

Potential for an outbreak in your geographic area or industry? Enhance procedures to respond to an outbreak in your facility, designed to break the chain of infection or illness.

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Proactive Remediation. A publicly declared outbreak in your facility or region disrupting normal business. Heighten pro-active position and reinforce training while following current procedures.

We would consider this a need for "proactive remediation." The guidelines would be to:

- Heighten pro-active position and reinforce training while following current procedures.
- Reinforce hand hygiene, ill employee policy and cough etiquette.
- Monitor employee health.
- Disinfect with an [Environmental Protection Agency]-registered hard surface contact surface disinfectant according to label directions.
- Carefully read and follow label directions for use and proper contact times. For food contact surfaces, thoroughly rinse with potable water.
- Wash and sanitize food contact surfaces and equipment on a more frequent basis.
- Change out utensils in buffet line on a more frequent basis.
- Perform training, reinforcing cleaning, sanitizing and disinfecting procedures.
- Ensure all hand sinks are properly accessible, not blocked and stocked with warm water, soap and paper towels.
- Increase the frequency of monitoring hand sinks, including those in the guest restrooms, as hand-washing frequency will increase.
- For disinfecting, focus on high-touch objects in the dining room. Door knobs, door handles and push plates, railings, light and air-control switches, faucets, toilet flush levers and the restrooms.
- For a deep clean, also consider taking everything off of the tables and properly disinfecting the table surfaces. Be careful not to contaminate any food products. If salt and pepper shakers are at the tables, empty them before cleaning and allow them to air dry before refilling. The EPA does consider tabletops to be a food contact surface so after table surfaces are disinfected, you'll need to follow with a wash, rinse and sanitize.
- For typical cleaning, right now it is recommended to follow normal sanitizing procedures for food contact surfaces.
- Completely disinfect the guest and employee restrooms.
- Disinfect the service station, bar and lobby counters.
- If menus can be discarded, replace them with new ones if they are on hand. If not, disinfect the menus carefully.
- Disinfect point-of-sale terminals and touch screens and pagers, too. Again, carefully, not to damage electronics.

- Disinfect tables in the kitchen, remembering to move everything away from the area you are disinfecting to prevent chemical contamination.
- Follow with wash, rinse and sanitize. Disinfect handles on coolers and equipment, as well as other handles.
- Wash, rinse and sanitize any food contact wares such as stacked plates or scoops and tongs that are set out and not covered.
- Use approved disinfectants with an EPA “emerging viral pathogen” claim and follow the specified procedures on high-touch guest points.

What routine cleaning should be conducted, such as on consumer-facing parts of the restaurant such as kiosks, counters, cash tills, chairs, tables, door handles?

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What pieces of advice are we missing in these questions?

Coronavirus is a respiratory virus – it is not considered to be a foodborne illness by the CDC, but similar proactive steps such as not working when sick, proper hand washing and thorough disinfecting can help mitigate the risk.

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What are the first steps a restaurant operator should take when they learn an employee or customer has been diagnosed with coronavirus/COVID-19?

Stay calm, follow your company's communication policy, send the employee home and ask them to call their healthcare provider, and disinfect high-touch guest areas. It's of utmost importance to ensure everyone is working together and clear steps are followed. Mixed messages can cause confusion and it's important to make the right decisions quickly and involve the right team. If the employee has stated they are confirmed to have COVID-19, the employee should self-isolate for 14 days and follow guidance from their doctor and the [Centers for Disease Control and Prevention]. If it's not in your ill employee policy already, add flu-like symptoms and fever for exclusion. Best practice has been to not return until the employee is 72 hours symptom free. With COVID-19, additional precautions are needed to help ensure the safety of your team.