



# THE IOWA BAR PROMISE

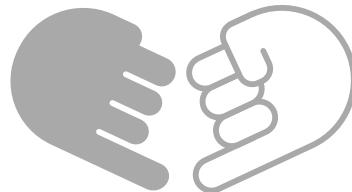
In partnership with the Iowa Restaurant Association and health officials across the State, bar owners and managers make the commitments below to earn this endorsement during the COVID-19 recovery period. When customers see this endorsement; they can be confident the establishment is taking the necessary steps to protect their employees and customers and is committed to playing a leadership role in protecting our communities. For more information, please visit [The bar industry has an outstanding track record of protecting our employees and guests. To ensure everyone's safety as we welcome you back into our establishments, we ask that we make the following promises to each other:](http://www.restaurantiowa.com>WelcomeBack</a></p></div><div data-bbox=)

## OUR PROMISE TO YOU

- We will continue to be a leader in safe sanitation and in the safe sale & service of alcohol and when necessary, ensuring that each location has a Certified Food Protection Manager who has put protocols in place emphasizing your safety and well-being.
- Ensure all staff members are feeling healthy and symptom free prior to every shift.
- All indoor and outdoor seating options will comply with the appropriate social distancing guidelines.
- Hand sanitizer is available upon entry and exit.
- We will clean and sanitize all common areas regularly.
- All tables, chairs, bar stools and bar areas will be cleaned and sanitized after every use.
- Place settings, utensils, menus, and condiments will either be single-use or will be cleaned and sanitized after every use.
- We will post the Iowa Bar Promise at our entrances so everyone understands the steps we must all take to keep our communities safe.

## YOUR PROMISE TO US

- If you have been exposed to COVID-19 recently or have symptoms of COVID-19 (including a fever, cough, or shortness of breath), please help us keep everyone safe by staying home.
- Follow the social distancing and sanitation guidelines that have been put into place to protect you and our other customers and employees.
- Follow the direction of all employees who are monitoring social distancing and sanitation guidelines.
- If you have any questions about the Iowa Bar Promise, please ask for a manager who will be happy to assist you.



# WHAT IS THE IOWA BAR PROMISE?

In partnership with the Iowa Restaurant Association and health officials across the State, bar owners, operators and managers make a set of commitments to their employees and customers to earn the Iowa Bar Promise endorsement during the COVID-19 recovery period. When customers see this endorsement, they can be confident the establishment is taking all necessary steps to protect their employees and customers and they are taking a leadership role in protecting their community. The Iowa Bar Promise also empowers customers to learn what they can do to help keep everyone safe. When bars, and customers work together, we can make the BAR industry as vibrant as it was prior to the impact of COVID-19.

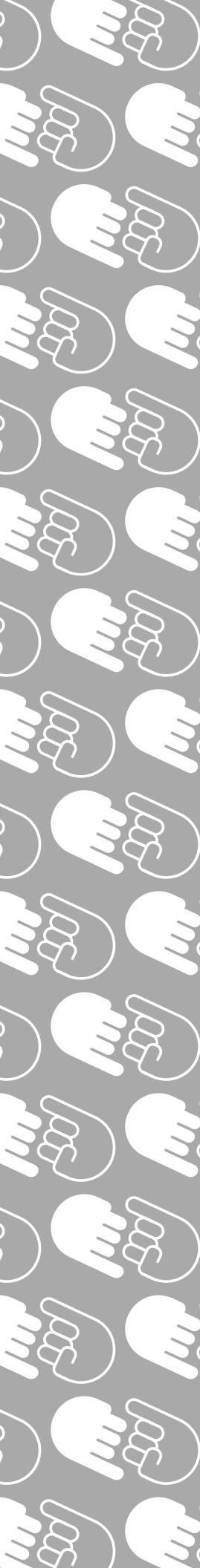
For more information, please visit [www.restaurantiowa.com/WelcomeBack](http://www.restaurantiowa.com/WelcomeBack)

## Who can participate in the Iowa Bar Promise?

Any bar, tavern, comedy club, or nightclub willing to implement the mandated steps, as well as deploy as many best practice guidelines as is feasibly possible in their establishment.

