

3/17/20 City of Oregon Q and A regarding restaurant & bar operations during COVID-19 emergency

Q: DO BUSINESSES HAVE TO SUSPEND SERVICE FOR ON-SITE CONSUMPTION OF FOOD OR BEVERAGES?

- Yes! On site consumption is suspended through March 30th.

Q: HOW CAN WE MEET OUR CUSTOMERS NEEDS?

You may provide food for your customers with the following:

- Delivery
- Curbside pick-up
- Carry-out: The Governor's executive order says customers may enter the premises to purchase food or beverages for carry-out only. **However, establishments offering food or beverages for carry-out must ensure that they have an environment where patrons maintain adequate social distancing.**
- **Customers are strongly encouraged to phone in their orders to avoid waits of more than a few minutes. This also eliminates long pick-up lines.**

Q: CAN ALCOHOL BE SOLD?

- Yes, if your establishment has a city package license and the patron is present and has valid ID.
- No on site consumption allowed in the business. So if a customer wants a beer while the food order is being filled the answer is no.

Q: HOW WILL THE GOVERNOR'S ORDER TO CEASE ON-SITE CONSUMPTION BE ENFORCED?

- Under the Governor's emergency order authority has been given to local enforcement.

In the City of Oregon, consequences may include loss of liquor license or closing of business.

Q: WHAT IS 'ADEQUATE SOCIAL DISTANCING'? and... HOW CAN I ENSURE I MEET THIS GUIDELINE?

Restaurant owners have the responsibility to ensure no dining occurs in the establishment and safe distancing rules are observed for patrons in line.

A well accepted rule of thumb is a 6-foot distance between individuals. (*That is the distance of two adult outstretched arms touching fingertips*). The following are some suggestions to help meet this standard:

- place X's (tape) in a line on the floor approximately 6 feet apart as a visual reference for customers to stand.
- place signage at door and at counter to inform customers of the 6-foot social distance.
- signage at door stating restriction on the number of customers inside, to not exceed the maximum 10 person rule.
- consider chairs to allow customers to sit while waiting for their order (6-foot spacing)

Act responsibly for the health and safety of the community

Q: HOW WILL PEOPLE KNOW WE ARE OPEN FOR "ORDER OUT / CARRY OUT"?

Advertise, Advertise, Advertise.

- Use social media, window signage, sandwich boards, etc.
- Consider a shortened menu to conserve your staff and stock costs
- Consider specially advertised items; perhaps family sized options to encourage families to order out.
- Be Creative.
- A list of restaurants continuing to serve customers is being developed and will be posted on the City as well as Chamber of Commerce social media. Contact Liz Vos at chamber.director@oregonil.com to be sure you are included and accurately listed.

Other guidelines:

Wash and sanitize hands and surfaces frequently!
- don't forget door and toilet handles!