

TOGETHER WE RISE

Respond. Recover. Rebuild.
Washington County, MD

Business Town Hall on Restaurants/Pubs and Outside Dining



Welcome and Introductions

- State and Local Elected Officials
- Various County and City Staff
- Local Health Experts
- Members of COVID-19 Business Response Team:
 - Maryland Department of Commerce Western Maryland Rep – **Andrew Sargent**
 - Washington County, Director of Department of Business Development – **Susan Small**
 - City of Hagerstown, Dir. of Community and Economic Development – **Jill Thompson**
 - President of the Washington County Chamber of Commerce – **Paul Frey**
 - President of the Convention and Visitors Bureau – **Dan Spedden**
 - Executive Director of the Greater Hagerstown Committee – **Jim Kercheval**
 - Chief Executive Officer of Goodwill Industries – **Dave Shuster**

Today's Panelists:

- **Moderator:** Paul Frey, President Washington Co. Chamber of Commerce
- Kathy Maher and Amy Riley, City of Hagerstown
- Vaun Miles-Swain, Administrator for The Washington County Liquor Board
- **Special Guest:** Earl Stoner, Health Officer of Washington Co. Health Dept.

We would like to thank the MD Dept of Commerce, MD Dept of Health, and the MD Restaurant Association for providing some slides and information



Housekeeping and Instructions:

- **Please mute your phone/tablet/computer**
- The presentation is being recorded so that we can share the webinar with those who could not attend.
- The purpose of this webinar is to provide you with up-to-date information, as well as starting guidance and resources to help you reopen in a safe manner.
- There will also be time to answer questions

Housekeeping and Instructions:

- **All Questions will be taken via the chat feature anytime during the webinar. Questions will be answered in the order submitted until our time has ended.**
- **The slide deck and webinar recording will be made available via www.washcorises.net within 24 hours.**
- **This is a public webinar, so please note the press may be joining the call.**

Housekeeping and Instructions:

- While the information provided in the presentation is intended to be accurate, it should not be considered legal advice.
- Businesses should review all state and local policies and guidelines or contact their own legal and professional teams before making business decisions.
- Washington County Government and its affiliates and/or partner organizations cannot be held responsible for any errors or omissions.

Rebuilding Our Economy While While Protecting Public Health...

- Continue Social Distancing and Safe Practices
- Monitor Key Health Statistics
- Prepare Our Businesses to Reopen and Operate Safely
- Provide Businesses Resources and Financial Support
- **Build Confidence** in Consumers, Business Owners, and Employees to Come Back



**We Must All
Take Ownership
and Do Our Part**

Executive Order 20-05-27-01

- ❖ Effective 5:00pm, May 29th, Restaurants and Bars and Social Clubs (VFW, Elks Club, American Legion posts) with dining facilities may:
 - Serve food and beverages for consumption in outdoor seating areas;
 - Sell food and beverages on a carry-out or drive-through basis; and/or
 - Deliver food and beverages to customers off premises.
- ❖ Subject to discretion of local jurisdiction. (Washington County allowed reopening to the fullest extent allowed under the Executive Order)

Executive Order 20-05-27-01

- ❖ **Restaurants and Bars and Social Clubs that serve food and beverages to customers in outdoor areas shall:**
 - **Require all staff to wear Face Coverings, in accordance with the Face Coverings Order;**
 - **Ensure patrons are seated at least six feet away from each other, except for households seated together;**
 - **Not allow groups larger than six persons to be seated together, except members of the same household;**
 - **Not serve food in a buffet format; and**
 - **Clean and disinfect each table between each seating in accordance with CDC and MDH guidelines, using cleaning products that meet the criteria of the U.S. Environmental Protection Agency for use against COVID-19.**

Providing Guidance for Reopening

❖ CDC/public health recommendations:

- Social distancing
- Facial covering
- Hand hygiene
- Cough and sneeze hygiene
- Effective cleaning and disinfection
- Not working/patronizing while either ill or on home isolation due to exposure
- Clear signage and communications

Guidelines and Best Practices for Outdoor Restaurants

❖ Guidance and Best Practices for Outdoor Restaurants:

- <https://commerce.maryland.gov/Documents/BusinessResource/Restaurants-bars-COVID-19-Best-Practices.pdf>

