Welcome Back!

We missed you.

The restaurant industry has an outstanding track record of protecting our employees and guests. To ensure everyone's safety as we welcome you back into our dining rooms, 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 carefully following the high safety and sanitation standards required to operate a food service business in Ohio.
- We will provide ServSafe® or other approved COVID-19 education to all employees, and mandated employees will be up to date on all person in charge requirements and manager certification requirements.
- Employees will perform a daily symptom assessment and stay at home if they are symptomatic.
- We will post a list of COVID-19 symptoms in a conspicuous place.
- All indoor and outdoor seating options will comply with the appropriate social distancing and maximum party size guidelines; we will establish and post a maximum dining area capacity.
- We will utilize signage and/or floor markings to help customers understand and comply with social distance guidelines in common areas.
- Employees will wear facial coverings (except those exempted).
- Employees will regularly wash their hands.
- Hand sanitizer or hand cleaning materials will be available in common areas.
- We will clean and sanitize regularly, including all high touch areas at least every two hours.
- We will clean and sanitize tabletops, menus, and chairs between each seating.
- We will temporarily close or have employees manage salad bars and buffets.
- We will temporarily remove self-service, table, and common area items.
- We will post the Ohio Restaurant Promise at our entrances so everyone understands the steps we all must take to keep our communities safe.

**YOUR PROMISE TO US**

- If you have been exposed to COVID-19 recently or have symptoms of COVID-19 (including a fever, cough, chills, muscle pains or shortness of breath), please help us keep everyone safe by using our delivery or carry-out options.
- If you have underlying health conditions or are otherwise concerned about contracting COVID-19, please feel free to use our delivery or carry-out options.
- Willingly follow the social distancing and sanitary guidelines that have been put in place to protect you and our other customers and employees.
- If you have any questions about the Ohio Restaurant Promise, please ask for a manager who will be happy to assist you.

**MORE ABOUT**

**The Ohio Restaurant Promise:**

In partnership with the Ohio Restaurant Association and health officials across the state, restaurant owners and operators make these commitments to earn this endorsement during the COVID-19 recovery period. When customers see this endorsement, they can be comfortable that the restaurant is taking all necessary steps to protect their employees and customers and is committed to playing a leadership role in protecting our communities.

For more information, please visit [ohiorestaurantpromise.com](http://ohiorestaurantpromise.com)
Section 1 – Introduction

WHAT IS THE OHIO RESTAURANT PROMISE?
In partnership with the Ohio Restaurant Association and health officials across the state, restaurant owners and operators make a set of commitments to their employees and customers and earn the endorsement of the Ohio Restaurant Promise during the COVID-19 recovery period. When customers see this endorsement, they can be certain that the restaurant is taking all necessary steps to protect their employees and customers and that they are taking a leadership role in protecting their community. The Ohio Restaurant Promise empowers restaurant owners, employees and customers to learn what they can do to help keep everyone safe. Restaurants, customers and local health officials working together can make the restaurant industry as vibrant as it was prior to the impact of COVID-19.

WHO CAN PARTICIPATE IN THE OHIO RESTAURANT PROMISE?
Any restaurant or foodservice establishment that is reopening its dine in and/or outdoor seating areas.

HOW LONG WILL THIS PROGRAM LAST?
Throughout the duration of the COVID-19 recovery efforts. Over time, these efforts can help customers regain trust and comfort dining in restaurants.

Section 2 – Restaurant Responsibilities & Options

HOW DO RESTAURANTS PARTICIPATE IN THE OHIO RESTAURANT PROMISE?
Restaurants 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 carefully following the high safety and sanitation standards required to operate a food service business in Ohio.
- We will provide ServSafe® or other approved COVID-19 education to all employees, and mandated employees will be up to date on all person in charge requirements and manager certification requirements.
- Employees will perform a daily symptom assessment and stay at home if they are symptomatic.
- We will post a list of COVID-19 symptoms in a conspicuous place.
- All indoor and outdoor seating options will comply with the appropriate social distancing and maximum party size guidelines; we will establish and post a maximum dining area capacity.
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- We will temporarily close or have employees manage salad bars and buffets.
- We will temporarily remove self-service, table, and common area items.
- We will post the Ohio Restaurant Promise at our entrances so everyone understands the steps we all must take to keep our communities safe.
WHAT ARE SOME BEST PRACTICES RESTAURANTS CAN, BUT ARE NOT SPECIFICALLY REQUIRED TO FOLLOW, IN ORDER TO COMPLY WITH THE COMMITMENTS IN THE OHIO RESTAURANT PROMISE?

Importantly, restaurants are already held to high standards of safe food handling and sanitation. Many of the required practices go a long way toward fulfilling the commitments in the Ohio Restaurant Promise. Different strategies will be appropriate for different restaurants at different times. The following are best practices that can be implemented as is or adapted to fit your restaurant’s needs:

- Designate a single employee per shift to oversee safety, sanitation and required operating compliance measures; ideally this employee will have a clearly identifiable uniform or badge that customers will easily recognize.
- Encourage and provide additional ServSafe® online training courses for your employees.
- Educate on proper use, disposal and maintenance of face coverings; enhance education on proper use of gloves, per code.
- When able, use physical barriers to separate tables, booths, and bar stools.
- For tables that are unable to be moved, physically block off, mark, and/or remove seats so they are clearly not in use.
- Encourage contactless payment options like credit cards or online ordering.
- Utilize a text messaging system wherever possible to communicate seating availability, carry out pick up being ready, etc.
- If possible, utilize a separate dedicated entrance door and exit door.
- Communicate in every way possible to the dining public all that you are doing to further your commitment to employee and guest safety.
- Have each staff member complete a health survey prior to their shift.

