create an experience that will mitigate risk and build guest confidence. A comprehensive preparedness plan should consider the following:

- **Employee Safety and Engagement** | Providing your staff with the resources they need—a supportive culture, optional protective equipment and clear communication and training—will allow them to feel safe, confident and able to do their jobs.
- **Guest Experience** | Creating a clear and consistent experience that conveys attention to their safety will go a long way to putting your guests at ease, increasing the likelihood they will return and tell others to visit your establishment.
- **Physical Building** | Mitigating this risk requires the proper management of the physical environment through cleaning, sanitizing and disinfecting as well as social distancing schemes.
- **Services and Activities** | Stridently integrating the highest standards for personal hygiene, cleaning and sanitation and social distancing throughout a hospitality establishment—from food service operations to overnight accommodations and from leisure and recreation to celebration and entertainment—is crucial to risk mitigation and continued operations.

We are all — owner, employee and guest alike — being tested in new ways. The times call for an unwavering commitment to human health and safety, and a thoughtful and adaptable approach to business. Welcoming the guest, in the time of COVID-19, will require new thinking.

Preparation: Part 1

As hospitality businesses across Michigan prepare to open, or open further, in the time of COVID-19, our common goal is to protect and support both our public health and economic recovery.

The following are offered as minimum recommended health and safety guidelines for the hospitality industry broadly. These are not mandates and, as protocols, they are not a limit on those that may be adopted. Businesses are encouraged to include additional protocols consistent with their type of business, current circumstances, specific needs and locale in their preparedness plan.

This guidance cannot anticipate every unique setting or situation, and it is up to each business owner and operator to stay informed, exercise common sense and sound judgment, engage employees as those most at risk of exposure, and take actions based on legal requirements and business capacity. No business is required to open immediately upon the lifting of the closure order. Each will make the decision about when to open based on their own level of comfort and their capacity to do it in a way that feels aligned with the business and community values. The ability to call employees back to work and restore inventory will drive the time it takes to open. In the end, it will be customers who determine if hospitality is truly open for business. While many people are ready to come back and support their favorite establishments, they are likely to return with questions and concerns.

Principles Doing Business

Inherent in the business of hospitality is finding the balance between safety and ease on the part of employees and guests. As you plan for bringing people back together, it is important to hold a core set of principles for doing business during the time of COVID-19. We suggest:

- Stay informed and practice sound business judgment about COVID-19 and the resulting public orders that impact your business. If in doubt, seek counsel.
- Commit to the highest standards of safe sanitation and operational practice to minimize the risk of spread and provide means for employees and guests to do their part.
- Engage your employees in planning and implementing your COVID-19 safety plan, including protocols for how changes will be communicated and reporting addressed. Negotiate workplace agreements, especially regarding personal protection.

Preparation: Part 2

- Safeguard the health and well-being of your workforce through optional health screening, training, clear operational processes, fair employee recall and retention practices, access to mental health resources and open communication.
- Create ways for people to come together, while avoiding physical contact. Utilize outdoor opportunities as much as possible.
- Understand, acknowledge and tend to the spectrum of human emotions present in your establishment as everyone figures out how to safely be together again.
- Communicate openly, clearly and frequently with employees, guests and the public; listen to concerns and modify practices as appropriate.

Personal Hygiene

Our public health and safety start with all citizens following these common practices to avoid the spread of COVID-19:

- Wash hands thoroughly for a minimum of 20 seconds.
- Avoid touching face, especially mouth, nose and eyes.
- Cover mouth and nose when coughing or sneezing.
- Wear a face mask, in line with CDC guidance, especially when social distancing is difficult to predict or maintain.
- Practice social distancing by placing 6' or more between yourself and others to avoid transmission contact.
- Regularly clean and sanitize surfaces in your surroundings.
- Confine yourself to home if experiencing any of these COVID-19 symptoms:
 - o Cough
 - o Shortness of breath or difficulty breathing
 - o Fever
 - o Chills
 - o Muscle pain
 - o Headache
 - o Sore throat
 - o New loss of taste or smell

Preparation: Part 3

Cleaning and Sanitation

Our industry has always been highly regulated when it comes to cleanliness and sanitation. We know how to do this; the times call for heightened attention to it. Guest experience will be shaped by the extent to which guests observe and believe that your business is taking actions to safeguard their health and safety. At a minimum, establishments should:

