



Illinois
Department of Commerce
& Economic Opportunity
JB Pritzker, Governor



FOR IMMEDIATE RELEASE:

August 25, 2020

Contact: Lauren Huffman, DCEO
Lauren.Huffman@illinois.gov

Contact: Cris Martinez, IDPH
cristobal.martinez@illinois.gov

STATE OF ILLINOIS UPDATES SAFETY GUIDELINES FOR RESTAURANTS AND BAR ESTABLISHMENTS TO PROTECT PATRONS AND WORKERS FROM COVID-19

To further prevent spread, face coverings use will be required during interactions with wait staff and food service workers

CHICAGO—The State of Illinois today announced revised guidelines for restaurants and bar establishments statewide to operate safely and help prevent the spread of COVID-19. Based on a recent increase in cases, these latest guidelines will require patrons to wear a mask during any interaction with wait staff, food service workers and other employees at bars and restaurants. Face coverings must be worn over the nose and mouth when patrons are approached and served by staff, including but not limited to when employees take patrons orders, deliver food and beverages, and service tables. This guidance will also apply to other facilities with food services areas that are currently subject to the Restore Illinois guidance, such as indoor recreational facilities, museums and entertainment venues.

New guidelines go into effect Wednesday, August 26th and will require face coverings to be worn both in indoor and outdoor dining settings in all eleven regions in the state. Full guidelines may be found on the Department of Commerce and Economic Opportunity (DCEO) [website](#).

“Illinois residents continue to take important steps to protect the safety of our loved ones and neighbors. However, due to a recent uptick in cases, we must take additional precautionary steps when we are out in public,” **said Governor JB Pritzker**. “Based on conversations and input from industry and business leaders, the State of Illinois is implementing updated guidelines which will allow restaurants and bars across the state to stay open while helping protect the health and safety of patrons and staff.”

The revised guidelines announced today build on both the statewide Restore Illinois guidelines as well as the tiered mitigation strategies that are implemented when a region sees consistent increased test positivity or hospital admissions. The latest data on regional test positivity and hospitals can be found on the Illinois Department of Public Health (IDPH) [website](#). More information about the Restore Illinois guidelines and tiered mitigation measures can be found on the Department of Commerce and Economic Opportunity (DCEO) [website](#).

“Going out for food and drinks should not be a reason or an excuse to let our guards down in the fight against COVID-19,” **said Dr. Ngozi Ezike, Director of IDPH**. “IDPH and DCEO are updating current guidance to make it clear that face coverings should be worn in any situation where we are

interacting with those outside of our immediate circles. We will continue to adapt our guidelines and institute additional precautions to help protect all residents that make up our communities.”

Patrons are currently required to wear a mask whenever on premises, except while eating and drinking at the table or bar. The new guidelines ensure that while seated, interactions between business staff and patrons can happen safely to prevent possible spread of the virus.

The Illinois Department of Commerce and Economic Opportunity (DCEO) has worked with industry leaders, who have requested heightened measures to protect the safety of workers in light of the recent increase in cases, and to further reduce the risk of spread that could harm business operations.

“From the beginning, DCEO has worked closely with our colleagues at IDPH as well as industry leaders to create guidance that business owners can implement and use to keep employees and customers safe, and that will ultimately help guide the reopening of our economy,” **said DCEO Acting Director Michael Negron.** “In partnership with industry leadership at IRA and employee protection organizations representing hospitality staff across the state, our latest guidelines will put the health and safety of our hospitality industry employees first and allow consumers to have confidence that Illinois bars and dining establishments are taking all precautions to allow a safer experience.”

“The state's updated guidelines for face coverings reinforce the message our Association has been driving home for months - 'Covered Faces Keep Open Places,'" **said Sam Toia, President & CEO of the Illinois Restaurant Association.** "Face coverings will protect both diners and team members during this critical time. If we want to stay on a steady path with reopening, it is up to every individual to work collectively toward this common goal."

