



# Guide to Managing Suspected or Confirmed Restaurant Crew Cases

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# Guide to Managing Suspected or Confirmed Restaurant Crew Cases

Prepared on July 12, 2020

This document supports Consult to Grow's "Quick Guide" on this Topic:

**QUICK GUIDE: Managing Suspected or Confirmed Restaurant Crew COVID Cases**   
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<b>BE PROACTIVE</b>	<b>MAKE FACT-BASED DECISIONS</b>	<b>ACT SWIFTLY</b>
<p><b>HAVE A PLAN</b></p> <ul style="list-style-type: none"><li>• <a href="#">CDC Guidance for Businesses</a></li><li>• <a href="#">CDC Guidance for Critical Workers</a></li><li>• <a href="#">Texas Restaurant Association Guidance</a></li></ul> <p><b>REVIEW C2G's 6-PAGE GUIDE</b> Consult to Grow has prepared a more detailed guide with sample plans and communication templates. <a href="#">Click Here.</a></p> <p><b>MAINTAIN HEALTH SCREENS</b></p> <ul style="list-style-type: none"><li>• Do you have any of the following symptoms: fever, aches, cough, chills, loss of taste or smell, shortness of breath?</li><li>• Have you come in close contact with anyone who is being tested or lab confirmed with COVID-19?</li><li>• Are you currently waiting for the results of a COVID-19 test?</li></ul>	<p><b>Make fact-based decisions. Do not act on rumors.</b></p> <p><b>Protect your crew, customers &amp; brand.</b></p> <p><b>Make decisions based on CDC and state-provided guidance.</b></p> <p><b>Make smart &amp; quick decisions. Communicate with crew and minimize disruption.</b></p>	<p><b>DECIDE TO CLOSE/STAY OPEN</b> The CDC specifically says: "<a href="#">In most cases, you do not need to shut down.</a>" State and local guidelines may differ.</p> <p><b>NOTIFY</b> Notify crew in close contact, customers in close contact, health department, vendors/suppliers (if closed), etc.</p> <p><b>DEEP CLEAN</b></p> <p><b>EXECUTE CLOSE (IF APPLIES)</b> If you decide to close, execute a cleaning/closing checklist list.</p> <p><b>OFFER FFCRA (IF APPLIES)</b> If you have fewer than 500 employees, be sure you're offering any legally required <a href="#">Employer Paid Leave</a>.</p>

## What's Included:

- Crisis Response Plan for Suspected/Confirmed COVID-19 Case(s) P.3
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## Helpful Reading:

- [CDC Guidance for Businesses](#)
- [CDC Guidance for Critical Workers](#)
- [Texas Restaurant Association Guidance](#)
- [An employee has COVID-19. Should you close? \(Restaurant Business\)](#)
- [Consult to Grow's other COVID-19 Resources](#)

## Who is Consult to Grow?

Consult to Grow is a Dallas-based restaurant transformation advisory firm focused on helping restaurant businesses improve, scale and grow through practical, proven solutions benchmarked to best-in-class restaurant companies. We work with restaurant founders, owners, operators and investors across all restaurant and hospitality segments. If you want a partner to work with you side-by-side to transform your restaurant business, [contact us](#) today.

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## Crisis Response Plan for Suspected or Confirmed COVID-19 Case(s)

### Decision Making

- Make the right decision to protect your crew, customers & brand.
- Make fact-based decisions. Do not act on rumors & hearsay.
- Make decisions based on CDC and State-provided guidance.
- Make smart & quick decisions: communicate with crew and minimize disruption.
- Be proactive, not reactive.

### Planning a Closure

- Know, the CDC specifically says: "[In most cases, you do not need to shut down.](#)"
- Closures typically last 3, 7 or 14 days all depending on the facts: number of crew suspected or confirmed, speed of test results, working in squads vs not working in squads, available crew to run shifts, philosophies of owners/managers, etc.

