

# Seneca Lake Winery Association Guidance for Winery Tasting Rooms and Retail Shops in response to COVID-19

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## Introduction

There are many key factors in operating a healthful, socially responsible tasting room and retail shop in light of the COVID-19 pandemic. Several of these factors include: employee safety, customer safety, sanitation, and social distancing, among others. The guidelines established here are just that – *guidelines*. They have been assembled with careful attention to the best practices published by the Food and Drug Administration as well as the Centers for Disease Control, but may not be exhaustive nor representative of the most up-to-date information, as this situation may continue to evolve.

## Managing Employee Health<sup>1</sup>

- Instruct employees with symptoms associated with COVID-19 to report them to their supervisors. Instruct sick employees to stay home and to follow the CDC’s [What to do if you are sick with coronavirus disease 2019 \(COVID-19\)](#). Consult with the local health department for additional guidance.
- If an employee is sick at work, send them home immediately. [Clean and disinfect](#) surfaces in their workspace. Others at the facility with close contact (i.e., within 6 feet) of the employee during this time should be considered exposed.

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<sup>1</sup> <https://www.fda.gov/food/food-safety-during-emergencies/best-practices-retail-food-stores-restaurants-and-food-pick-up-delivery-services-during-covid-19>

- Instruct employees who are well, but know they have been exposed to COVID-19, to notify their supervisor and follow CDC-recommended precautions (see below).
- Inform fellow employees of their possible exposure to COVID-19 in the workplace, if an employee is confirmed to have COVID-19, while maintaining confidentiality.
- Implement workplace controls to reduce transmission among employees, such as those described below that are included in [CDC's Interim Guidance for Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19](#).
- Employers - Pre-screen (e.g., take temperature and assess symptoms prior to starting work).
- Employers - Disinfect and clean work spaces and equipment, and consider more frequent cleaning of high touch surfaces.
- Employees - Regularly self-monitor (e.g., take temperature and assess [symptoms of coronavirus](#)).
- Employees - Wear a mask or face covering.
- Employees - Practice social distancing and stay at least 6 feet from other people whenever possible.
- For additional information when employees may have been exposed to COVID-19, refer to [CDC's CDC's Interim Guidance for Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19](#).
- For additional information on employee health and hygiene and recommendations to help prevent worker transmission of foodborne illness, refer to [FDA's Employee Health and Personal Hygiene Handbook](#).
- If FDA recommendations differ from CDC's regarding employee health and COVID-19, follow CDC.
- For returning previously sick employees to work, refer to [CDC's Guidance for Discontinuation of Home Isolation for Persons with COVID-19](#).
- Follow [CDC and FDA](#) information on PPE (i.e., gloves, face masks/coverings, and protective gear).
- Frequently review [CDC's CDC's Interim Guidance for Business and Employers to Plan and Respond to Coronavirus Disease 2019](#).
- Understand risk at the workplace — use [OSHA's Guidance on Preparing Workplaces for COVID-19](#).

### **Personal Hygiene for Employees<sup>2</sup>**

- Emphasize effective hand hygiene including washing hands for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing, or sneezing.
- Always wash hands with soap and water. If soap and water are not readily available, then use an alcohol-based hand sanitizer with at least 60% alcohol and avoid working with unwrapped or exposed foods.

<sup>2</sup> <https://www.fda.gov/food/food-safety-during-emergencies/best-practices-retail-food-stores-restaurants-and-food-pick-up-delivery-services-during-covid-19>

- Avoid touching your eyes, nose, and mouth.
- Use gloves to avoid direct bare hand contact.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash and wash hands after.

### Managing Operations<sup>3</sup>

- Frequently disinfect surfaces repeatedly touched by employees or customers such as door knobs, equipment handles, check-out counters, registers, and grocery cart/basket handles, etc.
- Frequently clean and disinfect floors, counters, and other facility access areas using [EPA-registered disinfectants](#). Prepare and use sanitizers according to label instructions.
- Help customers maintain good infection control and social distancing by:
  - Discontinuing operations such as dump buckets, reusable tasting sheets, water pitchers, and pencils that require customers to use common utensils or dispensers.
  - Finding ways to encourage spacing between customers while in line service or check out and while tasting in accordance with the applicable State or local requirements.
  - Discouraging customers from bringing pets — *except* service animals — into stores or waiting areas.
- Verify that your ware-washing machines are operating at the required wash and rinse temperatures and with the appropriate detergents and sanitizers.
- Ensure that you are complying with all social distancing requirements and recommendations at your tasting counter, cash registers, restrooms, and waiting areas. **INSERT THOSE DETAILS/SPECIFICS HERE IF WE WANT TO OR CAN LEAVE THIS VAGUE.** Clearly post signage communication social distancing requirements.
- Ensure that you are complying with all capacity limitations and restrictions as required by state and local laws, mandates, and public health recommendations. Clearly post signage communicating any capacity limitations and restrictions.
- Where possible, establish one-way traffic in and out of your building, tasting room, and retail shop, to limit customer proximity and lingering. Clearly post a sign communicating this expectation.
- Each day, designate an employee who will be responsible for maintaining and enforcing social distancing requirements and protocols.
- Other things to think about for this section:
  - what about couples/families who are traveling together (who have been quarantined together, for example) – it should be safe for them to be closer than 6 feet, right?
  - Consider a no bus groups policy.