- Use EPA approved cleaning and disinfecting supplies and procedures.
- Create an aggressive cleaning and sanitation process and schedule for all interior and exterior spaces where human touchpoints may occur; frequency should be defined by level of traffic.
- Encourage employees and guests to wash hands frequently. Provide hand sanitizer and hand washing stations throughout your establishment, including at guest entrances and in employee service areas.
- Train and require staff to frequently clean and sanitize their work areas.
- Designate one or more staff members on each shift to serve as cleaning and sanitation monitors.
- Promote frequent and thorough handwashing as the preferred method for keeping hands clean and sanitized.
- Recommend that employees and guests choose to wear optional face masks, especially where face-to-face contact cannot be avoided.

Preparation: Part 4

Social Distancing

Hospitality businesses exist to bring people together, and our business models are built to do so profitably. Opening may occur in stages, and the shift from one to the next will depend on public orders and on your businesses' comfort and capacity to operate safely. Practicing effective social distancing, defined as creating a space of 6' or more between individuals/parties, and using contactless processes as much as possible, may require changes both to your physical layout, presented here, and operational practices, following on below:

- Post signs throughout your establishment, especially at entrances and exits, to encourage social distancing and alert guests that they are entering at their own risk.
- Update interior and exterior site plans to ensure at least 6-feet of separation can be maintained between groups of guests and, as far as possible.
- Limit contact between guests and employees, as far as possible, using physical layout and contactless technology; recommend that employees in direct contact with guests choose to wear optional face masks, in line with CDC guidance.
- Where possible, stagger workstations to avoid employees standing directly opposite one another or next to each other.
- Create settings and processes—floor markings, separate workstations, outdoor distancing, waiting in cars, etc.—to avoid having employees or guests congregate in workspaces or waiting areas.
- Where practical, use signage, physical markings and barriers to create a one-way flow throughout your establishment, including designated entrances and exits.
- Limit party sizes at tables, bar seating, lobby settings or outdoors to no more than the established guideline maximums approved recommended by CDC and local and state authorities.
- Where practical, physical barriers such as partitions/walls between booths and moveable screens are acceptable.
- Consider installing partitions or Plexiglas barriers at points of direct employee contact, such as service counters, reception desks, bar areas, host stands and pay station.

Preparation: Part 5

Employee Safety and Engagement

Protecting your employees and engaging them to serve as your ambassadors as you welcome guests back to your establishment is a top priority. Ensure that your operational plans are drafted in accordance with current labor laws and any representative labor agreements you may have. Providing your staff with the resources they need—a supportive culture, optional protective equipment and clear communication and training—will allow them to feel safe, confident and able to do their jobs.

Health Screening

- Conduct optional employee health screenings at the beginning of each shift to determine if staff member might be exhibiting early symptoms of the disease. Strike a balance between gathering necessary health information and respecting privacy concerns by asking all employees to complete a simple, confidential pre-shift screening that asks such questions as: Are you currently experiencing any of these symptoms: cough, shortness of breath or difficulty breathing, fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell?
 - o Have you come in contact with anyone diagnosed with COVID-19?
 - o Are you currently waiting for the results of a COVID-19 test?
 - o Have you traveled outside Michigan over the last 14 days?

Protection

- Promote handwashing as the healthiest alternative for minimizing the spread through touch. Provide hand sanitizer and hand washing stations. Protective gloves are optional, and generally not recommended over diligent handwashing.
- Recommend staff elect to wear optional face masks, especially those in positions where social distancing is difficult to predict or maintain and/or the exchange of money or goods occurs. Provide fresh masks daily.
- Regularly sanitize employee work areas, locker rooms, breakrooms and restrooms.

Preparation: Part 6

Protection Continued

- Stagger employee shifts and breaks to minimize congregating.
- Suggest that employees minimize the personal items (i.e. phones, purses, backpacks, etc.) they bring on site.

Training

- Require all staff to participate in training on COVID-19 and the operational protocols you have put in place. Consider creating a checklist for their reference.
- Provide training for staff to serve as your safety and sanitation monitor and assign one monitor to each shift.
- In food service settings, ensure that your business has adequate staff certified in food safety handling and management.
- Cross-train employees to perform essential functions in the event of increased absenteeism.