Phase 4 regulations remain in effect in ten out of the eleven regions across the state. Currently, bars and restaurants remain open with capacity restrictions to allow for social distancing – with seated parties of 10 or less, tables spaced 6-feet apart, and standing areas at no more than 25 percent capacity indoors. Region four is currently operating under increased mitigations following a sharp increase in its COVID-19 positivity rate, and Region seven will soon institute additional mitigation measures to take effect Wednesday August 26 in order to prevent the spread of COVID-19.

“On behalf of the thousands of restaurant workers that we serve in Illinois and across the country, we strongly support Gov. JB Pritzker’s initiative to enforce restaurant guidance during this unprecedented public health crisis. This is significantly critical for the safety and health of our restaurant workers and customers—and the gateway for workers to get their jobs back and revive the economy,” **said Sekou Siby, president and CEO of the Restaurant Opportunities Centers (ROC) United.** “The restaurant industry employs nearly 14 million workers or 10% of the entire U.S. workforce. This updated guidance, which can be a model for other states, underscores the need for a vital policy on how restaurant businesses should reopen safely, equitably and responsibly.”

To assist bars and restaurants with implementing new safety measures, DCEO has provided an updated industry toolkit on their [website](#). The toolkit provides revised health guidelines materials, including new signage that may be displayed at restaurants and bars to encourage compliance.

Governor Pritzker’s Restore Illinois plan is a phased, data-driven approach to reopening the state. Illinois is currently in Phase 4 of the reopening plan, with recent updates made to create 11 public health regions and allow Illinois to introduce additional mitigations to fight against a resurgence in

our state. From the beginning, Restore Illinois has contemplated changes to guidance as progress is made, or as public health data suggests increasing rapid spread. DCEO has worked with IDPH to develop extensive public health guidelines since May, providing information and resources to help protect businesses and communities in reopening safely. For more on industry guidelines, visit DCEO's website at <https://dceocovid19resources.com/restore-illinois>.

#

RESTAURANT & BAR ESTABLISHMENT SAFETY GUIDELINES



Illinois
Department of Commerce
& Economic Opportunity
JB Pritzker, Governor

RESTORE ILLINOIS

A Public Health Approach To Safely Reopen Our State

PART OF PHASE 4 OF RESTORE ILLINOIS PLAN

APPLICABLE TO EACH REGION UPON TRANSITION TO PHASE IV | ISSUED ON AUG 25, 2020 | EARLIEST EFFECTIVE AUG 26, 2020

The Revitalization Phase of the Restore Illinois public health approach to reopening the Illinois economy includes larger gathering sizes, additional businesses reopening and increased capacities. We must all continue to social distance, frequently wash our hands and cover our faces to maintain progress in overcoming COVID-19.

Updated 8/25/2020

NEW SAFETY GUIDELINES FOR PATRONS

Minimum Guidelines

1. NEW: Patron should wear face coverings over their nose and mouth when approached and serviced by establishment employees, including but not limited to when employees take patron orders, deliver food and beverages, and service tables, whether dining indoor or outdoor.
2. NEW: Patrons should wear face coverings over their nose and mouth when picking up carry out orders.

Encouraged Best Practices

1. NEW: Patrons should be encouraged to wear face coverings over their nose and mouth when picking up food at a drive-thru window.

Overview

SAR-CoV-2 is a novel coronavirus that has emerged and caused coronavirus disease, abbreviated as COVID-19. Public health experts continue to learn about COVID-19, but based on current data and similar coronaviruses, spread from person-to-person happens most frequently among close contacts¹ via respiratory droplets. Transmission to persons from surfaces contaminated with the virus has not been documented yet, but current evidence suggests that the virus may remain viable for hours to days on surfaces made from a variety of material.

Purpose

The IDPH provides the following safety guidance for retail restaurant and bar establishments. To prevent exposure to and the spread of COVID-19 the Department provides the following guidance. Additional guidance may be needed as COVID-19 outbreak conditions change, including as new information about the virus, its transmission, and impacts, becomes available.