Operating a Business Safely – Develop a Plan

- ❖ **Develop a plan or checklist that covers:**
 - **Staff training on COVID-19 prevention**
 - **Employee health, leave policies, and screening**
 - **Facial coverings for patrons and staff**
 - **Physical facility evaluation**
 - **Social distancing protocols**
 - **Communication and signage**
 - **Routine environmental cleaning, especially “high-touch” surfaces**
- ❖ **Check with local health department for additional requirements or questions**

Guidance for Restaurants and Bars Open for Employees

- ❖ Train employees on COVID-19 health and workplace safety protocols
 - Hand hygiene
 - Cleaning protocols
- ❖ Daily screening for symptoms
- ❖ Sick worker policies – home isolation
- ❖ Maintain social distancing – breaks and workplace
- ❖ Facial coverings when interacting with public and staff
- ❖ Routine environmental cleaning, especially “high-touch” surfaces

Open for Social Distancing

- ❖ **6-foot visual marking system – staff and customers**
- ❖ **Modify floor plans seating to ensure 6-feet distance**
 - **Except households**
 - **Every other booth**
 - **Bar seating**
- ❖ **Minimize congregating in common areas**
- ❖ **Reservation system – phone apps, texting, signs; no pagers**

Open for Social Distancing

- ❖ **Prepare guidance on facility capacity, queues, and crowd avoidance**
- ❖ **Post signage for customers – do not enter if sick or symptomatic**
- ❖ **No more than 6 people at a table**
- ❖ **Large gatherings not allowed at this time**

Guidance for Restaurants and Bars

Open for Cleanliness

- ❖ Frequent cleaning and disinfecting, especially “high-touch” surfaces
- ❖ Table settings
 - Provide single service condiments
 - Clean and disinfect condiment containers, tables, menus after each customer
 - Use disposable menus, menu boards, mobile apps
- ❖ Cleaning procedures for soft goods (linens, tablecloths, napkins)
- ❖ Customer self-service strongly discouraged at this time [buffets prohibited, per Executive Order]
- ❖ Coffee bars – enhanced cleaning
 - Limit number of customers
 - Use of napkins

Guidance for Restaurants and Bars

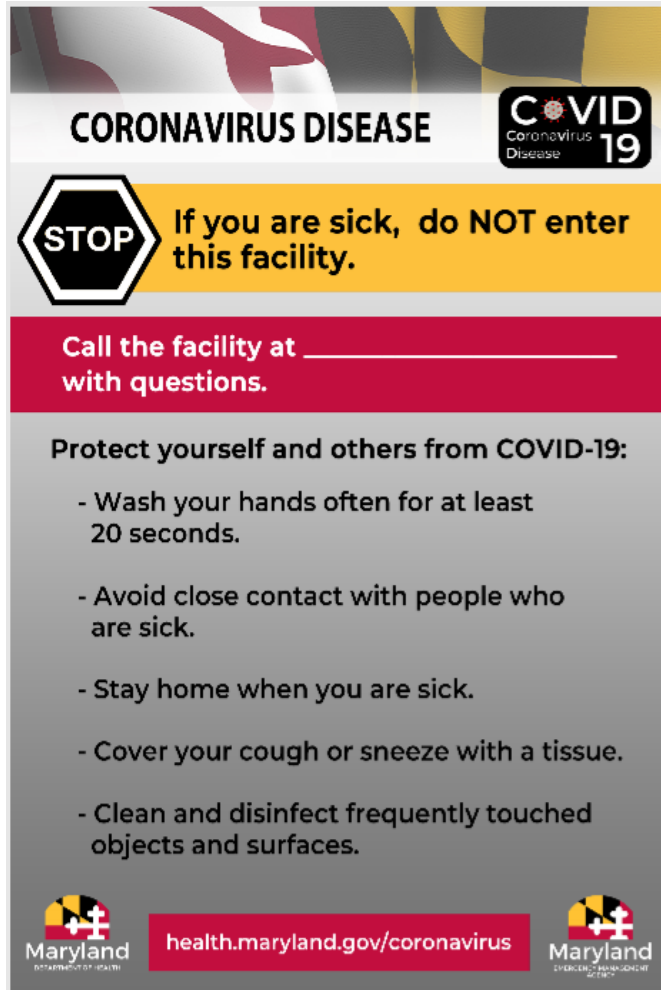
Open for Cleanliness

- ❖ Removal of multi-use items: magazines, coupons, condiments, etc.
- ❖ Make hand sanitizer, disinfecting wipes, soap and water available at key customer and employee areas
- ❖ If possible, implement touchless payment options
- ❖ Facial coverings for employees and customers
- ❖ Provide disposable paper towels in restrooms

