GUIDELINES FOR
WINE TASTING ROOM OPERATIONS

IN RESPONSE TO THE COVID-19 CORONAVIRUS

OREGON WINE INDUSTRY TASK FORCE
MAY 12, 2020

Oregon Winegrowers Association
Oregon Wine Board
Oregon Wine Council
Columbia Gorge Winegrowers Association
Rocks District Winegrowers
Rogue Valley Vintners
Rogue Valley Winegrowers Association
Southern Oregon Winery Association
Umpqua Valley Winegrowers Association
Walla Walla Valley Wine Alliance
Willamette Valley Wineries Association

Introduction

Coronavirus disease is an infectious disease caused by the coronavirus SARS-CoV-2 (COVID-19). Mitigation of COVID-19 disease has required constraints on certain businesses and the requirement for Oregonians to "shelter in place." Those actions have "flattened the curve" of COVID-19 infection rates and hospitalizations. Business and social activity can be restored once public health gating criteria are met (e.g. a downward trajectory of documented cases) and core preparedness of health systems and businesses are in place (e.g. capabilities for testing and contact tracing).

One aspect of core preparedness is the ability for businesses to implement measures that minimize the spread of COVID-19. This document provides guidance on establishing those measures for wine tasting rooms. The guidance is advisory in nature, informational in content, and is intended to assist Oregon wineries in providing healthful and sanitary environments for their customers and employees.

- ◆ The majority of the guidelines herein are based on the Oregon Governor's office Phase One Reopening for Guidance for Reopening Restaurants, Bars, Breweries, Brewpubs, Wineries, Tasting Rooms, and Distilleries. Those points are indicated with a blue diamond.

- ○ Additional guidelines are provided herein by the Oregon COVID-19 Wine Industry Task Force. The majority of that guidance is based on OSHA's Guidance on Preparing Workplaces for COVID-19, the CDC's Personal Infection Prevention Measures, the Oregon Health Authority's (OHA) Cleaning Tips to Help Prevent the Spread of COVID-19, and the CDC's guidance for Managing Persons with Potential COVID-19. Those points are indicated with a green circle.

This document was prepared based on information made available by the Oregon Governor's office OSHA, OHA, and the CDC as of the date first set forth above. This document is intended to be a resource for developing your own operational rules and procedures. It is not intended to provide or replace legal, financial or operational advice. Additional local laws, regulations and guidelines may apply that are not addressed here. It is strongly recommended that you consult with your advisors and regularly check for updates from the sources relied on herein and other appropriate sources to remain current regarding this ongoing matter. Periodic review of these guidelines will be performed to adapt them as the health risk from COVID-19 increases or decreases, but may not always be up to date with the most current information made available by state, local and other authorities.

Physical Distancing and Occupancy Protocols

Businesses Must:
♦ Determine maximum occupancy to maintain physical distancing requirements and limit the number of customers on premise accordingly.
♦ Ensure tables are spaced at least six (6) feet apart so that distancing of six (6) feet between parties is maintained, including when customers approach or leave tables.
  ♦ Businesses will need to determine seating configuration to comply with these physical distancing requirements.
  ♦ Remove or restrict seating to facilitate the requirement of at least six (6) feet of physical distance between people not in the same party.
  ♦ If booth seating is back to back, only use every other booth.
♦ Ensure customers/parties remain at least six (6) feet apart when ordering (also consider waiting for seating, or waiting to pay).
  ♦ Signs should be posted as necessary to ensure that customers meet the requirements of this guidance.
  ♦ Mark designated spots on the floors where customers will wait in line.
♦ Limit parties to 10 people or fewer. Do not combine parties/guests at shared seating situations who have not chosen to congregate together. People in the same party seated at the same table do not have to be six (6) feet apart.
♦ Prohibit counter and bar seating unless the counter faces a window or wall and at least six feet distance is maintained between parties. Counter and bar ordering are acceptable if the operation finds that this decreases worker exposure. The counter ordering approach requires that food and alcohol are taken to a table that meets distancing requirements for consumption and at least six (6) feet of physical distance is maintained among customers and employees during the ordering process.
♦ If a business is unable to maintain at least six (6) feet of distance, except for brief interactions (for example, to deliver food to a table), it may operate only as pick up/to go service. This applies to both indoor and outdoor seating.

To the extent possible, businesses should, but are not required to:
♦ Post clear signs listing:
  ♦ COVID-19 Symptoms,
  ♦ Asking employees and customer with symptoms to stay home,
  ♦ Who to contact if Health Assistance is needed,
  o Personal Protection Guidelines, e.g. washing hands,
  o The Maximum Occupancy to maintain physical distancing requirements, and
  o COVID-19 Risk Awareness.
o Consider establishing an outdoor reception area.
o Consider expanding outdoor seating areas.
o Consider establishing customer traffic patterns that reduce personal contact.
o Consider propping open often-used doors to limit touch points.