## How long will this program last?

Throughout the duration of the COVID-19 recovery efforts. Overtime, these efforts should help customers feel safe and confident visiting bars, taverns, comedy clubs and nightclubs.



# THE IOWA BAR PROMISE

## Supporting Guidance

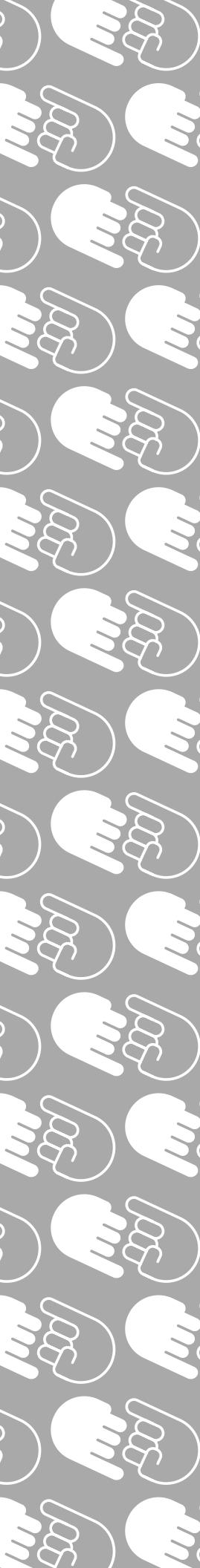
### BAR RESPONSIBILITIES AND OPTIONS

#### How do bar operators participate in the Iowa Bar Promise?

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*Bar Operators must agree to the following commitments to protect their employees and customers:*

- We will continue to be a leader in safe sanitation and responsible alcohol sale & service practices ensuring each location has a Certified Food Protection Manager when necessary.
- All staff will pass a health check or complete a health survey prior to each shift.
- All employees will wash their hands upon entering the establishment, between customer interactions, and as often as necessary.
- All indoor and outdoor seating options will comply with the appropriate social distancing guidelines.
- We will designate a staff person to be responsible for safety and sanitation and enforcing social distance guidelines for each shift.
- Consider assigning a staff person to the door to monitor 50% capacity and help customers avoid touching door handles.
- Hand sanitizer or hand washing stations will be available upon entry and exit.
- We will clean and sanitize common areas (door handles, restrooms, etc) and surfaces regularly.
- All tables, chairs, bar stools and bar areas will be cleaned and sanitized after every use.
- We will ensure garnishes, glassware and other traditional bar-top items are protected and not accessible to customers.
- Place settings, utensils, menus, and condiments will either be single-use or will be cleaned and disinfected after every use.
- We will post the Iowa BAR Promise at our entrances so everyone understands the steps we must all take to keep our communities safe.



# THE IOWA BAR PROMISE

## Supporting Guidance

### CUSTOMER RESPONSIBILITIES & OPTIONS

#### Why are customers included within the Iowa Bar Promise?

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Customers are included because we all have a responsibility to follow the guidance of public health officials to prevent the spread of COVID-19. By partnering we can keep everyone safe.

#### What commitments does the Iowa Bar Promise ask customers to make to bars?

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- If you have been exposed to COVID-19 recently or have symptoms of COVID-19 (including a fever, cough, or shortness of breath), please help us keep everyone safe by staying home.
- Follow the social distancing and sanitary guidelines that have been put in place to protect you and our other customers and employees.
- Follow the directions of the employees who are monitoring social distance and sanitation guidelines.
- If you have any questions about the Iowa BAR Promise, please ask for a manager who will be happy to assist you.
- Additionally:
  - Wash or disinfect hands upon entering an establishment.
  - Carry hand sanitizer and use it regularly while at the bar or similar establishment, especially after contact with individuals outside of your household.

