Discover Long Island New Normal Best Practices

This document is a collection of recommended best practices from a variety of reputable national safety and hospitality resources. These best practices will provide guidance to businesses on how to safely operate and re-open their businesses. This document is subject to change as health professionals continue to provide national safety updates.

- All businesses
    - Prevention
        - Promote frequent and thorough hand washing, including by providing workers, customers, and worksite visitors with a place to wash their hands. If soap and running water are not immediately available, provide alcohol-based hand rubs containing at least 60% alcohol.
        - Encourage workers to stay home if they are sick.
        - Encourage respiratory etiquette, including covering coughs and sneezes.
        - Provide customers and the public with tissues and trash receptacles.
        - Discourage workers from using other workers' phones, desks, offices, or other work tools and equipment, when possible.
        - Maintain regular housekeeping practices, including routine cleaning and disinfecting of surfaces, equipment, and other elements of the work environment. When choosing cleaning chemicals, employers should consult information on Environmental Protection Agency (EPA)-approved disinfectant labels with claims against emerging viral pathogens. Products with EPA-approved emerging viral pathogens claims are expected to be effective against SARS-CoV-2 based on data for harder to kill viruses. Follow the manufacturer's instructions for use of all cleaning and disinfection products (e.g., concentration, application method and contact time, PPE).
    - Individual Health
        - Prompt identification and isolation of potentially infectious individuals is a critical step in protecting workers, customers, visitors, and others at a worksite.
        - Employers should inform and encourage employees to self-monitor for signs and symptoms of COVID-19 if they suspect possible exposure.
        - Employers should develop policies and procedures for employees to report when they are sick or experiencing symptoms of COVID-19.
        - Where appropriate, employers should develop policies
        - and procedures for immediately isolating people who have signs and/or symptoms of COVID-19, and train workers to implement them. Move potentially infectious people to a location away from workers, customers, and other visitors. Although most worksites do not have specific isolation rooms, designated areas with closable doors may serve as isolation rooms until potentially sick people can be removed from the worksite.
        - Take steps to limit spread of the respiratory secretions of a person who may have COVID-19. Provide a face mask, if feasible and available, and ask the person to wear it, if tolerated. Note: A face mask (also called a

surgical mask, procedure mask, or other similar terms) on a patient or other sick person should not be confused with PPE for a worker; the mask acts to contain potentially infectious respiratory secretions at the source (i.e., the person's nose and mouth).

➢ If possible, isolate people suspected of having COVID-19 separately from those with confirmed cases of the virus to prevent further transmission— particularly in worksites where medical screening, triage, or healthcare activities occur, using either permanent (e.g., wall/different room) or temporary barrier (e.g., plastic sheeting).

➢ Restrict the number of personnel entering isolation areas.

➢ Protect workers in close contact with (i.e., within 6 feet of) a sick person or who have prolonged/repeated contact with such persons by using additional engineering and administrative controls, safe work practices, and PPE. Workers whose activities involve close or prolonged/ repeated contact with sick people are addressed further in later sections covering workplaces classified at medium and very high or high exposure risk.

https://www.osha.gov/Publications/OSHA3990.pdf
https://www.cdc.gov/coronavirus/2019-ncov/community/pdf/Reopening_America_Guidance.pdf

- Restaurants and bars
  - Cleaning
    - ➢ Host podiums and other work stations sanitized once per hour
    - ➢ Bar tops and tables sanitized after each use
    - ➢ Condiments either single use or cleaned after each use
    - ➢ Re-usable guest items (check presenters, pens, etc) sanitized after each use
    - ➢ Menus can be single use
    - ➢ Place mats should not be porous. Can replace with disposable or linen
    - ➢ Kitchens deep cleaned at least once per day
  - Physical distancing
    - ➢ Reduce bar stools to increase customer distance
    - ➢ Tables will also be spaced out 6 feet
    - ➢ Implement table limits
    - ➢ Encourage digital/ card payment, on takeout and dine in
    - ➢ Hostesses and managers will manage distance near entrance
    - ➢ Implement peak period queuing procedures
    - ➢ Encourage outdoor seating
    - ➢ Restaurants plan for 36 square feet per person
  - Other measures
    - ➢ Either eliminate buffet service, or put in sneeze-guards or restrict self service
    - ➢ Remind third-party delivery drivers and any suppliers that you have internal distancing requirements.
    - ➢ Taking employees' temperatures is at the operators' discretion. The CDC has not mandated taking an employee's temperature and any operator who chooses to do so should engage health officials first and adopt policies

aligned with proper procedures. CDC guidance states the minimum temperature that indicates a fever is 100.4°F. Ask employees to stay home if feeling any symptoms
- ➢ Put a sign of symptoms at door, and ask customers not to enter if feeling under the weather
- ➢ Continue wearing masks (both staff and customers)
- ➢ Implement reservation only dining