Infection Prevention Measures

<u>Businesses must:</u>
- Require all employees to wear cloth, paper or disposal <u>face coverings</u>. Businesses must provide cloth face covering for employees.
- Reinforce that meticulous hand hygiene (frequent and proper handwashing) is of utmost importance for all employees, including chefs, line cooks and waitstaff.
- Hand washing, or use of a hand sanitizer (with at least a 60% alcohol solution), is required after handling any items used by customers, e.g. wine glasses, wine bottles, carafes, utensils, iPads, credit cards, money.
- Minimize employee bare-hand contact with food through use of utensils.
- Have employees wear gloves when performing cleaning, sanitizing, or disinfecting activities. Please note that for non-cleaning activities, non-Oregon Department of Agriculture (ODA) licensed facility employees are not required to wear gloves. Wearing gloves for activities that might overlap with food handling can foster cross-contamination. If businesses choose to have employees use gloves, they must provide non-latex gloves and employees must prevent cross-contamination by replacing gloves after touching faces or changing tasks (e.g., food preparation versus taking out garbage). See <u>OHA guidance regarding glove use</u>.
- Additional requirements for facilities licensed by the ODA include: No bare-hand contact with food is permitted per their licensing requirements.

<u>To the extent possible, businesses should, but are not required to:</u>
- Consider providing hand-washing facilities for customer use in and around the business. Hand sanitizer is effective on clean hands; businesses may make hand sanitizer (at least 60-95% alcohol-based content) available to customers. Hand sanitizer must not replace hand washing by employees.
- Strongly encourage all customers to wear cloth, paper or disposable face coverings. Customers do not need to wear face coverings while seated at the table. If a business sets a policy that all customers are required to wear cloth, paper or disposable face coverings, business management should consult with their legal counsel to determine whether or not such a requirement can be enforced.
- Consider using No Touch Payment options, e.g. Apple Pay and Google Pay.
- Have employees use a dedicated POS (e.g. iPad) that they immediately sanitize if a customer touches it. Offer to sign "X" on behalf of the customer to avoid contact.
- Encourage employees to avoid using other workers' phones, desks, offices, or other work tools and equipment when possible.

The CDC provides guidelines for <u>Protecting Yourself and Others</u>.

Operational Measures

Businesses must:
♦ Adhere to guidance outlined in this document, as well as all applicable statutes and administrative rules to which the business is normally subject.
♦ End all on-site consumption of food and drinks, including alcoholic beverages by 10 p.m.
♦ Prohibit customer self-service operations, including buffets, salad bars, soda machines and growler refilling stations (also consider water dispensers).
♦ Provide condiments, such as salt and pepper, ketchup, hot sauce and sugar, in single-service packets or from a single-service container. If that is not possible, condiment containers should not be pre-set on the table and must be disinfected between each customer or dining party. Disinfection must be done in a way that does not contaminate food, e.g. do not use a spray device on a saltshaker.
♦ Not pre-set tables with tableware (napkins, utensils, glassware). Consider setting up seated wine tastings just prior to the arrival of guests.
♦ Use menus that are single-use, cleanable between customers (laminated), online, or posted on a whiteboard or something similar to avoid multiple contact points.
♦ Prohibit use of karaoke machines, pool tables, and bowling at this time.
♦ For use of juke box and coin-operated arcade machines, same protocols should be followed as outlined for Video Lottery Terminals.

To the extent possible businesses should, but are not required to:
♦ Assign a designated greeter or host to manage customer flow and monitor distancing while waiting in line, ordering, and during the entering and exiting process. Do not block egress for fire exits.
♦ Limit the number of staff who serve individual parties. Consider assigning the same employee to each party for entire experience (service, busing of tables, payment). An employee may be assigned to multiple parties but must wash hands thoroughly or use hand sanitizer (60-95% alcohol content) when moving between parties.
♦ Assign employee(s) to monitor customer access to common areas such as a restroom to ensure that customers do not congregate.
♦ Encourage reservations or advise people to call in advance to confirm seating/serving capacity. Consider a phone reservation system that allows people to queue or wait in cars and enter only when a phone call or text, or a restaurant-provided "buzzer" device that indicates a table is ready.
o Where possible, "bottlenecks" will be mitigated, e.g. bathrooms, reception areas, and wine bar – possibly mark spots on the floor to indicate six (6) feet separation.
o Post COVID-19 Information on your website.
o Consider new sales and service strategies that support social distancing. Identify facility and/or system modifications required for implementing the new strategies.
  o Where possible, expand outside seating to limit indoor proximity,
  o Consider promoting glass pours and bottle sales, and
  o Consider pouring tastings of a "flight" at one time rather than repeated visits for each selection. Small groups could be offered a carafe of each selection.