Communication and Education

- Clearly communicate the process for recalling employees and update retention plans in light of COVID-19 requirements and any representative labor agreements you may have.
- Post signage outlining COVID-19 protocols and operational changes in a place accessible to all employees.
- Prepare your employees to communicate your establishment's promise to guests, the actions you are taking to safeguard health and safety, and how guests can share any concerns.
- With larger staffs, use communication boards or digital messaging to convey pre-shift meeting information.
- Set up a regular process for employees to ask questions and express concerns, and follow up as needed.

Preparation: Part 7

Illness

- Develop and communicate protocols used if an employee begins showing symptoms or reports having been exposed to someone with COVID-19, including releasing them from work, isolating them until they leave the building and covering their work.
- Contact local public health officials and follow their guidance if an employee reports symptoms or a confirmed case of COVID-19.

Further, employers must continue to follow federal and state employment laws and regulations, local ordinances and labor agreements, as well as customer and workplace safety standards.

A note on the challenges with Personal Protective Equipment (PPE) in a hospitality business setting. While the CDC recommends the use of face masks in public, other notable health professionals disagree with their effectiveness. Some even believe they do more harm than good. Further, individuals hold viewpoints on both the infringement of personal liberties and/or workplace safety concerns of wearing masks on the job. Some employers are willing to make it an option, while others may require it as a condition of employment. Establishments may ask guests to wear a mask in public spaces, except when eating, and others may leave it up to guest preference. In the end, it may be that optics drive the practices defined for your business. Customers will make decisions about which establishments to patronize based on their own level of personal comfort. For many, especially in the early days, PPE is a visible signal that the establishment is taking steps to protect employees and guests. Consider, perhaps, that it will be easier to relax a stronger protocol than to put one in place if you realize you need it. Whatever is decided, fresh-daily PPE should be provided by the business.

Preparation: Part 8

Guest Experience

While guests are ready and excited to be back in your business, they may also continue to have questions for some time to come. Creating a clear and consistent experience that conveys attention to their safety will go a long way to putting your guests at ease, increasing the likelihood they will return and tell others to visit your establishment.

Reservations

- Use the reservation process, whether verbally or in writing, to convey the steps you are taking to safeguard their health and safety and what they should expect when they arrive.
- Encourage guests to share their thoughts and concerns with you and make any special requests that will make them comfortable and ease their minds before they arrive.

Arrival

- Post your promise to your guests and include any operational information they should be aware of, including a statement that informs them that they are entering at their own risk.
- Where relevant, have all details and information related to their reservation check-in completed before they arrive, allowing them to proceed right to their table or accommodation.
- Limit the number of guests at your service counter, bar, host stand or reception desk at any one time.
- Structure the area to allow for adequate distance between staff and guest and to minimize the amount of time they spend there.

Direct Service

- Examine your current guest experience to identify where they could come in contact with your employees. Convert as many of those instances to online or contactless processes.
- Include a statement informing guests they are accepting service at their own risk on your menus, order forms, rental agreements and bills.
- Use contactless payment and check-out. If your point of sale system allows guests to receive an invoice by email or text, offer that option for paying their bill.

Preparation: Part 9

Physical Building

COVID-19 is known to spread person-to-person through the exchange of respiratory particles. It is also believed that touching contaminated surfaces, and transferring the virus by touching one's eyes, nose or mouth is also a means of infection. Mitigating this risk requires the proper management of the physical environment through cleaning, sanitizing and disinfecting and social distancing schemes.

Activity Areas

- Post signage to remind users of social distancing guidelines and remind people they are participating at their own risk.
- Monitor area use and modify access points and set up to manage social distancing, as possible.
- Clean and sanitize all touchpoints frequently.
- Where possible, ask guests to bring their own equipment, tools and/or materials needed for the activity.

Bars, Dining Areas and Tap Rooms

- Organize spaces to accommodate social distancing between guests; remove excess seating where necessary.
- Consider creating shields between groupings.
- Set up additional service stations to minimize physical contact between staff members.
- Limit table size to 8 or fewer guests.
- Sanitize door handles, chairs, tabletops, stair railings and other touchpoints frequently.
- Limit the use of games to members of a single group, and thoroughly sanitize all touchpoints before allowing another party to use.