At this time, restaurant and bar establishments are allowed to resume indoor dining operations, as included in part of Governor Pritzker's "[Restore Illinois](#)" plan. The Restore Illinois plan breaks the State up into 4 different regions, each of which will be evaluated based on several metrics individually to determine which Phase of recovery that region is in. To determine what phase each region of the State is in, please visit the following link: [Phase of Restore Illinois](#). Once the region in which a retail restaurant and bar establishment is located is promoted to Phase IV of the recovery, operations can resume following this IDPH Restaurant and Bar Establishment Reopening Safety Guidance.

Note: Organizations that operate across multiple workplace environments should refer to applicable Phase IV guidelines for guidance on those workplaces.

Note: As of release, seated area capacity of restaurants and bars should be determined by arranging seating to provide a minimum of six feet between tables or other designated patron service areas. Standing area capacity of restaurants or bars may operate at maximum of 25% of standing area capacity. Capacity restrictions will be reassessed based on the latest science and public health metrics on an ongoing basis throughout Phase IV.

¹ Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact



Safety Guidelines for Restaurant and Bar Establishment Operators

Many of the following guidelines are taken from the FDA and the full checklist can be found here:

[FDA's Checklist: Best Practices for Re-Opening Retail Food Establishments During COVID-19](#)

FACILITY OPERATIONS - BEFORE INITIALLY OPENING INDOOR DINING

i. Minimum guidelines

2. Post [signs](#) on how to stop the spread of COVID-19 and promote everyday protective measures.
3. Conduct a self-inspection to assure the premises is in good order and equipment is working properly.
4. Assure all areas of the food establishment, including restrooms and waiting areas, are properly cleaned, stocked, sanitized, or disinfected, and there are no signs of pest infestation or harborage.
5. Assure the 3-compartment sink is clean and equipped with detergent and sanitizer, and the warewasher is clean and functioning and equipped with detergent and sanitizer (single temperature machine, 165F) or reaches 180F rinse (high temperature). Have sanitizer test strips available and appropriate for the sanitizer being used.
6. Ensure ventilation systems including air ducts and vents in the facility are clean, have new filters and are operating properly. Working with local health department to optimize air flow within establishment is recommended.

WATER, PLUMBING, AND ICE - BEFORE INITIALLY OPENING INDOOR DINING

i. Minimum guidelines

1. Assure hot and cold potable water are available throughout the facility and the water and sewage lines are working.
2. Clean and sanitize all ice machines and ice bins.
3. Flush all water lines, including equipment water lines and connections according to: [IDPH Guidance for Maintaining Water Systems During Reduced Use and Returning Water Systems to Regular Use after Extended Periods of Reduced Use.](#)



FOOD CONTACT AND NON-FOOD CONTACT SURFACES (CLEAN, DISINFECT, SANITIZE)

i. Minimum guidelines

1. Use necessary sanitizers and disinfectants that meet [EPA's criteria](#) against SARS-CoV-2 per label instructions to clean and disinfect the facility during hours of operation and assure staff are trained to use them properly.
2. [Clean and disinfect](#) common areas (e.g., restrooms, cafeterias), high-touch areas and equipment (e.g. door knobs, display cases, equipment handles, check-out counters, order kiosks) more frequently; every hour recommended for high-traffic areas.
3. Have sufficient stocks of single-service and single-use articles (e.g. tableware, carryout utensils) available in place of re-usable dishes and utensils. If not, ensure all reusable food service items are handled with gloves and washed properly in 3 compartment sink or in a dishwasher.
 - i. Sanitization of multi-use items (e.g., menus, if reused, special cards, pens, check presenters, etc.) should be completed after each use.
 - ii. Discard any single-use or paper articles (e.g., paper menus) after each use.
4. Disinfect tables and chairs between parties and again at closing time (see [EPA approved list of disinfectants](#)).
5. Valet staff should perform cleaning of vehicle in compliance with [GSA protocols](#).
6. Create and implement an enhanced cleaning/sanitizing schedule for all food contact surfaces, and cleaning/disinfecting of non-food contact surfaces; if practical, have designated staff member that is responsible for cleaning.
7. Gloves should be worn by staff preparing food per pre-COVID food handling protocols, such as handling Ready to Eat (RTE) foods.
8. All required disinfecting, cleaning, or sanitizing activities to be conducted by employees should be within their normal workday or during otherwise compensated time.