Cleaning and Sanitization Guidelines

Employees must:
- Frequently disinfect all common areas and touch points, including payment devices.
- Disinfect customer-contact surfaces at tables between each customer/dining party including seats, tables, menus, condiment containers, and all other touch points.
- Routinely clean and disinfect all frequently touched items in the workplace, such as iPads, keyboards, telephones, remote controls, kitchen surfaces, tables and chairs, desks, bathroom surfaces, doorknobs, work tools, and equipment.
- For sanitization, use EPA-registered disinfectants. Utilize disposable sanitizing wipes to clean frequently touched surfaces on a regularly scheduled basis.
- Develop a cleaning check list with timing required for various surfaces.
- Consider providing disposable wine spit-cups or frequently sanitize wine spit-buckets
- Sanitize all wine and water glasses in a sanitizer after every use.
- Consider not polishing wine and water glasses to reduce potential contamination.
- Wash all dishes in a dishwasher (in sanitization mode) or with disinfectant.

The ODA provides Cleaning Tips to Help Prevent the Spread of COVID-19.

Organizational and Administrative Considerations

- Provide employees with education and training on:
    - [COVID-19 risk factors](#),
    - Physical Distancing and Occupancy Protocols,
    - Infection Prevention Measures,
    - Operational Measures,
    - Cleaning and Sanitization Guidelines, and
    - Personnel Illness Management.
- Implement a system for confidential employee suggestions.
- Maintain forums for answering employees' concerns.
- Establish a confidential process for employees to report personal illness and contact with individuals that have COVID-19 or flu symptoms (e.g. temperature, cough, etc.).
- Develop and communicate a policy and certification forms based on [FFCRA guidelines, and consistent with Oregon Sick Leave and other applicable leave laws](#).
- Ensure availability of masks, sanitizing gel, wipes, and EPA-registered disinfectants.

Personnel Illness Management Guidelines

The CDC provides guidelines for [Managing Persons with Potential COVID-19](#) infection.
Employees with symptoms of respiratory illness must stay home. This includes those with a fever (100.4° F or greater), or other symptoms like cough and sore throat.

o   The need for an employee to self-quarantine out of concern for potential COVID-19 infection should be addressed on a case-by-case basis based on the CDC guidelines reference above, and state and federal employment laws.

o   If an employee tests positive for COVID-19, or has symptoms of COVID-19 like temperature, cough, or sore throat, they must follow CDC guidelines for [Discontinuing Home Isolation](#) prior to returning to work.

o   Employees will inform their supervisor regarding any exposure to persons with COVID-19 or exposure to any person that has symptoms of COVID-19.

o   Employees must inform their supervisor after becoming sick, even at home. Employers must maintain health information as confidential.

Additional Resources:

♦   [OHA Guidance for the General Public](#)
♦   [OHA General Guidance for Employers](#)

WINE TASTING ROOM GUIDELINES CHECKLIST FOR COVID-19

Physical Distancing and Occupancy Protocols

- ❏ Establish physical distancing protocols and occupancy, i.e. 6' between groups of less than 10 people
- ❏ Modify wine tasting areas to accommodate physical distancing: e.g. 6' markings on floor, remove bar or counter stools, consider expanding outdoor seating area, and mitigation of traffic bottlenecks
- ❏ Establish reception, ordering, and check-out areas that accommodate physical distancing
- ❏ Post signs for physical distancing protocols
- ❏ Consider posting signs listing: 1) COVID-19 symptoms, 2) asking employees and customers with symptoms to stay home, 3) COVID-19 risk awareness, and 4) maximum physical distancing occupancy

Infection Prevention Measures

- ❏ Ensure availability of employee/customer hand washing facilities and install hand sanitizer dispensers
- ❏ Order masks and gloves for employees
- ❏ Post signs for personal hygiene, e.g. hand washing after handling items touched by customers
- ❏ Eliminate self-services items, e.g. water jugs and condiments - salt, pepper, ketchup
- ❏ Establish guidelines for no pre-set tables
- ❏ Consider using single-use menus, posted menus, or laminated menus

Operational Measures

- ❏ Assign a designated person to manage customer flow and monitor physical distancing
- ❏ Establish procedures to accommodate no pre-set table with tableware (napkins, utensils, glassware)
- ❏ Limit number of staff who serve individual parties
- ❏ Consider new sales and service strategies, e.g. promote glass pours and carafe "flights"
- ❏ Consider implementing "by appointment only" service and a reservation system
- ❏ Post COVID-19 operational information on the business website
- ❏ Establish time to discontinue on-site consumption of food and beverages – before 10:00 pm

