



CONNECTICUT RESTAURANT PROMISE

PROTECTING EMPLOYEES & GUESTS

To help ensure everyone's safety as we welcome you back into our dining rooms, we ask that we make the following promises to each other:

OUR PROMISE TO YOU

- Continue leading in safe sanitation practices
- Establish protocol for monitoring the health of all staff prior to shift start
- Our indoor & outdoor seating meets all physical distancing guidelines
- Hand sanitizer or hand washing stations are at all entrances
- Clean and sanitize common areas and surfaces regularly
- Clean and sanitize all tables and hard surfaces after every use
- Place settings, utensils, menus, and condiments are sanitized after every use or are single use

YOUR PROMISE TO US

- If you have been exposed to COVID-19 recently or have symptoms of COVID-19 (including a fever, aches, cough, shortness of breath, headache, chills or loss of taste/smell), keep everyone safe by staying home and contacting your local restaurant to inquire about their contactless delivery options
- If you have underlying health conditions or are otherwise concerned about contracting COVID-19, please consider contactless delivery options
- If you have any questions about the Connecticut Restaurant Promise, please ask for a manager who will be happy to answer any questions

More about the Connecticut Restaurant Promise

The information, advice and/or opinion contained in the Connecticut Restaurant Promise Guidelines ("guidelines") as presented above are provided for informational and promotional purposes only. No information, advice and/or opinion should be relied on, cited, or referenced as medical, financial, and/or legal authority. These guidelines are not designed to, and do not, provide medical, financial, or legal advice, nor should they serve as a substitute for professional medical, financial, or legal advice, consultation, diagnosis, or treatment. Never disregard professional medical, financial advice or fail to seek advice because of something you read in these guidelines.

CONNECTICUT
Restaurant
ASSOCIATION

www.ctrestaurant.org/promise



CONNECTICUT RESTAURANT PROMISE

Section I - Introduction

What is the Connecticut Restaurant Promise?

In partnership with the Connecticut Restaurant Association and health officials across the state, restaurant owners and operators made a set of commitments to their employees and customers. This standard of recovery procedures has created the Connecticut Restaurant Promise. The Connecticut Restaurant Promise will demonstrate that the restaurant has committed to take all necessary steps to protect their employees and customers, as well as taking an initiative role in protecting their community.

The industry will continue to comply with federal, state, and local guidance as a reopening process begins. The CRA remains committed to providing feedback to elected officials and health departments which ensures compliance with these standards as well as taking into consideration the unique needs of our industry. The Connecticut Restaurant Promise also empowers customers to learn what they can do to keep everyone safe. With restaurants and customers working together, the restaurant industry can be as vibrant as it was prior to the impact of COVID-19. For more information, please visit ctrestaurant.org/promise.

Who can participate in the Connecticut Restaurant Promise?

Any restaurant or foodservice establishment that is reopening its dining room and other full-service areas.

Section II - Restaurant Responsibilities & Options

How do restaurants participate in the Connecticut Restaurant Promise?

Restaurants agree to comply with governmental guidance for all phases of reopening and recovery. We also commit to protect our employees and customers in the following ways:

- Continue being a leader in safe sanitation practices
- Have all team members understand safe food handling
- Have a certified food protection manager on every shift
- Follow hand washing protocol for staff set by ServSafe®
- Have staff complete a health survey prior to each shift
- Have employees wear gloves and/or masks and other protective equipment in keeping with public health guidelines relating to COVID-19
- Have all indoor and outdoor seating options comply with the appropriate physical distancing guidelines
- Offer hand sanitizer or hand washing stations available upon entry and exit for guests and staff
- Continue cleaning and sanitizing common areas and surfaces regularly
- Continue cleaning and sanitizing tables and hard surfaces after every use
- Have place settings, utensils, menus, and condiments be single-use OR cleaned and disinfected after every use
- Post the Connecticut Restaurant Promise at our entrance so everyone understands the steps we have taken to help keep our communities safe

Section III - Best Practices

What are some best practices restaurants can implement to enhance their commitment to the Connecticut Restaurant Promise?