FOOD AND TEMPERATURE CONTROL

i. Minimum guidelines

1. Assure all coolers, freezers, and hot and cold holding units are functioning, clean, sanitized, and protected from contamination
2. Have calibrated thermometers available to check equipment and product temperatures to ensure food safety/HACCP plans are executed as designed
3. Examine all food for spoilage, damage, expiration, tampering or pest activity
4. Assure food is properly labeled and rotated, and all food, packaging, and chemicals are properly stored and protected from cross contamination

HANDWASHING STATIONS

i. Minimum guidelines

1. Train and remind employees of effective hand hygiene practices including washing hands with soap and water for at least 20 seconds every 30 minutes, and:
 - i. Upon arrival to work
 - ii. Prior to and during food preparation
 - iii. When switching between tasks
 - iv. Before donning gloves to work with food or clean equipment and utensils
 - v. After using the restroom
 - vi. After handling soiled dishes and utensils
 - vii. When hands are visibly soiled
 - viii. After coughing, sneezing, using a tissue, touching face
 - ix. After eating or drinking
 - x. After smoking or vaping
 - xi. After handling cell phone
2. Handwashing sinks should be accessible, functional with hot and cold running water and fully stocked with soap, hand drying devices and waste cans.
3. Have paper towels and trash cans available in the bathrooms so doors can be opened and closed without touching handles directly.
4. Provide hand sanitizers (minimum 60% alcohol), as appropriate, in multiple locations to encourage hand hygiene by both patrons and employees to supplement hand washing



EMPLOYEE HEALTH/SCREENING

i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home.
2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the [DCEO Restore Illinois guidelines website](#).
 - i. Employers should conduct in-person screening of employees upon entry into workplace to verify no presence of COVID-19 symptoms.
 - ii. If employee shift is greater than 5 hours, employers should also conduct mid-shift screening to verify no presence of COVID-19 symptoms (in person preferred, though virtually is permitted).
3. If employee reports having any COVID-19 related symptoms, they should remain isolated at home for a minimum of 10 days after symptom onset AND until feverless and feeling well (without fever-reducing medication) for at least 72 hours OR confirmed to not have COVID-19 via 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart.
4. If employee reports having any COVID-19 related symptoms, employers should encourage employee to contact their health care provider; if multiple employees report having any COVID-19 related symptoms, employers should notify their local health department within three days of being informed of the prevalence of COVID-19 symptoms; if multiple employees test positive for COVID-19, employers should notify their local health department within one day of positive test results.
5. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed [according to CDC guidelines](#).
6. Where appropriate, notify employees who have been exposed. Employers should not identify an employee who tested positive by name.
7. Any employee who has had close contact² with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop.
8. Have an adequate supply of personal protective equipment (PPE) and/or cloth face coverings for staff, as well as a policy and training for staff to wear their masks.
 - i. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR's guidance](#).



ii. Encouraged best practices

1. Consider nominating a staff person to become a COVID-19 safety team leader. Their responsibilities can include staff training and monitoring, as well as assisting patrons with their questions or issues.
2. Monitor and have a plan to respond to a higher than normal level of absenteeism.
3. Ensure dishwashers have access to both face and eye protection to protect eyes, nose, and mouth from containment splash.

² Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact

HR AND TRAVEL POLICIES

i. Minimum guidelines

1. All employees and workers who perform work at the worksite (such as temporary or contract workers) should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the [DCEO Restore Illinois guidelines website](#).
2. Employees should follow [CDC travel guidance](#) to protect themselves and others during business travel.
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations
4. Employers should clearly explain all paid leave policies and make workers aware that they may be eligible for benefits if they are sick or symptomatic.
5. Employers should be aware that the Occupational Safety and Health Act of 1970 and provisions of state law prohibit employers from retaliating against workers for raising safety or health concerns.