Open for Communications

- ❖ **Communicate commitment to cleanliness – adherence to CDC guidance – posting signage**
- ❖ **Post signage indicating social distancing protocol and COVID prevention**
- ❖ **Communicate with employees and customers**
 - **Measures taken for their comfort; and**
 - **Shared responsibility to monitor their health and stay home if not feeling well.**
- ❖ **Communicate to customers in advance or during the reservation process procedures for seating, serving, ordering, paying and wearing face coverings.**

Signage



- ❖ Available for download at <https://coronavirus.maryland.gov/pages/business-resources>
- ❖ Also available at www.WashCoRises.net
- ❖ Messages to include:
 - Capacity and/or social distancing requirements
 - Do not enter if ill
 - Facial coverings requirements
 - Hand hygiene, cough hygiene messages

Worker Screening

❖ Questions to ask returning workers:

- Have you had ANY of the following symptoms of COVID-19 infection in the last 14 days:
 - Fever or chills; Cough, shortness of breath, or difficulty breathing; Fatigue, muscle or body aches, headache, sore throat, congestion or runny nose, nausea or vomiting, or diarrhea; New loss of taste or smell
- Is there anyone in your immediate household with COVID-19 infection or have you had close contact (less than 6 feet for at least 15 minutes) with anyone with COVID-19 infection in the past seven (7) days, without the use of personal protective equipment?
- Have you had a positive test for COVID-19 infection within the past ten (10) days? [If yes, this requires more explanation]

❖ Temperature checks are not required

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Outdoor Seating Guidelines In City



Outdoor Seating Guidelines In Hagerstown

❖ Outdoor Dining on Public Property

- This City already has a Sidewalk Café License process for dining on public sidewalks.
- Any restaurant or pub that would like to place tables and chairs on the public sidewalk must apply for a Sidewalk Café License through the City Engineering Department's office.
- The application must include illustrations of the intended layout of the eating areas, the tables and chairs desired to be used, and the fencing desired to be use if needed.
- The application must also provide a copy of the business' liability insurance to show the outdoor area would be covered by the insurance.
- Businesses must provide access to restrooms for their patrons

Outdoor Seating Guidelines In Hagerstown

❖ Outdoor Dining on Private Property

- The City adopted an Emergency Ordinance on May 29 to allow Temporary Use Permits for temporary outdoor seating areas on private property. Approvals would be for duration of Governor's Executive Order or May 27.
- Any restaurant or pub that would like to place tables and chairs on their property for a temporary outdoor dining area must apply for a Temporary Use Permit from the City's Planning & Code Admin Department's office.
- The application must include illustrations of the intended layout of the eating areas, the tables and chairs desired to be used, and the fencing desired to be use if needed. If a tent is desired, a tent permit is required.
- Businesses must provide access to restrooms for their patrons.

Outdoor Seating Guidelines In Hagerstown

- ❖ **Issues to Consider in Designing the Layout of Outdoor Dining Areas**
 - The business needs to ensure there is at least five feet of room for pedestrians to access the front door of the business or doors of neighboring businesses and that there is at least five feet kept clear on the sidewalk for pedestrians to walk safely by the property.
 - Location of any overhead or underground utilities must be considered particularly for tents.
 - If located in a parking lot, safe passage of vehicles and access for handicap parking must be considered.

Outdoor Seating Guidelines In Hagerstown

❖ Serving Alcohol in Outdoor Seating Areas

- If the business plans to serve alcohol in the outdoor seating area, the Liquor Board must grant approval of a license for that activity.
- Fencing around the outdoor seating area is required if alcohol is to be served.

❖ More information, including the application for Temporary Outdoor Dining, is available at www.hagerstownmd.org/1501/Outdoor-Dining

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Liquor Laws Under COVID-19



Liquor Law Outdoor Seating Guidelines

- ❖ Effective May 27, 2020 Restaurants, Bars, Social and Fraternal Clubs, can now serve food and beverages (including alcoholic beverages) to customers for consumption in outdoor seating areas, with the approval of the local Liquor Board
- ❖ Licensed Establishments that already have existing patios or sidewalk café can use them, but you must follow the guidelines for social distancing stated forth by the Governor. Carryout/Curbside and deliveries are still also allowed.

