

Subject :	SOCIAL DISTANCING		
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Purpose

The purpose of this policy is to outline social distancing best practices while working and moving within a restaurant to keep yourself and others safe.

Policy

1. All employees must maintain a safe distance of 6 feet from other employees, vendors, and guests at all times.
2. No physical contact (hugs, high fives, handshakes, etc.) will be permitted.
 - a. Any incident of accidental physical contact must be followed by thorough handwashing of all contacted individuals.
3. In limited spaces where social distancing measures cannot be followed, only one employee is permitted into the space at any time. Examples of these include:
 - a. Locker rooms
 - b. Dry storage areas
 - c. Walk-in refrigerators and freezers
 - d. Offices
4. Sneeze and cough directly into a tissue, if available, or your elbow. Wash your hands immediately after.
5. Establish traffic flow guidelines in your restaurant.
 - a. There should be a clear path to and from various parts of the restaurant such as the dining room, dish area, kitchen, and restrooms.
 - b. Use verbal signals such as “coming down” and “corner” in order to communicate your location and avoid contact and collisions with other employees.
6. Guests will be given guidance on how to stay within safe distances of others when in the restaurant and going to the bathroom.
7. If possible, install protective glass shields or plexiglass at counters or closer contact spaces to create a physical barrier between individuals.
8. All employees are required to wear appropriate safety equipment (see Starting Your Shift SOP) in addition to social distancing throughout the duration of their shift.

Equipment/Tools Needed:

Consider new equipment/changes to the physical space that may need to be procured, such as:

- Plexiglass or clear windows/dividers to create physical barriers in tight spaces

- Tape or other means for marking safe distances on floors and in pathways

Procedure:

1. Work stations should be staggered allowing six feet of separation between employees while working.
 - a. Employees should avoid working opposite each other if this results in less than 6 feet between where they stand.
 - b. Clear markings of boundaries should be visible or established to show 6 feet of distancing.
 - c. Station and section assignments should be clearly labeled on floor maps or notated on the schedule for the day.
2. As much as possible, designate and limit movement of staff based on assigned job functions and work stations, such as only allowing Runners to move through the kitchen, Servers within certain parts of the dining room, Bartenders only behind the bar, etc.
 - a. If staff need to move outside of their designated area within the restaurant, they must first alert the Manager on Duty to prevent the risk of unnecessary traffic or encroaching on social distancing spaces.
3. Traffic Flow - Inside the Restaurant
 - a. Keep to the right of the indicated pathway when moving within the restaurant.
 - b. Where possible, have staff and guests move through the restaurant in one direction, i.e. in a clockwise direction.
 - c. Directions and boundaries for designated pathways should be clearly marked to avoid confusion or opposing traffic.
 - i. Consider creating a taped floor grid in the entire service area (1 foot squares or 6 foot lines) to provide a visual guide.
 - d. Establish traffic flow based on menu and service(s) offered (ex: dine-in, pick-up, delivery, retail, etc.)
 - e. Identify and solve for any high-traffic spots or bottlenecks.
 - f. If possible, assign a POS station (including handhelds, CGS, staplers, other supplies) to each server so there is no gathering or cross use of service stations & supplies.
 - i. If handheld POS tablets are used, they should also be assigned to specific employees.
4. Traffic Flow - Outside the Restaurant
 - a. Have clearly marked waiting spots for guests at the restaurant entrance, keeping the entrance clear of any gathering.
 - b. Assign a Manager to assist the Host in maintaining the line and avoiding congestion.
 - c. Clear signage should be placed outside the restaurant, as well as at the entrance, to inform guests of the best ways to move within the restaurant space to respect safe distancing protocols.

Supporting Materials (Logs, Signage, Training & Locations, etc)

- Signage to explain proper spacing and traffic patterns in and outside the restaurant
- Clearly labeled floor maps showing flow patterns, sections, and critical points
- Ongoing training and communication at pre-shift meetings

Accountability (how the SOP will be enforced/managed)

- Enforced by the Manager on Duty and Safety Manager.
- Disciplinary action report to be filed if protocol is not followed.

Sources:

- [Social Distancing, Quarantine, and Isolation](#)
- [FDA - COVID19](#)
- [NRA-COVID19-Reopen-Guidance](#)