



Guest Temperature Checks Operating Procedure

Why:

Some local jurisdictions, like NYC, have required guest temperature checks for indoor dining in the past. Know your own state and local jurisdictions.

Tools:

- Box of disposable gloves
- Face Mask (N95 preferred)
- Eye Protection (face shield, lab goggles, etc.)
- Garbage can with liner
- Hand sanitizer
- Sanitizing wipes (or EPA-approved sanitizer and paper towels)
- IR Medical-grade thermometer
 - NOTE: Do not use your food-grade IR thermometer. These are for kitchen use only and do not accurately read body temperature
- Physical barrier (glass or plastic window/partition), if possible
- Signage explaining the process/requirement to guests *before* the temp check station

Please note that guests for indoor dining should not be seated if they are experiencing any COVID symptoms, including cough, shortness of breath, loss of taste or smell, or any other cold or flu symptom. Businesses are permitted to deny entry to someone who is visibly ill, and should have signage asking guests not to enter if they are experiencing symptoms.

Option 1: Guest Self-Check Station (Recommended)

In this option, the guest takes their own temperature and an employee sanitizes the thermometer between uses and records the temperature. This option is recommended because it limits the physical contact between the person taking temperatures and the guest.

Set Up:

- Assign an employee (manager, ideally) to lead temperature checks before each shift.
- Set up a temperature check station that is private (and if possible, outside the building). It is important that we respect guest privacy and the ADA, so that others don't see if a guest is turned away. Be sure to have a plan for guests with symptoms to exit discreetly and avoid contact with others.
- If possible, separate the person taking temperatures from the guests with a physical barrier that they can place the thermometer on a table on the other side of the partition, and have a physical barrier between them and guests.
- Employee should wash hands before beginning.
- Employee should put on gloves and a mask before interacting with any guests, even through a partition. Gloves, hand sanitizer, sanitizing wipes, and garbage can should be within easy reach. The employee will need to sanitize the thermometer between each temperature check, and change gloves and wash hands if they come into contact with a guest.
- Place tape markings on the ground where guests should wait their turn to be checked. They should be 6 feet apart.
- Designate a binder in the office to store recorded guest temperatures over 100.4F, on pre-printed daily temperature check charts. Treat this as a confidential record. Keep records until advised you can discard them.

Process for Employee Managing Temp Checks:

- Sanitize hands before entering the building.
- Put on mask and wash hands thoroughly.
- If there are several people waiting, be sure they are on the floor markings and staying 6-feet apart.
- Print daily temperature check chart, be sure to pre-fill date. Only recordings over 100.4F will need to be recorded.
- Put on disposable gloves
- Wipe thermometer and table surface with sanitizing wipe

- Stand behind barrier, and reach around to place the sanitized thermometer on the table.
- Instruct the first guest to come forward and sanitize hands. Tell them to hold thermometer ~1 inch from their own forehead until there's a consistent reading, or according to the manufacturer's instructions. Never use an oral thermometer, or a food-grade thermometer.
- Ask guest to read or show you the current readout on the thermometer.
- If an employee's temp is below 100.4, they are able to enter. No need to record this temperature.
- If an employee has a temp of 100.4 or higher, inform them discreetly and immediately, without interacting with any other employees or guests.
- Between each temperature check, thoroughly sanitize the thermometer according to the manufacturer's instructions, and wipe the table surface
- If using a non contact thermometer, and you don't come into physical contact with the guest when taking their temperature, you don't need to change gloves. If you touch the guest at any point, you should change gloves and wash hands.