Restaurants are already experts in safe food handling and sanitation, so many of their routine practices comply with fulfilling the commitments in the Connecticut Restaurant Promise. Different strategies will be appropriate for different restaurants at different times. Please see the following are ideas which can be implemented to fit a restaurant's needs:

- Designate a single employee per shift, ideally with a clearly identifiable uniform or badge for customers to recognize to oversee safety and sanitation measures
- Limit table capacity in accordance with recommended guidelines
- Consider the use of physical barriers when appropriate
- Remove tables which are not being utilized during service; for tables that are unable to be moved, physically block off to show they are clearly not in use
- Use signage and/or floor markings to help customers comply with social distance guidelines in common areas
- Encourage contactless payment options like credit cards or online ordering
- Temporarily close self-serve, unattended buffets, topping bars, and other communal serving areas

**** What questions should a restaurant ask its employees to perform health screenings before each shift?***

Yes or no questions/statements like these can help strike the balance between obtaining the necessary health information and respecting privacy concerns. Recommendation is to have all employees complete a simple pre-shift screening that includes answering questions like:

- Do you have any of these symptoms: fever, aches, cough, shortness of breath, headache, chills or loss of taste/smell?
- Have you come in contact with anyone diagnosed with COVID-19?
- Are you currently waiting for the results of a COVID-19 test?
- Have you traveled to an area with high COVID-19 concentration rates over the last 14 days?
- I understand my responsibility to not come to work if I have symptoms of COVID-19 or have recently come into contact with someone who has COVID-19.
- I understand my responsibility to comply with the restaurant's health and sanitation standards.

How should participating restaurants communicate the commitments of the Connecticut Restaurant Promise?

It is vital that restaurants communicate the commitments directly to their staff and monitor compliance. Restaurants should also take steps to communicate their enrollment in the Connecticut Restaurant Promise by posting the required notice at entrances. If the restaurant has a website or social media, we recommend advertising enrollment on there as well.

Section IV - Customer Responsibilities & Options

Why are customers included within the Connecticut Restaurant Promise?

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

What commitments does the Connecticut Restaurant Promise ask customers to make to restaurants?

- If you have been exposed to COVID-19 recently or have symptoms of COVID-19 (including a fever, aches, cough, shortness of breath, headache, chills or loss of taste/smell), keep everyone safe by staying home and contacting your local restaurant to inquire about their contactless delivery options
- If you have underlying health conditions or are otherwise concerned about contracting COVID-19, please consider contactless delivery options

- If you have any questions about the Connecticut Restaurant Promise, please ask for a manager who will be happy to answer any questions

What can restaurants do to help customers meet these obligations?

Restaurants are encouraged to maximize the use of contactless delivery options and advertise those options to potential customers. Publicizing information about the Connecticut Restaurant Promise should also increase customers' compliance with these standards.

Section V – Additional Resources & Next Steps

What resources and support are available related to the Connecticut Restaurant Promise?

The Connecticut Restaurant Association will share information about the Connecticut Restaurant Promise with elected officials, policymakers, allied groups, as well as the media to assure the general public that Connecticut restaurants stand ready to reopen safely in keeping with these commitments. CRA will also be available to help answer questions and provide support to restaurants as they reopen their dining and other full-service spaces.

The National Restaurant Association created a COVID-19 Restaurant Response Kit, and continues to provide ServSafe training products like Food Handler and Manager's Certification. These resources can be found at:

- [National Restaurant Association COVID-19 Reopening Guidance](#)
- [ServSafe Takeout: COVID-19 Precautions](#)
- [ServSafe Delivery: COVID-19 Precautions](#)
- [ServSafe Food Handler](#)

Visit www.ctrestaurant.org/promise to learn more about the Connecticut Restaurant Promise.

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Connecticut

RESTAURANT INDUSTRY AT A GLANCE

Restaurants are a driving force in Connecticut's economy. They provide jobs and build careers for thousands of people, and play a vital role in local communities throughout the state.



8,511

Eating and drinking place
locations in Connecticut in 2019



\$8.9 billion

Estimated sales in Connecticut's
restaurants in 2019



160,500

Restaurant and foodservice jobs
in Connecticut in 2020 = 9% of
employment in the state

**AND BY 2030, THAT
NUMBER IS PROJECTED
TO GROW BY 6.2%**

= 9,900 additional jobs,
for a total of 170,400



**HOW BIG IS
AMERICA'S
RESTAURANT
INDUSTRY?**

LOCATIONS

1 MILLION+ serving millions every day

SALES

\$863 BILLION = 4% of the U.S. GDP

EMPLOYMENT

15.6 MILLION PEOPLE = 10% of the nation's workforce



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FOR MORE INFORMATION: Restaurant.org • CTRestaurant.org