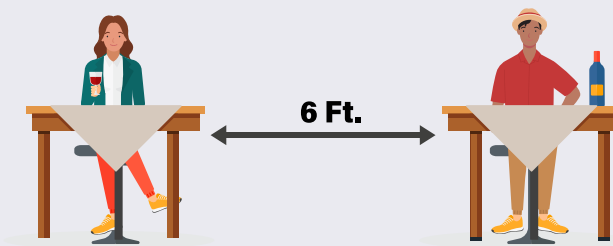
ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure.

OCCUPANCY

i. Minimum guidelines

1. *[Seated areas]* Area capacity should be determined by arranging seating to provide a minimum of six feet between tables or other designated patron service areas.
2. *[Standing areas]* Maximum occupancy of 25% of standing area capacity.
3. 10-person party limit.
4. Configure space to allow for at least 6-ft. of distance between tables or other designated patron service areas; if tables/ booths cannot be moved, employers should only use every other table/ booth to allow for separation between patrons of unrelated parties.
 - i. Bar seating should be spaced 6-ft apart to maintain social distancing between patrons of unrelated parties.
 - ii. *[Booths only]* Employers may use consecutive booths to serve patrons of unrelated parties only if employer installs an impermeable barrier with a height of 6-ft or greater from the floor between booths. Use of barriers should not impede entry/ exit or impose a fire risk. Use of plexiglass is a best practice.
5. To the extent possible, patrons should wait for services off premises, either outdoors and maintaining social distance of 6-ft with use of recommended face coverings or in their vehicles. Patrons can wait in waiting area, but should adhere to 6-ft distancing guidelines.
6. Live music is permitted but employees and performers should follow social distancing guidelines, keeping the maximum distance possible from each other and from customers. Performers should wear face coverings where possible and the use of barriers between singers and customers and employees during the performance is strongly encouraged; additional guidelines for performers can be found in the [Theaters and Performing Arts guidelines](#).
7. Before allowing external supplier or non-patron visitor (excluding third-party visitors providing carry-out services only) to enter, or while requiring them to wait in a designated area, employer should ask whether external supplier or visitor is currently exhibiting COVID-19 symptoms.
 - i. If practical, employer should take external supplier or non-patron visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted).
8. Keep log of all external suppliers who enter premises.
9. Suppliers and other non-patron visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face-covering).



i. Encouraged best practices

1. If practical, alter hours of operation to adequately spread out patron traffic and allow for additional cleaning time.
2. Stagger shift start and end times to minimize congregation of employees during changeovers.
3. If practical, group employees in clusters and schedule groups on same shifts to reduce cross-team exposure.
4. Limit contact between external suppliers and employees.
5. Restrict suppliers from entering premises and if practical, have deliveries dropped at door.
6. Before allowing entrance, employers should ask whether patron is currently exhibiting COVID-19 symptoms.
 - i. If practical, employer should take patron temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted).