### Notifications

- Notify crew in close contact
- Notify customers in close contact or generally
- Notify health department
- Notify vendors/suppliers if closure
- Notify third-party cleaning company (if applicable)

### Closing Checklist

#### Back of House

- Donate food, log as waste
- Deep clean walk-ins
- Empty/sanitize ice machine
- Wash and sanitize all dishes, smallwares, etc.
- Turn off/deep clean equipment
- Restock soap & paper towels
- Clean and sanitize high contact surfaces

#### Dining Room

- Post signage at entrances
- Notify reservations
- Turn off and deep clean equipment
- Inspect and detail clean furniture
- Inspect and detail clean under tables, chairs and booths.
- Inspect and detail clean restrooms
- Deep clean trash bins and enclosures
- Lock or store patio furniture
- Detail clean entry doors
- Clean and sanitize high contact surfaces

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## Proactive Message to Crewmembers About COVID Testing

Protecting lives in our communities and livelihoods for our employees is our top priorities at **COMPANY**. The recent spike in COVID cases is cause for concern and has caused unplanned changes to our hours of operations over the past few days. Closing unexpectedly takes much needed hours & tips away from our employees and confuses our customers – our goal is to minimize risk and maximize operational consistency for you and customers who continue to support us.

We will continue to follow the state and federal protocols for keeping everyone safe. Please continue to work every minute of every shift to follow the commitments made toward COVID-19 safety. To better serve our employees and communities, I wanted to provide a few updates based on current CDC guidance for [businesses](#) and [critical workers](#).

If you have had close contact (which the CDC now defines as being within 6 feet for at least 15 consecutive minutes with someone COVID positive) you may still work but you should be extra cautious with heightened awareness of showing any signs or symptoms. You must wear a face covering while at work and follow social distancing as much as practical. Call your manager and absolutely do not come to work if you have any of the following symptoms: fever, aches, coughs, chills, loss of taste or smell, and/or shortness of breath.

Any employee with signs or symptoms may not return to work until quarantine protocols have been met. Any employee who is lab-confirmed COVID-19 positive may only return to work when all three of the following criteria are met (this is the new 3 & 10 rule):

- at least 3 days (72 hours) have passed since recovery (resolution of fever without the use of fever-reducing medications); and
- the employee has improvement in symptoms (e.g., cough, shortness of breath); and
- at least 10 days have passed since symptoms first appeared.

Everyone, please continue to practice strict handwashing, clean and sanitize high contact surfaces, practice social distancing when practical and avoid unnecessary physical contact at all times. Please continue to thoroughly clean restaurants and disinfect frequently touched surfaces.

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## Supporting Crew who have a Suspected or Confirmed COVID Case

Ensure any crewmember with signs or symptoms of COVID-19 does not return to work until the quarantine protocols have been met:

1. In the case of a crewmember who was diagnosed with COVID-19, the individual may return to work when all three of the following criteria are met:
  - a. at least 3 days (72 hours) have passed since recovery (resolution of fever without the use of fever-reducing medications); and
  - b. the individual has improvement in symptoms (e.g., cough, shortness of breath); and
  - c. at least 10 days have passed since symptoms first appeared.
2. In the case of crewmember who has symptoms that could be COVID-19 and does not get evaluated by a medical professional or tested for COVID-19, the individual is assumed to have COVID-19, and the individual may not return to work until the individual has completed the same three-step criteria listed above.
3. Alternatively, if the crewmember has symptoms that could be COVID-19 and wants to return to work before completing the above self-isolation period, the individual must obtain a medical professional's note clearing the individual for return based on an alternative diagnosis.

## If you have fewer than 500 crewmembers, remember to follow FFCRA

The Families First Coronavirus Response Act (FFCRA) requires certain employers to provide their employees with paid sick leave or expanded family and medical leave for reasons listed below through December 31, 2020.

### FFCRA's 6 Qualifying Reasons

1. Subject to Federal, State or local quarantine or isolation order.
2. Has been advised by a health care provider to self-quarantine.
3. Is experiencing COVID-19 symptoms and is seeking a medical diagnosis.
4. Is caring for an individual subject to an order described in #1 or #2.
5. Is caring for his or her child whose school or place of care is closed.
6. Is experiencing any substantially similar condition.

