

**GUIDELINES FOR
WINE TASTING ROOM OPERATIONS**
IN RESPONSE TO THE COVID-19 CORONAVIRUS

**OREGON WINE INDUSTRY TASK FORCE
JUNE 16, 2020**

Oregon Winegrowers Association
Oregon Wine Board
Oregon Wine Council
Columbia Gorge Winegrowers Association
Rocks District Winegrowers
Rogue Valley Vintners
Rogue Valley Winegrowers Association
Southern Oregon Winery Association
Umpqua Valley Winegrowers Association
Walla Walla Valley Wine Alliance
Willamette Valley Wineries Association



WILLAMETTE
VALLEYWINE

Introduction

The majority of Oregon's wine tasting rooms were authorized to reopen under Oregon Health Authority (OHA) Phase I Guidance in mid-May 2020. Some were authorized to reopen under OHA Phase II Guidance in early-June 2020. Guidance for managing businesses in response to the COVID-19 Coronavirus has also been provided by the Oregon Department of Agriculture (ODA), Oregon-OSHA, the Center for Disease Control (CDC), and others.

The Oregon Wine Industry Task Force has developed this document to highlight key guidelines for operating wine tasting room in response to COVID-19 and to provide a reference to the various guidance documents that are available. This document replaces the prior guidelines issued by the Task Force on May 12th 2020.

This document was prepared based on information made available by the Oregon Governor's office OHA, ODA, OR-OSHA and the CDC as of the date first set forth above. This document is intended to be a resource for developing your own operational rules and procedures. It is not intended to provide or replace legal, financial or operational advice. Additional local laws, regulations and guidelines may apply that are not addressed here. It is strongly recommended that you consult with your advisors and regularly check for updates from the sources relied on herein and other appropriate sources to remain current regarding this ongoing matter. Periodic review of these guidelines will be performed to adapt them as the health risk from COVID-19 increases or decreases, but may not always be up to date with the most current information made available by state, local and other authorities.

Key Guidance Highlights for Phase I & II Reopening

Occupancy Protocols

Tasting rooms are covered under i) OHA Guidelines as Restaurants/Bars/Tasting Rooms and ii) Venue and Event Operators. Venue and Event Operators host indoor and outdoor events including social, recreational, and civic gatherings.

For Phase I and Phase II: Occupancy should be determined by the owner/manager based on the number of patrons that can be accommodated while maintaining six (6) foot distancing between parties; The maximum occupancy is 250 people.

For Phase II: Venue/Event Operators must determine max occupancy for each indoor and outdoor area, and assign one physical distancing monitor per 50 people.

Physical Distancing Protocols

Limit parties to ten (10) or fewer people. Maintain physical distance of at least six (6) feet per person or between parties. Members of the same party do not have to maintain physical distancing. Prohibit people from different parties from congregating.

In lieu of six (6) feet distance spacing between seating, businesses may install plexiglas (acrylic) or other nonpermeable physical barrier that is easily cleaned between booths, counters, and bar seating.

Post Signs

- [Maximum Occupancy](#).
- List of [COVID-19 Symptoms](#). Request people with symptoms to stay home.
- Requirement for [Physical Distancing](#).
- [Personal Protection Guidelines](#), e.g. washing hands.
- [COVID-19 Risk Awareness](#).

Face Covering Protocol

- Employees and contractors must wear a [mask, face shield, or face covering](#).
- Businesses must provide masks, face shields, or face coverings for employees.
- Businesses should encourage customers/attendees to wear face coverings.

Infection Prevention Measures – [Protecting Yourself and Others](#)

- Provide handwashing stations or hand sanitizers (60-95% alcohol content) throughout the facility for employees and customers, including in reception areas, eating areas, near bathrooms, and checkout areas.
- Employees should avoid “close contact” during customer interactions, i.e. avoid < 6’ distance for extended periods.
- Employees should wash hands for at least 20 seconds or use of a hand sanitizer after handling any items used by customers, e.g. wine glasses, wine bottles, POS.
- Employees should avoid using other workers’ iPads, phones, desks, or work tools.
- Employees should minimize bare-hand contact with food through use of utensils. No bare-hand contact with food is permitted in ODA licensed facilities.
- Employees must wear gloves when performing cleaning, sanitizing, or disinfecting.

Operational Measures

- Consider new sales and service strategies that reduce personal contact.
- Assign a designated greeter or host to monitor physical distancing.
- Prohibit customer self-service operations, e.g. water dispensers.
- Not pre-set tables with tableware, e.g. glassware, plates, napkins.
- Use menus that are single-use or cleanable between customers (laminated).
- Limit the number of staff who serve individual parties.
- For events, require reservations or advance ticket purchase.

Cleaning and Sanitization Guidelines

- Clean and disinfect customer-contact surfaces between each customer/dining party including tables, chairs, menus, condiment containers, and all other touch points.
- Routinely [clean and disinfect work areas](#) and frequently touched surfaces such as door knobs, counter tops, bathroom surfaces, kitchen surfaces, iPads, telephones.
- Develop a [cleaning check list](#) with timing required for various surfaces.
- Use [EPA-registered disinfectants](#).
- Clean and sanitize all glasses, dishes and utensils after every use.
- Use sanitary procedures for polishing glasses – wash hands, use clean cloth.
- For events, clean venue prior to opening, assign sanitization attendant(s) to routinely clean and disinfect commonly touched surfaces, and clean restrooms hourly.

Personnel Illness Management Guidelines

- Employees with symptoms of respiratory illness must stay home. This includes those with a fever (100.4° F or greater), or other symptoms like cough and sore throat.
- The CDC provides guidance for managing an employee that has had exposure to persons with known or suspected COVID-19 illness: [Public Health Recommendations for Community Related Exposure](#).
- If an employee tests positive for COVID-19, or has symptoms of COVID-19 like temperature, cough, or sore throat, they must follow CDC guidelines for [Discontinuing Home Isolation](#) prior to returning to work.