#### What can bars do to help customers meet these obligations?

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Operators are encouraged to publicize information about the Iowa Bar Promise which should help increase customers' compliance. More about the Iowa Bar Promise can be found at [### ADDITIONAL RESOURCES & NEXT STEPS

---](http://www.restaurantiowa.com>WelcomeBack</a></p></div><div data-bbox=)

#### What resources and support are available related to the Iowa Bar Promise?

The IRA will share information about the Iowa Bar Promise with elected officials, the public, allied groups, and the media to assure the public and policy makers that Iowa bars stand ready to reopen safely in keeping with these commitments. The IRA will also be available to help answer questions and provide support to bars as they reopen for business.

Many bars taverns, and night clubs opt to require their employees to have complete ServSafe Alcohol Certification, which provides guidance for employees to make good decisions in regard to responsible alcohol sale & service.

Also, the National Restaurant Association has made its ServSafe Food Handler Program available to all restaurants free of charge through May 31. These trainings can be found at:

- ServSafe Takeout: COVID-19 Precautions
- ServSafe Delivery: COVID-19 Precautions
- ServSafe Food Handler
- ServSafe Re-Opening Guidance

# THE IOWA BAR PROMISE

## Supporting Guidance

What are some best practices bars can, but are not specifically required to follow, in order to comply with the commitments in the Iowa Bar Promise?

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Different strategies will be appropriate for different bars at different times, but the following are ideas that can be implemented or adapted to fit a bar's needs:

### PREPARING TO RE-OPEN

- Train staff on Social Distancing & Sanitation protocols
  - Highlighting sanitation procedures and reinforce sanitizing, cleaning and disinfecting procedures.
  - Ensure all employees are trained in proper handwashing procedure and monitored regularly.
  - Remind employees to avoid face, eye and mouth contact verbally and with signage.
  - Discard all out of date product.
- Deep clean and sanitize all surfaces including, but not limited to: bar, back bar, tables, chairs, bar stools, sinks, bottles, coolers, restrooms and doors.
- Ensure the establishment has ample supply of hand sanitizer and CDC approved cleaning products.
- Floor plans need to be revised to accommodate 50% capacity per room, and tables arranged to provide separation.
- The layout of the establishment should clearly observe 6 feet between tables/seating areas.
- Consider marking one-way paths on the floor to ensure patrons keep a social distance when walking to the restroom.

### GENERAL

- ALL STAFF NOT FEELING WELL WILL NOT BE ALLOWED TO WORK.
  - Ask specific questions about symptoms
  - Check temperatures
  - Have you had contact with someone who either has or has been exposed to COVID-19?
  - Are you currently awaiting test results for COVID-19?
- Tables or areas of the bar that will not be used due to table separation must be visibly marked as RESERVED or NON-OCCUPIABLE.
- Storage boxes will be maintained and labeled:
  - “Non-sanitized” to place menus in after they have been pulled from the tables.
  - Those menus would then get sanitized by host using a CDC approved sanitizer and placed into storage box labeled “Sanitized”.
- All tables, chairs, booths, bar stools and bar tops and any other flat surfaces shall be cleaned with a CDC approved sanitizer.
- Countertops in bar and server stations need to be sanitized with a CDC approved sanitizer every 30 min.