Cleaning and Sanitization Guidelines

- ❏ Implement procedures to clean and disinfect contact surfaces between each customer/group including all items that customers touch, e.g. menus, bottles, carafes, glasses
- ❏ Consider providing disposable wine spit-cups or frequently sanitize wine spit-bucket
- ❏ Consider not polishing wine glasses or establish a sanitary process for polishing glasses
- ❏ Develop a schedule and checklist to routinely clean and disinfect all high frequency touch-points

Organizational and Administrative Measures

- ❏ Provide workers with education and training on: COVID-19 Risk Factors, Physical Distancing Protocols, Operational Measures, Cleaning and Sanitization Guidelines, and Illness Management
- ❏ Develop and communicate a sick leave policy based on FFCRA guidelines
- ❏ Ensure availability of sanitizing gel, wipes, tissues, and EPA-registered disinfectants

Personnel Illness Management Guidelines

- ❏ Implement a "stay home" policy for employees that are sick or have COVID-19 symptoms
- ❏ Establish a confidential process for employees to report personal illness, contact w/ COVID-19, or contact w/ individuals that have COVID-19 symptoms
- ❏ Establish a process for managing employees with potential COVID-19 exposure or infection
- ❏ Establish guidelines for when an employee that has been in "isolation" may return to work

Do you have these symptoms?
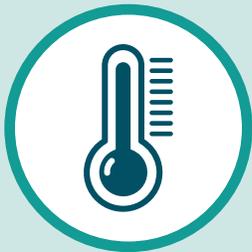## If so, go home and call your health care provider.
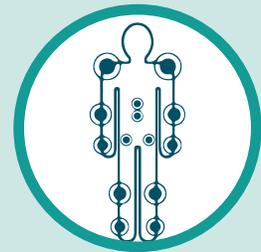
Cough

Shortness of breath or difficulty breathing

Other COVID-19 symptoms include:

Fever

Chills

Muscle pain

Headache

Sore throat

New loss of sense of taste or smell

Oregon Health Authority

For assistance, call 211.

211info 2-1-1

You can get this document free of charge in other languages, large print, braille or a format you prefer. Contact Mavel Morales at 1-844-882-7889, 711 TTY or OHA.ADAModifications@dhsoha.state.or.us.

OHA 2320A (05/2020)

Clean hands save lives

Oregon Health Authority

Wash your hands.
Use soap and water for at least 20 seconds.

Can't wash?
Use hand sanitizer.
Use hand sanitizer made with at least 60-95% alcohol content.

Important Information About Your Cloth Face Coverings

As COVID-19 continues to spread within the United States, CDC has recommended additional measures to prevent the spread of SARS-CoV-2, the virus that causes COVID-19. In the context of community transmission, CDC recommends that you:

Stay at home as much as possible

6 ft Practice social distancing (remaining at least 6 feet away from others)

Clean your hands often

In addition, CDC also recommends that everyone wear cloth face coverings when leaving their homes, regardless of whether they have fever or symptoms of COVID-19. This is because of evidence that people with COVID-19 can spread the disease, even when they don't have any symptoms. Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated, or otherwise unable to remove the mask without assistance.

How cloth face coverings work

Cloth face coverings prevent the person wearing the mask from spreading respiratory droplets when talking, sneezing, or coughing. If everyone wears a cloth face covering when out in public, such as going to the grocery store, the risk of exposure to SARS-CoV-2 can be reduced for the community. Since people can spread the virus before symptoms start, or even if people never have symptoms, wearing a cloth face covering can protect others around you. Face coverings worn by others protect you from getting the virus from people carrying the virus.

How cloth face coverings are different from other types of masks

Cloth face coverings are NOT the same as the medical facemasks, surgical masks, or respirators (such as N95 respirators) worn by healthcare personnel, first responders, and workers in other industries. These masks and respirators are personal protective equipment (PPE). Medical PPE should be used by healthcare personnel and first responders for their protection. Healthcare personnel and first responders should not wear cloth face coverings instead of PPE when respirators or facemasks are indicated.

N95 respirator   Cloth covering

General considerations for the use of cloth face coverings

When using a cloth face covering, make sure:

- The mouth and nose are fully covered
- The covering fits snugly against the sides of the face so there are no gaps
- You do not have any difficulty breathing while wearing the cloth face covering
- The cloth face covering can be tied or otherwise secured to prevent slipping

Avoid touching your face as much as possible. Keep the covering clean. Clean hands with soap and water or alcohol-based hand sanitizer immediately, before putting on, after touching or adjusting, and after removing the cloth face covering. Don't share it with anyone else unless it's washed and dried first. You should be the only person handling your covering. Laundry instructions will depend on the cloth used to make the face covering. In general, cloth face coverings should be washed regularly (e.g., daily and whenever soiled) using water and a mild detergent, dried completely in a hot dryer, and stored in a clean container or bag.

For more information, go to: https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover-faq.html