### Linked Resources

- [Read the Wage & Hour Division information on FFCRA](#)
- [Post this poster in your restaurants.](#)
- [FFCRA Decision Making Tree](#)
- [Leave Template](#)
- [Return to Work Template](#)

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## Notifying Crewmembers in Close Contact of Lab-Confirmed Case

*Identify anyone who had close contact with the sick crewmember at the restaurant (i.e., within 6 feet for at least 15 minutes), and notify them that they may have been exposed without revealing the name and identifying information of the sick crewmember. Keep the identifying information confidential.*

Dear **CREWMEMBER**,

Please be advised that we were notified that a crewmember tested positive for COVID-19. This notification is to let you know that you as an immediate response to protect the health and safety of our workforce, we are notifying all crewmembers who have had contact with this individual so they everyone can take the necessary precautions recommended by the Center for Disease Control (CDC).

We are also taking the following steps:

- **[List Your Steps]**
- Temporary Closure of our location until **DATE**
- Professional Cleaning and Sanitizing of the location

We ask that you abide by the following federal (CDC) guidelines to protect your health and those around you:

- Wash your hands often with soap and water for at least 20 seconds, especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60 percent alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Follow all recommendations provided by the CDC here:
  - For Critical Workers: [click here](#)
  - For Businesses: [click here](#)

If you, or someone in your household, exhibits COVID-19 related symptoms, please notify **[Contact name & Info]** so that we may track any potential outbreaks within our company. All such personal information will be maintained confidentially.

We have made arrangements with **HEALTH PROVIDER** to provide you with COVID-19 testing. Your health and peace of mind is important. If you choose to use another provider, please submit your receipt to **CONTACT** for reimbursement.

Your health and safety are our top priority. We are immediately assessing this situation and will contact you by **DATE/TIME via email** with all relevant workplace notices detailing your rights and protections as our Team Members. You may contact **[Contact name & Info]** with your questions.

These are trying times for us all, and we are here for you.

## Sample Closing Notices from other Restaurant Businesses

### **Chick-fil-A North Point Village (Media Reply)**

"After learning that two team members at Chick-fil-A North Point Village were diagnosed with COVID-19, the restaurant initiated the response protocol and took precautionary measures, including disinfecting and deep cleaning the restaurant. Safe service is our top priority and our restaurants continue to follow CDC and local health department guidelines."

### **Town & Hearth Dallas (Through Open Table)**

"As a customer who dined with us from February 28-March 13, we wanted to advise you that a member of our employee family was sent home from the restaurant Friday, March 13 because the employee was not feeling well. Subsequently, the employee tested positive for the Coronavirus. Because the CDC indicates individuals typically display symptoms of the virus within 2-14 days of exposure, we are contacting you directly. We are sharing this information so you can make the best decisions for your health and the health of those around you going forward, as our number one focus right now is the safety and well-being of our staff and customers. For more information about the Coronavirus, please visit the Centers for Disease Control website at <http://cdc.gov>."

### **Royal China Dallas (Facebook)**

"Dear Royal China friends and family, we have been so happy to be able to serve you during these uncertain times and have been overwhelmed by your support and encouragement as we try to navigate this new way of life for all of us. Last week, we slowly reopened the dining room, operating at 50% capacity and closely following the guidelines provided to us by state and federal agencies. And it's been wonderful to see so many familiar faces together again. However, as we must all now expect and prepare for, we have experienced a setback, with one of our kitchen staff becoming ill. (They had no contact with any customers and we sanitized the restaurant every day) As we have been throughout the shutdown, we will test our entire staff and quarantine any further positives. Out of an overabundance of caution and care, we have decided to close the dining room and suspend takeout and delivery while we focus our efforts on these matters. We will be open again as soon as possible and thank you for your undeniable patience. Please feel free to contact us with any questions or concerns, and take care."

### **Vantinatx (Instagram)**

"As we've previously announced, Flavorhook is testing staff weekly for COVID-19. This week, a team member has tested positive and will not be returning to the restaurant until healthy. Thank you all for your continued support as we do our best to stay as transparent and safe as possible. We will be closed tomorrow for the holiday but wish you all a safe and Happy 4th of July! For questions, please email us at ..."