# THE IOWA BAR PROMISE

## Supporting Guidance

- Bar counter tops and all visible work spaces will be cleaned immediately after a guest leaves or on every hour. This is to include cooler handles, POS terminal screens, cooler doors, serving counters, TV remotes, phones, light switches, thermostats, and writing utensils, etc.
- Seating at bar needs to be separated by 6' per family or group.
- Restrooms will be cleaned every 15 - 30 minutes.
  - All flat surfaces will be wiped down with a CDC approved sanitizer
    - All handles on toilets and urinals
    - Entry & exit doors, as well as stall doors
    - Sinks, faucets, soap and paper towel dispensers
  - Place sanitizer wipes on counter.
  - Mount (where it works) foot handles or kick plates to assist with opening door.
  - Have maintenance/cleaning crew spray a sanitizing solution on all surfaces using a pump sprayer.
  - Install disposable paper towel dispensers where they are not already installed.
  - Place trash can outside of door so people can use a paper towel to open/close door and have place to put paper towel after.
- Sanitize every 30 Minutes.
  - Door Handles – Entry doors (inside & out)
  - Host desk/counter
  - Telephones
  - Pagers/if being used
  - Open table tablets
- Stay socially distanced from guest/guests when walking to the table.
- Take the most direct, but least congested route to the table.
- When on a wait use pagers or cell phone texts while encouraging guests to wait in their car.
- Immediately after handling payment transactions staff must use hand sanitizer of 60% or greater alcohol content located near each POS terminal.
- Make Hand Sanitizer/Hand Wipes available at all entrances/multiple locations in the wait area.

### *Table Service*

- Do not pre-set tables.
- Do not have table tents promoting drink specials on tables.
- No water pitchers on tables. Bring water upon request, just like any other beverage.
- No salt & pepper shakers on the tables. Serve individual packets upon request.
- No condiments on tables. Serve individual packets upon request.
- Once served to a table, ALL packets must be thrown away. DO NOT serve to another table.
- Coasters must be discarded after each customer; these CANNOT be re-used.

# THE IOWA BAR PROMISE

## Supporting Guidance

### *Bar Service/Beverage Handling*

- Bars should remove all bar top items and ensure any garnishes, condiments and glassware are protected and out of customer reach.
- All bartenders while making a drink should wear gloves and eliminate hand to glass contact.
- Rinse fruit and vegetables before cutting or eating.
- All fruit will be cut while wearing gloves. (kitchen and bar)
- All fruit garnishes will now be served on a fruit pick or placed in drink with the use of a small tong, need to eliminate hand to food contact.
- All drinks will be served without a straw. If guest requests a straw, locations need to have pre-wrapped straws available upon request.
- All beer bottles/wine bottles/liquor bottles should be opened with a gloved hand.
- Coasters must be discarded after each customer; these CANNOT be re-used.
- Each cocktail/glass of wine/draft beer will be served in a new glass each time by a gloved hand employee.

### *Dish/Glassware*

- All glassware that is cleaned behind the bar must be handled by a gloved hand after the final rinse/dry period.
  - This includes restocking and new service.

### *Hygiene*

- Establish mandatory hand washing time protocols and requirements
  - Hand washing conducted at the same time in 30 minute intervals.
  - Recommended kitchen sets timers, work stops, and staff washes.
- Switch gloves to blue nitriles for food handling.
- Establish glove wearing procedures.
  - Require all employees handling pre-consumed food to wear gloves.
  - All bar backs will be required to wear gloves while behind the bar
  - If possible, all employees wear gloves.
  - Dish deck wear mid forearm gloves.
  - Change gloves after finishing task at hand. (after washing barware before making and serving drinks; after each group that came together is served, etc.)
- Use hand sanitizer/sanitizer wipes to sanitize hands between seating each guest/guests.
- Do not touch your face with your hands, etc.
- Follow normal rules of no beverages or food at the host area/desk.
- Side work charts to include:
  - Mandatory station sanitation.
  - Wiping down and sanitation of equipment.
  - Wash and sanitize food and contact surface on an increased basis.
  - Change out utensils that are in direct food contact on a frequent basis.
- Ensure all hand sinks are easily accessible, stocked with warm water, soap and paper towels.
- Wash, rinse and sanitize, disinfect handles on equipment, coolers and other pieces of equipment on a timely basis.
- Ensure all cleaners need to meet or exceed the recommended CDC guidelines.