### Organizational Considerations

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<sup>3</sup> <https://www.fda.gov/food/food-safety-during-emergencies/best-practices-retail-food-stores-restaurants-and-food-pick-up-delivery-services-during-covid-19>

## Management of Healthful Operations and Sanitary Practices

A manager should be responsible for ensuring that implementation and enforcement of all guidelines, measures, protocols, and policies associated with maintaining Healthful Operations and Sanitary Practices in the tasting room. Those responsibilities include:

- Hold regular staff meetings on COVID-19 control strategies and update and remind staff on COVID-19 guidelines, protocols and policies. Use the meetings to re-enforce and communicate:
  - Social Distancing Protocols
  - Personal Infection Prevention Measures
  - Cleaning and Sanitization Guidelines
  - A method for confidential reporting personal illness and close contact with individuals that test positive for COVID-19
  - Identify cleaning and disinfecting supplies that may be limited and plan allocation accordingly
  - Develop a Sanitary Standard Operating Procedure for cleaning frequently touched surfaces.
  - Develop a Standard Operating Procedure that details actions to be taken if an employee is tested for COVID-19 and/or tests positive for COVID-19.
  - Develop a Wine Tasting Room Operations Checklist to ensure all operational and sanitary practices are in place.
  - The Institute for Food Safety at Cornell University provides an example of an SSOP for cleaning and sanitizing frequently touched surfaces and an example of an SOP for actions to be taken regarding COVID-19 testing:  
<https://instituteforfoodsafety.cornell.edu/coronavirus-covid-19/risk-management-strategy-checklist/>

## SAMPLE OPERATIONS CHECKLIST FOR WINERIES TO PRINT AND UTILIZE

### Wine Tasting Room COVID-19 Operations Checklist

This document outlines a draft checklist on COVID-19 Healthful Operations and Sanitary Practices for Wine Tasting Rooms. Measures to be implemented are organized following the “TOP” principle - **T**echnical/**O**rganizational/**P**ersonnel. This is a guide only and any given company is strongly encouraged to modify this to fit their situation and circumstances.

#### Technical Measures

- Ensure availability of hand sanitizer dispensers, particularly at wine bar and in kitchen
- Ensure availability of tissues and disinfecting wipes.
- Assess supply of sanitizers, cleaning supplies, and disinfectants, and re-order supplies as needed. Verify the virucidal effects of sanitizers.
- Post informational signage that promotes and highlights risk-minimizing behavior for customers and employees including: No Admittance of Individuals with Symptoms of Respiratory Illness, Hand Washing Procedures, Cleaning and Disinfecting Procedures, Glove Usage.
- Develop a checklist of frequently touched surfaces that includes cleaning procedures.

- Identify high-risk locations/surfaces and develop a Sanitary Standard Operating Procedure to assure that these locations are routinely cleaned and frequently sanitized.
- Review options to facilitate the flow of customers to reduce physical contact.
- Prop doors open where possible to reduce frequent touching of doorknobs.
- Review the ability to increase or improve tasting room ventilation.

#### **Organizational Measures**

- Hold regular staff meetings on COVID-19 control strategies. Use the meetings to enforce and communicate: Social Distancing Protocols, Personal Infection Prevention Measures, Cleaning and Sanitization Guidelines, and Food and Wine Preparation and Handling Guidelines.
- Have daily meetings at the beginning of work shifts to designate who will be responsible for ensuring the Social Distancing Protocols are being followed.
- Delegate someone to keep apprised of new information regarding COVID-19 by CDC, Oregon Health Authority, Governor’s Executive Orders and Oregon OSHA.
- Communicate and post a proactive sick leave policy that is consistent with public health guidance.
- Maintain flexible policies that permit employees to stay home to care for a sick family member.
- Establish a method for confidential reporting personal illness and close contact with individuals that test positive for COVID-19.
- Develop a standard operating procedure that details actions to be taken if an employee is tested for COVID-19 and/or tests positive for COVID-19.