Liquor Law Outdoor Seating Guidelines

❖ THE WASHINGTON COUNTY LIQUOR BOARD IS TEMPORARILY PERMITTING ALCOHOL AT OUTSIDE SEATING FOR ANY LICENSED ESTABLISHMENT

- You must simply submit your request with a drawing, sketch, and photo(s) of the proposed outside seating area in relation to your licensed establishment for approval.
- Send your request and drawing to:

Washington County Liquor Board

148 West Washington Street

Hagerstown, Maryland 21740

(301) 797-4591

(301) 797-4599 (Fax)

admin@wcliquorboard.com

Liquor Law - Miscellaneous

- ❖ Effective May 29th Following [Executive Order # 20-05-29-01](#) - State-licensed manufacturers of alcohol may directly ship alcohol to consumers upon request, provided that the:
 - Comptroller has given authorization after determining that:
 - the shipment can be completed safely using a common carrier in accordance with other applicable law; and
 - all applicable sales and excise taxes are paid.
- ❖ The For More Information Go to: [**https://www.wcliqorboard.com/copy-of-welcome-1**](https://www.wcliqorboard.com/copy-of-welcome-1)

Q & A

- Please use Chat Function to ask questions or leave feedback
- We will answer as many questions as we can in the time allotted
- We will do our best prepare FAQ documents on our website for any unanswered questions

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Frequently Asked Questions



Are restaurants limited in the capacity of their outdoor seating?

- ❖ Restaurants must still adhere to the Executive Order 20-05-27-01 requiring social distancing by keeping patrons (not just tables) at least 6 feet apart, except for households seated together. No more than 6 people may be seated together, except members of the same household.

Can customers still use indoor restrooms?

- ❖ Yes, customers who are seated outside may still use indoor restrooms. The facility should implement procedures (including floor markings and signage) to ensure that customers do not congregate around the restrooms. Restrooms should be cleaned frequently, and soap and water, hand sanitizer, and disposable hand towels should be provided. For more information, see the [Guidance and Best Practices for Restaurants](#).

Can restaurants open buffets?

- ❖ No, per the Governor's Executive Order 20-05-27-01, restaurants, bars, and social clubs may not serve food in a buffet format.

Who should wear facial coverings?

- ❖ Under the new Executive Order, restaurants are required to comply with the Facial Coverings Order (Executive Order 20-04-15-01) and are also subject to operating as a business safely under Executive Order 20-04-05-02, which delegates authority to local health officials to control or close unsafe facilities
- ❖ Facial coverings should be worn by all staff who interact with either customers or other staff (encourage all staff to wear facial coverings at all times)

Can physical barriers be used between tables instead of keeping them 6 feet apart?

- ❖ Patrons must be seated at least 6 feet away from each other, except for households seated together, regardless of the use of physical barriers.

www.WashCoRises.net – Your One-Stop-Shop For Reopening Information and Resources

- Preparedness List for reopening
- COVID –19 Business Toolkit
- COVID – 19 Business Resources
- Safety Best Practices by Industry



Now Open – RISE UP Washington County Business Stabilization Grant

- *Up to \$10,000 for Washington Co. businesses with 50 or less employees and under \$5M sales*
- *\$8.9M to be awarded on a first-come, first-served basis*
- *Fill out simple application by June 15th at www.washcorises.net*

Other Resources

❖ Maryland Back to Business:

- <https://open.maryland.gov/backtobusiness/>
- Guidance documents for businesses

❖ MDH COVID-19:

- <https://coronavirus.maryland.gov/>
- COVID-19 stats, FAQs, Resources

❖ MDH Office of Food Protection:

- <https://phpa.health.maryland.gov/OEHFP/OFPCHS/Pages/Food-Safety-and-Covid19.aspx>



Other Resources

❖ Administration's COVID-19 Response:

- <https://governor.maryland.gov/coronavirus/>
- Executive Orders, interpretive guidance, press releases

❖ Governor's May 27th Announcement:

- <https://governor.maryland.gov/2020/05/27/governor-hogan-announces-resumption-of-outdoor-dining-additional-activities-to-complete-stage-one-of-recovery/>
- Executive Orders
- Guidance and Best Practices for Outdoor Restaurants



Thank You!

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Together We Rise is a Collaboration Between:



Visit www.washcorises.net for more resources.