https://go.restaurant.org/covid19-reopening-guide

https://www.txrestaurant.org/texas-restaurant-promise

- Lodging
  - Guest amenities
    - ➢ Guests should be given check in bags with vital items: Masks, hand sanitizers, gloves, COVID-19 fact sheet, etc
    - ➢ Temporarily suspend usage of ice machines
    - ➢ Temporarily suspend communal food and beverage, like buffets and coffee makers
    - ➢ Temporarily suspend valet service
    - ➢ Remove furniture from communal areas
    - ➢ Utilize single use menus at in house dining establishments
    - ➢ Enhanced in-room dining
  - Cleaning
    - ➢ Hotel elevators will be cleaned regularly
    - ➢ Spray bottle/ sanitizer will be placed in each room
    - ➢ Communal areas will be cleaned frequently
    - ➢ Extra disinfection of the most frequently touched guest-room areas, including light switches, door handles, TV remotes and thermostats.
    - ➢ Back of house cleaning will also be stepped up- particularly in employee's communal spaces
    - ➢ In the event of a suspected case in a room, the room should be quarantined for 2 weeks or until the guest has been cleared of COVID-19
    - ➢ H-Vac air filter change and maintenance will be stepped up

  - Physical Distancing
    - ➢ No more than 4 guests per elevator at a time
    - ➢ Use queuing system at check in to minimize physical proximity
    - ➢ Recommend digital check out and receipts sent digitally
    - ➢ Implement contactless check-in, with digital keys
    - ➢ Reduce capacity for any in house dining options

    https://www.ustravel.org/sites/default/files/media_root/document/HealthandSafetyGuidance.pdf?utm_source=MagnetMail&utm_medium=email&utm_content=5%2E4%2E20%2DPress%2DProtocolsRelease&utm_campaign=pr

Operating Guidelines and Best Practices

https://www.cdc.gov/coronavirus/2019-ncov/community/pdf/Reopening_America_Guidance.pdf

- Golf
    - Changes to amenities
        - No caddies
        - No golf carts/ no more than 1 person per cart
        - No access to clubhouse, pro shop, bag room or locker room
        - No food services at courses
    - Cleaning
        - Loaner clubs and any often touched items will need to sanitized after each use
    - Physical Distancing
        - Continue to maintain 6 foot minimum distance on course
- Vineyards
    - Cleaning
        - Host podiums and other work stations sanitized once per hour
        - Bar tops and tables sanitized after each use
        - Re-usable guest items (check presenters, pens, etc) sanitized after each use
        - Menus can be single use
        - Place mats should not be porous. Can replace with disposable or linen
        - Kitchens deep cleaned at least once per day
    - Physical distancing
        - Implement table limits
        - Encourage digital and card payments for take out and dine in
    - Other measures
        - Implement reservation only model
        - Encourage to go tasting packages
        - Inform customers at time of reservation that face coverings will be required.
        - Ensure that all employees and customers wear face coverings.
        - Provide an adequate number of face coverings for all employees or require employees to bring their own face coverings to work.

    https://wineinstitute.org/our-work/compliance/covid-19-updates/tasting-room-guidance/

- Attractions
    - Cleaning
        - Sanitizing measures will be stepped up
        - If possible, have hand sanitizer readily available throughout the attraction
    - Physical distancing
        - Actively enforce 6 foot space restrictions, both near entrance and on premise

- Encourage digital and card payments
- Plan to have 36 square feet per guest
- Utilize signage in parking lots to space out vehicles
- Other measures
    - Utilize online reservation system
    - Take temperature of all employees upon arrival to premises
    - Ask employees to stay home if feeling any symptoms
    - Put a sign of symptoms at door, and ask customers not to enter if feeling under the weather
    - Continue wearing masks (both staff and customers)
    - Control foot traffic on premise
    - Implement a contactless entry system

https://ewscripps.brightspotcdn.com/23/a3/e1a1ed3e446f876aeb7707742423/wynn-health-plan.pdf

Full List of Resources:

New York State Hospitality and Tourism Association Operating Guidelines and Best Practices:
Operating Guidelines and Best Practices

U.S. Travel Association Guidance for "Travel in the New Normal"
https://www.ustravel.org/sites/default/files/media_root/document/HealthandSafetyGuidance.pdf?utm_source=MagnetMail&utm_medium=email&utm_content=5%2E4%2E20%2DPress%2DProtocolsRelease&utm_campaign=pr

Wine Institute Guidance for Tasting Rooms
https://wineinstitute.org/our-work/compliance/covid-19-updates/tasting-room-guidance/

United States Department of Labor and Health and Human Services Guidelines
https://www.osha.gov/Publications/OSHA3990.pdf

National Restaurant Association Guide
https://go.restaurant.org/covid19-reopening-guide

Texas Restaurant Association Best Practices
https://www.txrestaurant.org/texas-restaurant-promise

Wynn Resorts Guidelines
https://ewscripps.brightspotcdn.com/23/a3/e1a1ed3e446f876aeb7707742423/wynn-health-plan.pdf

CDC Guidance for Cleaning and Disinfecting
https://www.cdc.gov/coronavirus/2019-ncov/community/pdf/Reopening_America_Guidance.pdf