#### **Customer and Personnel Measures**

- Provide guidance on how to communicate social distancing policy to customers.
- Role play receiving payment and handing-off wine to customers in a sanitary manner.
- Refresh staff on proper hand hygiene and glove practices including handwashing and refraining from touching your face.
- Promote protective behavioral measures such as avoiding to touch doorknobs by hand, etc.
- Encourage workers to stay home if they are sick.
- Encourage respiratory etiquette, including covering coughs and sneezes.
- Discourage employees from using other employee’s phones, desks, tools, or other equipment, when possible.
- Provide employees up-to-date education and training on COVID-19 risk factors and protective behaviors (e.g. cough etiquette and care of PPE).

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#### **Additional Resources:**

[Food and Drug Administration’s \(FDA\) 2013 Food Code](#). All businesses that provide food and beverage service must be familiar with and operate in compliance with the Food Code. Key chapters and sections of the Food Code with regard to wine tasting rooms are the following.

##### **Chapter 2 – Provides guidelines for Management of Personnel**

Section 2-2 addresses Employee Health  
 Section 2-3 addresses Personal Cleanliness  
 Section 2-4 addresses Hygienic Practices

##### **Chapter 3 – Provides guidelines for Food**

Section 3-3 addresses Protection from Contamination  
 Section 3-4 addresses Destruction of Organisms of Public Health Concerns  
 Section 3-5 addresses Limitation of Growth of Organism of Public Health Concerns

##### **Chapter 4 - Provides guidelines for cleaning and sanitization of Equipment and Utensils**

Section 4-6 addresses Cleaning of Surfaces, Equipment and Utensils  
 Section 4-7 addresses Sanitization of Surfaces, Equipment, and Utensils.

## Area Public Health Offices

<b>County</b>	<b>Phone</b>	<b>Website</b>
Ontario County	(585) 396-4343	<a href="https://www.co.ontario.ny.us/101/Public-Health">https://www.co.ontario.ny.us/101/Public-Health</a>
Schuyler County	(607) 535-8140	<a href="https://www.schuylercounty.us/166/Public-Health">https://www.schuylercounty.us/166/Public-Health</a>
Seneca County	(315) 539-1920	<a href="https://www.co.seneca.ny.us/gov/community/health/">https://www.co.seneca.ny.us/gov/community/health/</a>
Yates County	(315) 536-5160	<a href="https://www.yatescounty.org/211/Public-Health">https://www.yatescounty.org/211/Public-Health</a>

DRAFT

# What you need to know about coronavirus disease 2019 (COVID-19)

## What is coronavirus disease 2019 (COVID-19)?

Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. The virus that causes COVID-19 is a novel coronavirus that was first identified during an investigation into an outbreak in Wuhan, China.

## Can people in the U.S. get COVID-19?

Yes. COVID-19 is spreading from person to person in parts of the United States. Risk of infection with COVID-19 is higher for people who are close contacts of someone known to have COVID-19, for example healthcare workers, or household members. Other people at higher risk for infection are those who live in or have recently been in an area with ongoing spread of COVID-19. Learn more about places with ongoing spread at <https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html#geographic>.

## Have there been cases of COVID-19 in the U.S.?

Yes. The first case of COVID-19 in the United States was reported on January 21, 2020. The current count of cases of COVID-19 in the United States is available on CDC's webpage at <https://www.cdc.gov/coronavirus/2019-ncov/cases-in-us.html>.

## How does COVID-19 spread?

The virus that causes COVID-19 probably emerged from an animal source, but is now spreading from person to person. The virus is thought to spread mainly between people who are in close contact with one another (within about 6 feet) through respiratory droplets produced when an infected person coughs or sneezes. It also may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads. Learn what is known about the spread of newly emerged coronaviruses at <https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html>.

## What are the symptoms of COVID-19?

Patients with COVID-19 have had mild to severe respiratory illness with symptoms of

- fever
- cough
- shortness of breath



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## What are severe complications from this virus?

Some patients have pneumonia in both lungs, multi-organ failure and in some cases death.

## How can I help protect myself?

People can help protect themselves from respiratory illness with everyday preventive actions.

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.

## If you are sick, to keep from spreading respiratory illness to others, you should

- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

## What should I do if I recently traveled from an area with ongoing spread of COVID-19?

If you have traveled from an affected area, there may be restrictions on your movements for up to 2 weeks. If you develop symptoms during that period (fever, cough, trouble breathing), seek medical advice. Call the office of your health care provider before you go, and tell them about your travel and your symptoms. They will give you instructions on how to get care without exposing other people to your illness. While sick, avoid contact with people, don't go out and delay any travel to reduce the possibility of spreading illness to others.

## Is there a vaccine?

There is currently no vaccine to protect against COVID-19. The best way to prevent infection is to take everyday preventive actions, like avoiding close contact with people who are sick and washing your hands often.

## Is there a treatment?

There is no specific antiviral treatment for COVID-19. People with COVID-19 can seek medical care to help relieve symptoms.

[cdc.gov/COVID19](https://www.cdc.gov/COVID19)