Organizational and Administrative Considerations

- Provide employees with education and training on: [COVID-19 risk factors](#), Occupancy and Physical Distancing Protocols, Infection Prevention Measures, Cleaning and Sanitization Guidelines, and Personnel Illness Management.
- Establish a confidential process for employees to report personal illness and contact with individuals that have COVID-19 or flu symptoms (e.g. temperature, cough, etc.).
- Develop and communicate a policy on [Sick Leave](#) and [FFCRA](#).
- Ensure availability of masks, soap, hand sanitizers (60-95% alcohol), clean polishing cloths, and EPA-registered disinfectants.

COVID-19 Guidance Documents

The following are links to documents that provide specific guidance on the various aspects of managing businesses in response to COVID-19.

Guidance for General Public (5/16/20)

<https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/le2342D.pdf>

General Guidance for Employers (6/5/20)

<https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/le2342C.pdf>

Mask and Face Covering Guidance (6/3/20)

<https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/le2288K.pdf>

Maximum Occupancy Sign Guidance (6/5/20)

<https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/le2697.pdf>

Phase I Restaurant and Bars Guidance (6/4/20)

<https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/le2342B.pdf>

Phase I Restaurant and Bars FAQs (5/30/20)

<https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/le2342i.pdf>

Phase II Restaurant and Bars Guidance (6/4/20)

<https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/le2351B.pdf>

Phase II Venue and Event Operator Guidance (6/3/20)

<https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/le2351D.pdf>

Phase II Gatherings Guidance (6/3/20)

<https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/le2351G.pdf>

Reopening Guidance Matrix (6/5/20)

<https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/le2689.pdf>

ODA, OHA & OR-OSHA Mitigation Planning Toolkit for Food Processing (May 2020)

https://www.oregon.gov/ODA/agriculture/Documents/COVID-19/COVIDProcessorToolkit.pdf?utm_medium=email&utm_source=govdelivery

ODA, OHA, and OR-OSHA Outbreak Protocol Playbook for Food Processing (6/3/20)

https://www.oregon.gov/ODA/agriculture/Documents/COVID-19/FoodProcessingResponsePlaybook.pdf?utm_medium=email&utm_source=govdelivery

Oregon-OSHA Temporary Rule on Labor Housing and Ag Employment (5/11/20)

<https://osha.oregon.gov/OSHArules/div1/437-001-0749.pdf>

OSHA Guidance on Preparing Workplaces for COVID-19

<https://www.osha.gov/Publications/OSHA3990.pdf>

Wine Tasting Room Guidelines - COVID-19 Checklist

Physical Distancing and Occupancy Protocols

- Establish physical distancing protocols and occupancy, i.e. 6' between groups of less than 10 people
- Modify wine tasting areas to accommodate physical distancing: e.g. 6' markings on floor, remove bar stools, consider expanding outdoor seating area, mitigate traffic bottlenecks, install Plexiglas barriers.
- Establish reception, ordering, and check-out areas that accommodate physical distancing
- Post signs, e.g. 1) Maximum Occupancy, 2) COVID-19 Symptoms, request people with symptoms to stay home, 3) Requirement for Physical Distancing, 4) Personal Protection Guidelines and 5) COVID-19 Risks

Infection Prevention Measures

- Ensure availability of employee/customer hand washing facilities, install hand sanitizers (>60% alcohol)
- Require employees to wear face coverings
- Inventory masks and gloves for employees
- Reinforce: avoid "close contact" during customer interactions, i.e. avoid < 6' distance for extended periods
- Reinforce: wash hands after cleaning and disinfecting customer seating areas.
- Reinforce: avoid using other employees POS, phones, and work tools.
- Reinforce: sanitary practices for handling of food, e.g. wear gloves

Operational Measures

- Consider implementing "by appointment only" service and a reservation system
- Consider new sales and service strategies, e.g. pre-pour "flights," carafe "flights," promote glass pours
- Post COVID-19 operational information on the business website
- Assign a designated person to manage customer flow and monitor physical distancing
- Establish procedures to accommodate no pre-set table with tableware (napkins, utensils, glassware)
- Limit number of staff who serve individual parties
- Eliminate self-services items, e.g. water jugs and condiments - salt, pepper, ketchup
- Consider using single-use menus, posted menus, or laminated menus

Cleaning and Sanitization Guidelines

- Implement procedures to clean and disinfect contact surfaces between each customer/group including all items that customers touch, e.g. menus, bottles, carafes, glasses
- Develop a schedule and checklist to routinely clean/disinfect all high frequency touch-points
- For Events, assign sanitization attendant(s) to clean/disinfect hourly – high touch surfaces and bathrooms
- Consider providing disposable wine spit-cups or frequently sanitize wine spit-bucket
- Consider not polishing wine glasses or establish a sanitary process for polishing glasses

Personnel Illness Management Guidelines

- Implement a "stay home" policy for employees that are sick or have COVID-19 symptoms
- Establish a confidential process for employees to report personal illness, contact w/ COVID-19, or contact w/ individuals that have COVID-19 symptoms
- Establish a process for managing employees with potential COVID-19 exposure or infection
- Establish guidelines for when an employee that has been in "isolation" may return to work

Organizational and Administrative Measures

- Provide workers with education and training on: COVID-19 Risk Factors, Physical Distancing Protocols, Operational Measures, Cleaning and Sanitization Guidelines, and Illness Management
- Develop and communicate a sick leave policy based on FFCRA guidelines
- Ensure availability of sanitizing gel, wipes, tissues, and EPA-registered disinfectants