Preparation: Part 10

Exterior Spaces and Outdoor Seating

- Post signs at the places people congregate – on the sidewalk, picnic areas, beaches, fire pits, etc. – to thank guests for practicing good social distancing. Remind them that they are participating at their own risk.
- Sanitize door handles, railings and other touchpoints every hour.
- Arrange outdoor seating to allow six-foot clearance between. If necessary, place markings on the ground surface to indicate where chairs and table should remain to maintain that distance.
- Thoroughly clean and sanitize tables and chairs between guests after departure.
- Consider setting up one-way flow patterns in highly trafficked areas and designating entrances and exits to buildings.

Kitchens

- Arrange workstations, where practical, to accommodate social distancing.
- Recommend staff elect to wear optional face masks, especially those in positions where social distancing is difficult to predict or maintain and/or the exchange of money or goods occurs.
- Position employees side-by-side, rather than face-to-face, where practical.
- Use heightened cleaning and sanitation practices.
- Create flow patterns, where practical, to support social distancing.
- Ensure proper ventilation.

Restrooms

- Post your guest pledge and information on the most effective hand-washing methods.
- Clean, sanitize and disinfect restrooms frequently; depending on traffic levels, consider sanitizing hourly.
- Eliminate the use of cloth towels. Use single-use paper towels, and place paper towels with trash receptacles at the exits so towels can be used to open the door.
- Consider installing a foot-pull door opener.

Preparation: Part 11

Lobbies and Gathering Spaces

- Post signs at the places people congregate to remind guests to practice social distancing, and that they enter at their own risk.
- Arrange furniture and traffic flow to accommodate proper social distancing; use tape, partitions or physical objects to mark safe distances
- Clean and disinfect hard non-porous surfaces, emphasizing frequent touchpoint areas, including but not limited to: counters, reception and bell desks, elevators and elevator buttons, door handles, public bathrooms, vending machines, ice machines, room keys and locks, ATMs, escalator and stair handrails, gym equipment, pool seating and surrounding areas, dining surfaces and all seating areas.

Trash and Recycling

- Consider placement and number of trash receptacles to accommodate more disposable material and increase collection from guest and employee spaces.
- Post signage to remind employees and guests to practice social distancing.
- Maintain a regular cleaning schedule; sanitize handles frequently.

Preparation: Part 12

Services and Activities

Food Service and Catering

Whether a stand-alone restaurant, a dining room in a resort or hotel, a catered event space, or a canteen or snack bar at a campground, serving food creates the possibility for the highest degree of person-to-person contact. Setting and maintaining high standards for personal hygiene, cleaning and sanitation and social distancing is crucial to continued operations.

Food and Beverage Preparation

- Continue to model leadership in safe sanitation and food safety practices. Consider assigning a certified food safety manager to every shift.
- Wipe down and sanitize all surfaces, tools and equipment frequently.
- Avoid having employees share tools and equipment, where practical.
- Recommend staff elect to wear optional face masks when preparing food or washing dishes.

Ordering and Serving

- Leave tables unset, bringing menus and place-settings after guest are seated
- Wrap place settings in napkins or present in sealed packaging, where practical; do not provide self-service utensils.
- Provide online, disposable or menus that can be easily sanitized (e.g. laminated)
- Consider clear barriers between counter staff and customers.
- Offer the option for call in, curbside pick-up or delivery orders.
- Where relevant, encourage guests to dine in their rooms, cabins, campsites, RVs or houseboats.
- Encourage frequent hand washing and provide hand sanitizers and washing stations. Provide gloves for those employees who wish to wear them.
- Recommend staff elect to wear optional face masks, especially those in positions where social distancing is difficult to predict or maintain and/or the exchange of

Preparation: Part 13

Ordering and Serving Continued

money or goods occurs. Make clear their choice will not result in negative consequences.

- Ask guest to box their own leftovers.

Common Use Items

- Remove all condiments—salt and pepper shakers, ketchup, sugar, creamers—from the floor.
- Provide these items only on-demand and wash/sanitize between uses.
- Consider single use, disposable options.