WHAT TYPES OF QUESTIONS SHOULD A RESTAURANT ASK ITS EMPLOYEES TO PERFORM HEALTH SCREENINGS BEFORE EACH SHIFT?

Verbal “Yes or “No” questions/statements like these can help strike the balance between obtaining the necessary health information and respecting privacy concerns. The recommendation is to have all employees complete a simple pre-shift screening that includes answering questions like:

- Do you have any of these symptoms: fever, aches, cough, shortness of breath, chills, muscle pain, headaches, sore throat, new loss of taste or smell?
- Have you come in contact with anyone diagnosed with COVID-19?
- Are you currently waiting for the results of a COVID-19 test?
- Have you traveled outside Ohio over the last 14 days?
- I understand my responsibility to not come to work if I have symptoms of COVID-19 or have recently come into contact with someone who has COVID-19.
- I understand my responsibility to comply with [the restaurant’s] health and sanitation standards.

HOW SHOULD PARTICIPATING RESTAURANTS COMMUNICATE THE COMMITMENTS OF THE OHIO RESTAURANT PROMISE?

It is vital that restaurant operators communicate their commitment to exceeding operating requirements directly to their staff and to frequently assess compliance. Restaurants should also take steps to communicate their enrollment in the Ohio Restaurant Promise by posting the required notice at entrances, and if the restaurant uses a website or social media, through those channels as well.
Section 3 – Customer Responsibilities & Options

WHY ARE CUSTOMERS INCLUDED WITHIN THE OHIO RESTAURANT 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 OHIO RESTAURANT PROMISE ASK CUSTOMERS TO MAKE TO RESTAURANTS AND OTHER DINERS OR GUESTS?
• If you have been exposed to COVID-19 recently or have symptoms of COVID-19 (including a fever, cough, chills, muscle pains or shortness of breath), please help us keep everyone safe by using our delivery or carry-out options.
• If you have underlying health conditions or are otherwise concerned about contracting COVID-19, please feel free to use our delivery or carry-out options.
• Willingly follow the social distancing and sanitary guidelines that have been put in place to protect you and our other customers and employees.
• If you have any questions about the Ohio Restaurant Promise, please ask for a manager who will be happy to assist you.

WHAT CAN RESTAURANTS DO TO HELP CUSTOMERS MEET THESE OBLIGATIONS?
Restaurants are encouraged to maximize the use of minimal contact delivery and carry-out options and advertise those flexible options to potential customers. Publicizing information about the Ohio Restaurant Promise should also increase customers’ compliance & confidence. More about the Ohio Restaurant Promise: ohiorestaurantpromise.com

Section 4 – Additional Resources & Next Steps

WHAT RESOURCES AND SUPPORT ARE AVAILABLE RELATED TO THE OHIO RESTAURANT PROMISE?
The Ohio Restaurant Association (ORA) will share information about the Ohio Restaurant Promise with elected officials, the public, allied groups, and the media to assure the public and policymakers that Ohio restaurants stand ready to reopen safely in keeping with these commitments. The ORA and your local health departments will also be available to help answer questions and provide support to restaurants as they reopen their dining and other full-service spaces.

The National Restaurant Association ServSafe® is your go-to for foodservice health and safety training courses. The National Restaurant Association has made several ServSafe® courses available at no charge for a limited time. These include:
• ServSafe® Food Handler Program and two ServSafe® COVID-19 specific courses
• ServSafe® Food Handler
• ServSafe® Takeout: COVID-19 Precautions
• ServSafe® Delivery: COVID-19 Precautions
• ServSuccess – Career Development Training

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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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### 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](http://www.cdc.gov/handwashing).

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Ohio

RESTAURANT INDUSTRY AT A GLANCE

Restaurants are a driving force in Ohio’s economy. They provide jobs and build careers for thousands of people, and play a vital role in local communities throughout the state.

$25.6 billion
Estimated sales in Ohio’s restaurants in 2019

23,036
Eating and drinking place locations in Ohio in 2019

585,000
Restaurant and foodservice jobs in Ohio in 2020 = 10% of employment in the state

= 43,500 additional jobs, for a total of 628,500

AND BY 2030, THAT NUMBER IS PROJECTED TO GROW BY 7.4%

HOW BIG IS AMERICA’S RESTAURANT INDUSTRY?

LOCATION$1 MILLION+ serving millions every day

SALES$863 BILLION = 4% of the U.S. GDP

EMPLOYMENT15.6 MILLION PEOPLE = 10% of the nation’s workforce

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# Ohio’s Restaurants

**JOBS AND ENTREPRENEURIAL OPPORTUNITIES IN EVERY COMMUNITY**

<table>
<thead>
<tr>
<th></th>
<th>EATING AND DRINKING PLACES:</th>
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<tbody>
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<td>Establishments in the state</td>
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<tr>
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<td>23,036</td>
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## U.S. SENATORS in the state

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<th>Senator</th>
<th>Establishments in the state</th>
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<tr>
<td>Sherrod Brown (D)</td>
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<tr>
<td>Rob Portman (R)</td>
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<tr>
<td><strong>TOTAL</strong></td>
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## U.S. REPRESENTATIVES in the state

<table>
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<tr>
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<td>Marcia L. Fudge (D)</td>
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<td>Anthony Gonzalez (R)</td>
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<td>30,591</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td>23,036</td>
<td>453,500</td>
</tr>
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*Ohio’s 453,500 eating-and-drinking-place jobs represent the majority of the state’s total restaurant and foodservice workforce of 585,000 jobs, with the remainder being non-restaurant foodservice positions.*

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