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## Supporting Guidance

### *Food Handling*

- Require food handler certification of all employees.

### *Guest Relations*

- Inform guests of all mitigation efforts over the phone before they arrive.
- Use signage outside (sandwich boards, etc.) to explain mitigation efforts.
- Position a host outdoors so guests wait outside of entry.
- During peak times when a wait list is required, use texting system so guest can wait in their car, or exercise appropriate social distancing.

How should participating bars communicate the commitments of the Iowa Bar Promise?

It's vital that bars communicate the commitments directly to their staff and monitor compliance. Bars should also take steps to communicate their enrollment in the Iowa Bar Promise by posting the required notice at entrances, and if the bar uses a website or social media, through those channels as well.

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## Supporting Guidance



**FDA U.S. FOOD & DRUG ADMINISTRATION**

# BEST PRACTICES

## FOR RETAIL FOOD STORES, RESTAURANTS & FOOD/PICK-UP DELIVERY SERVICES DURING THE COVID-19 PANDEMIC

FDA is sharing information about best practices to operate restaurants, retail food stores and associated pick-up and delivery services during the COVID-19 pandemic to safeguard workers and consumers.

This addresses key considerations for how foods offered can be safely handled and delivered to the public. This is not a comprehensive list. FDA encourages consulting the references and links provided below (by CDC, FDA, EPA, and OSHA) for more detailed information. This will be updated as FDA receives further information and inquiries.

- [Managing Employee Health \(including Contracted Workers\)](#)
- [Personal Hygiene for Employees](#)
- [Managing Operations in a Foodservice Establishment or Retail Food Store](#)
- [Managing Food Pick-Up and Delivery](#)

### BE HEALTHY, BE CLEAN



- Employees - Stay home or leave work if sick; consult doctor if sick, and contact supervisor
- Employers - Instruct sick employees to stay home and send home immediately if sick
- Employers - Pipe-screen employees exposed to COVID-19 for temperature and other symptoms



- Wash your hands often with soap and water for at least 20 seconds
- If soap and water are not available, use a 60% alcohol-based hand sanitizer per CDC
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Wear mask/hat covering per [CDC & FDA](#)



- Never touch Ready-to-Eat foods with bare hands
- Use single service gloves, deli tissue, or suitable utensils
- Wrap food containers to prevent cross contamination
- Follow 4 steps to food safety: Clean, Separate, Cook, and Chill

### CLEAN & DISINFECT



- Train employees on cleaning and disinfecting procedures, and protective measures, per CDC and FDA
- Have and use cleaning products and supplies
- Follow protective measures



- Disinfect high-touch surfaces frequently
- Use EPA-registered disinfectant
- Ensure food containers and utensils are cleaned and sanitized



- Prepare and use sanitizers according to label instructions
- Offer sanitizers and wipes to customers to clean grocery cart/basket handles, or utilize store personnel to conduct cleaning/sanitizing

### SOCIAL DISTANCE



- Help educate employees and customers on importance of social distancing:
- Signs
- Audio messages
- Consider using every other check-out lane to aid in distancing



- Avoid displays that may result in customer gatherings; discontinue self-serve buffets and salad bars; discourage employee gatherings
- Place floor markings and signs to encourage social distancing



- Shorten customer time in store by encouraging them to:
  - Use shopping lists
  - Order ahead of time, if offered
- Set up designated pick-up areas inside or outside retail establishments

### PICK-UP & DELIVERY



- If offering delivery options:
  - Ensure coolers and transport containers are cleaned and sanitized
  - Maintain time and temperature controls
  - Avoid cross contamination; for example, wrap food during transport



- Encourage customers to use "no touch" deliveries
- Notify customers as the delivery is arriving by text message or phone call



- Establish designated pick-up zones for customers
- Offer curb-side pick-up
- Practice social distancing by offering to place orders in vehicle trunks