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.
- 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.

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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.

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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