SOCIAL DISTANCING/ PHYSICAL WORKSPACE

i. Minimum guidelines

1. Employer should [display signage](#) at entry and throughout workspace with face covering requirements, social distancing guidelines, cleaning protocols, and any reduced capacity limit, in multiple languages as needed.
2. Employees should social distance from patrons while not performing services.
3. Employees should maintain social distance to the extent possible while performing services.
4. Limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft or greater by removing/decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirements.
5. Implement a reservation or call ahead model especially for busy periods, if practical.
6. Buffets and self-service food stations (e.g. hot and cold bars, bulk items, baked goods) should adhere to additional minimum guidelines:
 - i. Patrons may self-serve food if hand sanitizer stations are located at both ends of the buffet or self-service station and signage is posted to require hand sanitizing before each visit to a station.
 - ii. If areas are not configured for self-service, designated staff (e.g., buffet attendant) should serve onto patron's plate wearing appropriate face covering and gloves, while maintaining 6-ft social distancing with patrons and other employees.
 - iii. Separate buffet stations should maintain 6-ft distancing and allow for social distancing between patrons throughout establishment.
 - iv. Impermeable barriers should be put in place between servers and patrons; patron and servers should not exchange or pass the same plate multiple times.
 - v. Queue points should be established 6-ft apart with markers to encourage social distancing.
 - vi. Queue should be limited to patrons in respective party to the extent possible.
 - vii. Utensils used for serving should be changed hourly.
7. Eliminate any table presets (e.g., table tents, menus, ketchup bottles, salt and pepper shakers, lemons, straws, shared condiments, etc.).
8. Eliminate the use of beverage napkins or coasters.
9. Eliminate the service of shared snacks at the bar.
10. Remove shared items (e.g., magazines) from waiting areas and configure any seating to be 6-ft apart to allow for social distancing.
 - i. Any surfaces in waiting area (e.g., seats) touched by patrons should be disinfected after use.
11. Use single packet condiments, if possible, OR serve condiments in containers – such as a washable bowl or paper cup – that can be sanitized or disposed of after use (no shared condiments permitted).
12. Use disposable silverware, if possible, OR use rolled silverware or silverware placed in sleeves (employers should utilize gloves while rolling/placing in sleeves).
13. Use disposable or touchless menus, if practical, or use menus that can be sanitized between each use.
 - i. If practical, QR Digital menu or app-based ordering should be used.
14. To the extent possible, eliminate refilling patron beverages and use a new glass cleaned using proper dishwashing procedures or a new disposable cup.
 - i. Employers using disposable cups may refill beverages only if employee wears appropriate face covering and gloves and uses pitcher to refill beverage. Per standard restaurant guidance, pitchers should never touch the rim of the cup.
 - ii. Self-service beverage fountains are permissible with the following precautions:
 - Customers may not reuse cups and should refill beverages with new disposable cups;
 - Customers must not touch the fountain spigot and should minimize contact with dispensing surfaces.
 - Fountain surfaces must be cleaned and sanitized every hour.



15. Standing areas in bars can remain open; employer should designate specific areas with 6-ft distancing for patrons of same party to utilize and should use 6-foot markings on floor to provide guidance on social distancing between unrelated parties.
16. Ensure that the area for take-out patrons allows for at least 6-ft of separation from seated patrons.
17. Employers should follow [Indoor and Outdoor Recreation guidelines](#) for non-gambling gaming/ amusement operations (pool tables, darts, etc.).
18. Employers should follow [Protocols for Resumption of Casino Gambling Operations by the Illinois Gaming Board](#) for casino gambling gaming/ amusement operations.

ii. Encouraged best practices

1. Deliver items to table on service trays to minimize hand contact.
2. Limit food and beverage stations to the extent possible.
 - i. If practical, employees wearing appropriate face coverings and gloves should serve food or beverage in unused containers and set aside for patron pickup. No patron should serve themselves, and new or freshly sanitized containers should be required for refills.
3. Designate specific area or queue for ordering beverages at bar OR require that drink orders be placed through wait staff while patrons are seated at tables.
4. Display visual markers 6-ft. apart at patron queue points (e.g., restrooms and bar lines).
5. Display additional signage at exits of restrooms to promote use of paper towel to open door for exit.
6. Display additional signage to promote distancing within shared restrooms.
7. Eliminate seating at bars within restaurant where possible.
8. If practical, install impermeable barriers in close contact areas (e.g., host stand, cashier). Use of barriers should not impede entry/ exit or impose a fire risk. Use of plexiglass is a best practice.
9. If practical, implement touchless transactions.
10. If practical, allow one-way traffic flow in and out of restaurant to limit any congregation.
11. Where possible, eliminate common touchpoints (e.g. remove shared items in commons areas, use touchless door pulls).
12. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical.
13. Where possible, minimize use of coat checks and clean area frequently.



