How to turn a table like an OR: tips on infection control with reopening distillery tasting rooms

KAREN KNIGHT, M.D.
CO-FOUNDER GOLDEN MOON DISTILLERY
What we are going to discuss

• Colorado Law and lines of revenue
• Tasting rooms
  • Types
• Tours
• What do we expect the rules will be for reopening
• Cleaning Guidelines
• Air purification
• Contactless payments
• E-commerce
• Hand sanitizer
• Personal Protective Equipment
Colorado Laws are some of the best in the country

- On-site tasting
- Satellite tasting room
- Paid tasting
- Direct sales by bottle
- Direct sales by glass
- Self distribution
- Cocktails
- Merchandise
87% of craft distillery tasting rooms have closed as a direct result of COVID-19.

38% of these distilleries closed their tasting rooms proactively, while 47% were forced to shutter by government mandate.

Almost 60% of distilleries have already laid off or furloughed staff, while the remaining respondents noted they would likely do so in the coming weeks.

Nearly 70% of craft distilleries are still producing spirits for the time being.

Without government stimulus, 67% of distilleries will be forced to close within three months; 32% of those respondents will only last a month or less.

More than 75% of craft distillers plan to produce hand sanitizer in an effort to support the national shortage.
Distilled Spirits Council and the American Distilling Institute – 118 distilleries

- 43 percent of distillery employees have been let go or furloughed
  - 14 employees before the COVID-19 crisis and has let go nearly 6 employees.
- 64 percent sales decline.
- 63 percent of respondents reported canceling purchases of agricultural products or other inputs such as stills, bottles and barrels.
Survivability

Two-thirds of respondents do not believe they will be able to sustain their businesses for more than 6 months.

42 percent of distillers do not anticipate being able to sustain their businesses for more than 3 months.

21 percent of distillers do not anticipate being able to sustain their businesses for more than 3-6 months.
Three Prongs

Patron Safety

Employee Safety

Facility Management
Patron safety

- Limit the number of customers in the restaurant
- Tables should be spaced at least 6 feet apart
- Limit tables to no more than 4-6 guests per table
- Mark any indoor or outdoor waiting area so that social distancing standards are met (options can include a text system to alert guests of available seating, an intercom system, or only one member of a party being allowed to wait in the waiting area)
- Bar areas should remain closed or plexiglass barriers
- Live music should not be permitted
- Screen customers for illness upon their entry into the restaurant
Employee safety

• Screen all employees reporting to work for COVID-19 symptoms with the following questions:
• Have dedicated face coverings (i.e., only used by one person) worn by all employees, at all times
• Gloves are single use
• Practice recommended social distancing to the greatest extent possible—“Further is safer”
• Hygiene practices—wash hands more frequently, avoid touching face, practice good respiratory etiquette when coughing or sneezing
• Consider ServSafe COVID-19 training for all food handlers as soon as possible
Tasting rooms
Tasting Rooms
Tasting rooms
Tours
• 10 people per 500 square feet of dining space

• **Masks required.** Employees must wear face masks. The coverings need to be cleaned or replaced daily.

• **Signs up.** You’ll see signs posted on entrances, particularly stating that no one with a fever or symptoms of COVID-19 is permitted in the facility.

• **Provide sanitizer.**

• **Social distancing.** no more than six people to a table.

• **Sanitize frequently.** Between diners, staff will be cleaning and sanitizing table condiments, digital ordering devices, check presenters, self-service areas, tabletops, and commonly touched areas, and discarding single-use items.

• **No self-service stations.** The restaurants will be using rolled silverware and eliminate table presets.

• **Use paper menus or technology.** more paper menus, mobile ordering, mobile access to menus to plan in advance, text on arrival for seating, and contactless payment options.

• **Barriers encouraged.** Similar to grocery stores and other retailers, you will likely see plexiglas when you pay at the counter in order to provide a barrier.
• Screen all employees reporting to work for COVID-19 symptoms
• Temperature screening employees
• Direct any employee who exhibits COVID-19 symptoms
• Implement workplace cleaning and disinfection per CDC guidelines
• Have dedicated face coverings and dedicated gloves
• Limit the number of customers in the restaurant to 50% of seating capacity
• Tables should be spaced at least 6 feet apart
• Limit tables to no more than 6 guests per table
• Mark any indoor or outdoor waiting area so that social distancing standards are met
• Bar areas should remain closed
• Screen customers for illness upon their entry into the restaurant
• **Mitigate exposure in the workplace** by implementing social distancing guidelines and modify scheduling