Process for Guests

- All guests should wear a face covering at all times unless dining at a table, including during the temperature check process.
- Guests stand 6 feet apart while they wait for their temperature check.
- When it's your turn, first sanitize your hands.
- An employee will place a sanitized IR forehead thermometer on the table, and will be wearing protective gear and be behind a physical barrier. They will let you know when you can move forward and pick up the thermometer.
- Hold the thermometer to the center of your forehead, about 1 inch away from the skin. Many thermometers will beep or buzz when they have a readout ready. Once it does, turn it around and read your temperature to the employee, or show them the thermometer readout from a distance.
- Place the thermometer back on the table where you picked it up. Do not reach around the barrier between you and the employee- they'll reach around to pick it up off the table so that you don't have to come within 6 feet of each other.
- If you have a temperature of 100.4F or higher, you'll be asked to leave without interacting with other employees or guests outside your party. We want to respect your privacy, and we'll do our best to be discreet.
- If you don't have a temperature, you will then be invited to enter the building.
- Please keep your face mask on at all times, unless dining at a table.

Option 2: Employee Checks Guests

In this option, an employee actually takes the temperature of each guest. This option requires face protection (e.g. goggles or a face shield) because it includes closer contact. A transparent physical barrier of plexiglass or plastic is strongly recommended.

Set Up:

- Assign an employee (ideally manager) to conduct temperature checks before each shift
- Set up a temperature check station that is private (and if possible, outside the building). It is important that we respect employee privacy and the ADA, so that other guests don't see if someone is being told to go home. Be sure to have a plan for people with symptoms to exit discreetly and avoid contact with others.
- If possible, separate the employee taking temperatures from the guests with a physical barrier that they can either reach around or take temperatures through (most IR thermometers will work through clear glass or plastic).
- Employee should wash hands before beginning
- Employee should put on gloves and mask (and face protection if there is no physical barrier) before interacting with any guests. Gloves, hand sanitizer, sanitizing wipes, and garbage can should be within easy reach. The employee will need to sanitize the thermometer between each temperature check, and change gloves and wash hands if they come into contact with an employee.
- Place tape markings on the ground where guests should wait their turn to be checked. They should be 6 feet apart.
- Designate a binder in the office to store recorded guest temperatures over 100.4F, on pre-printed daily temperature check charts. Treat this as a confidential record. Keep records until you are advised to discard them.

Process for Employees Managing Temp Check

- All employees should monitor their own temperature at home prior to coming to work, and stay home if they're not feeling well.
- Sanitize hands before entering the building.
- Put on mask and face protection, if using. Then wash hands thoroughly.
- If there are several people waiting, be sure they are on the tape markings and staying 6-feet apart.
- Print daily temperature check chart, be sure to pre-fill the date. Only recordings over 100.4F will need to be recorded.
- Put on disposable gloves
- Wipe thermometer with sanitizing wipe

- Ask guest to sanitize their hands
- Stand as far away as possible from the guest, extend your arm, and place the thermometer ~1 inch from forehead until there's a consistent reading, or according to manufacturer's instructions. Never use an oral thermometer, or a food-grade thermometer.
- If an employee's temp is below 100.4, they are able to enter. No need to record this temperature.
- If an employee has a temp of 100.4 or higher, inform them discreetly and immediately, without interacting with any other employees or guests.
- Thoroughly sanitize the thermometer and the surface that it's placed on between each guest, and according to the thermometer manufacturer's instructions.
- If using a non contact thermometer, and you don't come into physical contact with the guest when taking their temperature, you don't need to change gloves. If you touch the employee at any point, you should change gloves and wash hands.

Process for Guests:

- All guests should wear a face covering at all times unless dining at a table, including during the temperature check process.
- Guests stand 6 feet apart while they wait for their temperature check.
- When it's your turn, first ensure your mask covers your nose and mouth, and sanitize your hands
- An employee will use an IR forehead thermometer, and will be wearing protective gear.
- If you have a temperature of 100.4F or higher, you'll be asked to leave without interacting with other employees or guests outside your party. We want to respect your privacy, and we'll do our best to be discreet.
- If you don't have a temperature, you will then be invited to enter the building.
- Please keep your face mask on at all times, unless dining at a table.

Retain this log until advised to discard.