Additional references for food or bar service operators can be found here:

- FDA: [Food Safety and COVID-19](#)
- FDA: [Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery During COVID-19](#)
- FDA: [Use of Respirators, Facemasks, and Cloth Face Coverings in the Food and Agriculture Sector During Coronavirus Disease \(COVID-19\) Pandemic](#)
- FDA: [Employee Health and Personal Hygiene Handbook](#)
- CDC: [Interim Guidance for Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19](#)
- CDC: [What Grocery and Food Retail Workers Need to Know about COVID-19](#)
- CDC: [COVID-19 Resources for Businesses and Employers](#)
- CDC: [Restaurants and Bars Reopening Decision Tree](#)
- CDC: [COVID-19 Printed Resources](#)
- IDPH: [COVID-19 Resources for Businesses and Organizations](#)
- IDPH: [Guidance for Maintaining Water Systems During Reduced Use and Returning Water Systems to Regular Use after Extended Periods of Reduced Use](#)
- IDPH: [Retail Food Page and Food Codes](#)
- Illinois Department of Human Services: [FAQ for Businesses Concerning Use of Face-Coverings During COVID-19](#)
- EPA: [List of EPA-registered Disinfectants](#)
- AFDO: [Planning for Reopening Food Service Establishments As COVID-19 Impacts Best Practices and Protocol](#)
- OSHA: [Guidance of Preparing Workplaces for COVID-19](#)
- National Restaurant Association: [COVID-19 Reopening Guidance: A Guide for the Restaurant Industry](#)

Safety Guidelines for Restaurant and Bar Establishment Patrons

The following guidance is recommended for patrons of food establishments. In our efforts to slow the spread of COVID-19, it is important to follow the safety guidelines provided below when visiting food establishments:

SAFETY GUIDELINES FOR PATRONS

i. Minimum guidelines

1. Consistent with state and federal guidance to limit the spread of COVID-19 and protect others, patrons should stay as close to home as possible and avoid unnecessary travel.
2. Patrons should practice social distancing by staying at least 6 feet from people from other parties at all times while they are outside of their home, including while at restaurants and bars.
3. Patrons should wear face coverings over their nose and mouth while on premises, except while eating and drinking at table (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering).
4. Patrons with symptoms consistent with COVID-19 (including fever, cough, or difficulty breathing) should stay home.
5. Patrons should arrive at the food or bar establishment prepared with hand sanitizers and cloth face covering.
6. Patrons without reservations should check for available capacity before going to the establishment.
7. While standing in line for ordering, pick-up, or checkout, patrons should wear a face covering and follow social distancing recommendations of at least 6 feet. Patrons should not congregate in waiting or bar areas.
8. **NEW:** Patrons should wear face coverings over their nose and mouth when approached and serviced by establishment employees, including but not limited to when employees take patron orders, deliver food and beverages, and service tables, whether dining indoor or outdoor.
9. **NEW:** Patrons should wear face coverings over their nose and mouth when picking up carry out orders.
10. Patrons should be prepared to keep their face covering on while waiting for a table, while ordering, and until their food arrives
11. Patrons should be prepared for longer wait times and be patient, as a limited occupancy may be in place. Patrons may be asked to wait in vehicles car if waiting areas are at maximum capacity. Many restaurants or bars that normally didn't require a reservation may now require one
12. Patrons should respect signs limiting access or the number of patrons that can be present at one time
13. If practical, patrons should avoid contact with shared amenities like public restrooms, indoor/outdoor playground equipment, picnic tables, and benches. Patrons should wash their hands or use hand sanitizer if they do come into contact with shared amenities or equipment
14. Patrons should wash their hands often with soap and water for at least 20 seconds. If soap and water are not readily available, patrons should use a hand sanitizer that contains at least 60% alcohol. Patrons should cover all surfaces of hands and rub them together until they feel dry. Patrons should not touch eyes, nose, and mouth with unwashed hands



15. Patrons should handle their leftover food to be taken to-go, if applicable

ii. Encouraged Best Practices

1. **NEW:** Patrons should be encouraged to wear face coverings over their nose and mouth when picking up food at a drive-thru window.

If you have questions or need additional support:
Please call our hotline at 1-800-252-2923
or e-mail us at ceo.support@illinois.gov
or return to illinois.gov/businessguidelines

For additional information and updated versions of this document,
please see the IDPH website:

<https://www.dph.illinois.gov/topics-services/diseases-and-conditions/diseases-a-z-list/coronavirus/business-guidance>