Buffets

- Buffets should remain closed in both restaurant and lodging settings for the foreseeable future.
- Breakfast buffets should offer only pre-packaged options and/or room service delivery.

Take Out and Grab-and-Go

- Prepare more grab-and-go style food options; provide a limited number in accessible inventory.
- If possible, use a take-out window or set up a pick-up area that limits contact.
- Use signage to remind customers to touch only what they are prepared to buy.

Vending Machines, Beverage Stations and Ice Machines

- Thoroughly clean and sanitize all surfaces on vending and ice machines at regular intervals, depending on guest traffic.
- Self-service beverage stations should not be used for the foreseeable future.

Preparation: Part 14

Food and Beverage Safety

The National Hospitality Institute (NHI), the educational foundation of the Michigan Licensed Beverage Association (MLBA) is reminding our members of the availability of TAM Food®. TAM FOOD® is the Food Safety Managers Training Certification course and exam through the National Registry of Food Safety Professionals (NRFSP).

NRFSP certification is an ANSI/CFP nationally accredited program, meaning it is accepted in all jurisdictions in Michigan. This program will satisfy any health department requirements concerning Food Safety.

Proctored exams will be available upon the end of the Governor's stay-at-home order and will be available all over Michigan. Full classes taught by an instructor will also be available. Beginning immediately, study materials may be purchased for self-study in order to take the proctored exam.

The MLBA is promoting the safe and responsible service of alcohol and food for the hospitality industry in Michigan by offering this course alongside our other program, Techniques of Alcohol Management (TAM®).

While sanitizing and social distancing are paramount, so too is the need of servers to be diligent in their efforts to not serve alcohol to intoxicated or underage patrons. There will be new hurdles, primarily the wearing of facemasks by customers and the obstacles that will arise from this, that will need to be overcome. As we come back from shutdown, taking part in our server training program (TAM®) will be extremely important for servers, as they will have to learn and adjust to the new norms in the industry.

"NHI is a one-stop-shop for many certifications and trainings to help not only our members, but all liquor licensees — even food service establishments that don't serve alcohol," said Scott Ellis, Executive Director of the MLBA. "As we start to come out of the COVID-19 shutdowns across the state, now more than ever, there is a need to be educated and proficient in all areas of food, customer, establishment and employee safety."



Conclusion

This presentation is meant to provide you with the knowledge to begin your preparation for reopening. It is likely that the governor will establish guidelines that must be followed by businesses throughout the state. Some of those guidelines may not be listed in this presentation, however, we will continue to update members with the most up-to-date and important information as we receive it going forward.

We are all—owner, employee and guest alike—being tested in new ways. We need to be able to come together again, for the sake of being together and moving forward. Welcoming the guest, in the time of COVID-19, will require new thinking, trial-and-error and patience. Once open, hospitality businesses will begin, again, to offer the chance for connection and rest for the weary. These times call for thoughtful, strategic, practical and adaptable approaches to your business. Use these guidelines as a starting point and reach out to colleagues and the wide range of resources available through your professional associations and federal, state and local authorities.

Resources

- [CDC Guidelines](#)
- [CDC When to Wear Gloves](#)
- [CDC When and How to Wash Your Hands](#)
- [CDC Handwashing Posters](#)
- [CDC How to Protect Yourself and Others](#)
- [CDC Feeling Sick? Sign](#)
- [CDC Homemade Face Coverings](#)
- [CDC Stop the Spread of Germs](#)
- [EPA Approved Cleaning and Disinfecting Supplies and Procedures](#)
- [FDA Food Code](#)
- [FDA Best Practices for Pick-up/Delivery Services](#)
- [White House Guidelines](#)
- [Michigan.gov Coronavirus Information](#)
- [Governor Whitmer's MI Safe Start Plan](#)
- [Governor Whitmer's Executive Orders](#)
- [Monitoring Charts for Managers](#)
- [Disinfectants for COVID-19](#)
- [Managerial Checklists for Cleaning & Monitoring](#)
- [OSHA Guidance for Reopening](#)

Supplies:

- [PPE \(masks, gloves, wipes, etc.\)](#)
- [Displays/Signage](#)
- [Hand Sanitizer](#)
- [Sanitation Supplies](#)
- [Pen Sheaths](#)