• **Implement workplace cleaning and disinfection** practices, according to [CDC guidelines](https://www.cdc.gov), with regular sanitization of high-touch surfaces at least every two hours

• **Sanitize all front-of-house contact surfaces** including door handles, screens, phones, pens, keyboards and other areas of hand contact every two hours, at a minimum

• **Place hand sanitizer stations** in restaurant lobby and bathrooms, as well as at cashier stations

• **Use menus that are disposable or sanitized** between each use

• **Use rolled silverware/napkins stored in sealed bins** (gloves should be used by staff while rolling silverware in designated sanitary areas)

• **Sanitize all tabletop items**, including condiments, after each table turns (or use disposables)

• **Sanitize chairs**, especially where contact occurs, after each table turns

• **Do not offer self-serve** buffets, condiments on a counter for use by multiple tables, or beverage station re-use
• 10 people per 500 square feet of dining space
• rural counties with fewer than five confirmed cases of the new coronavirus, restaurants can serve up to 50% of their regular capacity
• six people will be allowed at a table
• 6 feet apart
• to-go and delivery service
• encouraged to have an employee open doors
What this might look like for tasting rooms?

• Groups of no more than 4-6
• Tables at least 6 feet apart
• 25-50% of occupancy (note that many tasting rooms in Colorado do not have occupancy)
• Screening of patrons on entrance
• No bar seating
• Personal protective equipment for staff
Not just following the rules-Patron Safety
Guidelines for Turning a Table

• Beginning of shift
  • Visual inspection
  • Overhead lights and furniture damp dusted with clean lint free dampened with approved agent

“With spray-and-wipe products, consumers often wipe the product up before it can do its job. But in studies done, they are more likely to let a surface air-dry after swabbing it with the wipe, giving the disinfectant compounds time to work”
After each tasting

• After each service all contaminated service items will be cleaned
• All horizontal surfaces and furniture wiped
• Floors and walls spot cleaned
End of service cleaning

Mechanical friction and an approved agent
- Lights
- All furniture and equipment, including wheels
- Floors
- Handles of cabinets and push plates
- Ventilation faceplates
- All horizontal surfaces
- Sinks
- Wet mop entire room
- Electronic monitors, POS screens
Equipment

- Mop
- Spray bottle
- Disposable low lint cloth
- Rubber gloves
- Ladder
- Gloves
- Mask
Products

- Restaurant supply stores should provide adequate EPA cleaning materials.
- Alcohol solutions with at least 70% alcohol may also be used.
- 5 tablespoons (1/3rd cup) bleach per gallon of water.
- Consider end of shift spray treatment.
Electronics

Tablets, touch screens, keyboards, and remote controls.

• Consider putting a *wipeable cover* on electronics.

• Follow *manufacturer’s instruction* for cleaning and disinfecting.
  
  • If no guidance, use alcohol-based wipes or sprays containing at least 70% alcohol. Dry surface thoroughly.
Air Purification - HEPA

- Fluid droplets from the cough or sneeze are typically 5 microns
- Single virion (unattached to any fluid droplet), have diameter of approximately 0.12 microns
- CADR-clean air delivery rate-should exceed 240
  - This is about five air exchanges/hour/room size
- Change filters with gloves and surgical mask, preferably outside-clean and disinfect the exterior
Contactless Payments

• Add a contactless delivery option to your on-line store enabling pre-pay
• Consider adding a flyer or sticker thanking your customers for their support and reassuring them you’ve taken extra safety precautions with their order
• Used short, informational videos to promote safe contactless
Contactless Payment

- Pay at table
- Google Pay
- Apple Pay
“We pivoted to serving people where they are now: their homes. We have a direct-ship business through FedEx Ground that’s been extremely well-received: more than 100 orders in one day alone, compared to maybe one or two a day during normal times. That’s 97% of our business right now. The other 3% is from customers opting for our drive-thru and pickup option.”
Andrew Auwerda, Philadelphia Distillery

In the first full day of taking orders, her business sold more than 10 times the amount it usually would on a good Saturday, enabling it to rehire some tasting room employees to service these orders. Becky Harris, Cacoctin Distillery
Personal Protective Equipment

- Masks
- Gloves – preferably changed between each table
- Hand sanitizer
- Hand washing stations
- Sneeze guards
Check in
Signage

• Consider tape for walkways
• Come up with a policy that is alignment with your community, your staff
• Practice how you will communicate with patrons who disagree
Service

• Glass or disposable
• Prebatched
  • Put a video on your website on how you prepare under sterile conditions
This is a beginning of a conversation

Please do not hesitate to contact us
Karen Knight, M.D., Golden Moon Distillery
karenhknighthmd@gmail.com