



## Q&A Webinar with Southern Nevada Health Department

*Note: The following are recommended by the Southern Nevada Health Department. For further clarification regarding any of the topics below, we recommend reaching out to the Business License Department, as they are the enforcing agency on the Governor's Reopening Guidelines.*

- 1. Why do we need to flush the lines, since the water is already treated?** SNHD is not overly concerned with the water source that is tested regularly, as that water is safe. However, the internal plumbing of some facilities, especially the older ones, can harbor "Pala forms." The Pala forms can proliferate when the water has been stagnating for some time, which is why SNHD recommends doing a flush of the lines.
- 2. Can we have a maximum table size of 10 as long as it follows the 50% capacity rule and 6 ft from other tables?** Yes, although, SNHD recommends five people per table unless the party of 10 are living under the same household. A restaurant must still maintain a 50% capacity with a 6-foot physical distance. Please refer to the Governor's guidelines as they are mandated, in which he also gives a list of best practices to follow.
- 3. Paper menus and menu boards are advisable, but can we have a wipe able menu?** Yes, as long as the menu can be disinfected using any disinfectants on the EPA's list, found [HERE](#). However, to keep customers safe, we strongly suggest following recommendations to as close as possible.
- 4. Can we close Bathrooms, or do we need to control the number of people going into the bathrooms? Would we need to clean the bathroom after every use?** SNHD does not have firm guidance on bathrooms. However, SNHD regulations are still in effect, so if you are providing dining-in services, the venue must have restrooms available. Governor's mandate regarding congregating should still be followed. We also highly recommend and encourage cleaning and disinfecting the bathrooms, especially high touch areas (handles, sinks, toilets, etc.) as frequently as possible.
- 5. Are we legally allowed to take employee's temperature when they come into work?** We recommend contacting OSHA or a Legal Counsel for the proper approach. However, SNHD has provided an employee screening tool, found [HERE](#). Employers can also download the "Restaurant Employers do's and don'ts require of their employees regarding health status on the job," provided by the Nevada Restaurant Association, [HERE](#).
- 6. If a Restaurants was closed and quarantine, is there a re-inspection? If so, is there a fee?** No. If the restaurant is closed due to COVID-19, SNHD is not an enforcing agency, and currently its function, so the venue will not be closed by the Southern Nevada Health District.
- 7. What is the for the restaurant if an employee is discovered to have COVID-19?** Please refer to CDC guidelines, found [HERE](#), for specific protocols for confirmed COVID-19 cases.



8. **Can I seat guests at my bar, as long as I follow guidelines on closing every other seat?** No. Bar seating area remains close during Phase 1 of reopening. The bar can be open for service, but drinks must be served tableside.
9. **Are gloves required for front of house servers and employees?** The Governor has not made any required guidelines for glove use for the front-of-house staff. However, per SNHD regulations, restaurants are prohibited from using bare-hand service, which should be followed. Frequent handwashing is part of that regulation, which mirrors the Governor's mandate, as well.
10. **Can restaurants require facemasks for customers waiting on line?** Restaurants are allowed to be stricter than the Governor's guidelines. However, we strongly recommend reaching out to your Legal Counsel for legal clarification.
11. **Are masks required for back-of-house staff?** As stated, all employees are mandated to wear face coverings. The Governor's mandate did not distinguish between front-of-house or back-of-house, so it strongly recommended to follow the set directives of requiring all employees to wear a mask.
12. **Are restaurants required to use disposable plates, utensils, and cups, or can we use non-disposable?** Disposable plates, utensils and cups are preferable. However, restaurants are allowed to use their non-disposable plates, as long as they incorporate a disinfecting cycle prior to their washing and sanitizing process.
13. **Do we have to use condiments packets, or can we continue to use refillable condiment containers?** It is strongly recommended to use one-time-use condiment packets. Although it has not explicitly been outlined on the Governor's mandate, he has prohibited self-service food stations, such as self-serve beverage stations.
14. **Can you clarify the required temperature for dish machines? Are they higher, or can they remain the same?** At this time, SNHD cleaning and sanitizing recommendations for a dish machine are not changing. However, the Southern Nevada Health District is currently looking into this further.
15. **If a restaurant has booth seating and is sitting back to back, is it still required to have an empty seating in between every booth?** No, if booth seating satisfies the 6ft physical distance requirements, or if there are partitions at each booth that meet the Governor's Guidelines. Although we highly recommend reaching out to the Business License Department for clarification.
16. **Are there any rules or recommendations regarding handling payment? For cash handling, are there any certain requirements for glove use?** SNHD recommends moving to a contactless interaction for handling payment. At this time there are no specific guidelines or requirements for glove usage when handling cash from SNHD or the Governor.



17. **Are there any rules or recommendations on how front-of-house handle drink service?** Per standard SNHD regulations, when refilling drinks, the drink pitcher must not touch the rim of the glass. Restaurants should continue to practice this food safety. Alternatively, SNHD recommends restaurants provide each table with their own pitcher of drink to refill or must provide customers with a new glass for every refill.
  
18. **Is there a certain amount of employees that are allowed to be in the kitchen?** Restaurants should follow the Governor directive regarding individuals maintaining 6ft social distancing, when possible.

If you have any additional questions regarding Phase 1 reopening, please email us at [info@nvrestaurants.com](mailto:info@nvrestaurants.com) or call us at (702) 878-2313.