OUR PLANS TO SAFELY

Activate the City of Aurora

Reopening Local Retail and Restaurants

UPDATED OCTOBER 5, 2020
Introduction

With the shared goal of reopening our economy, this guide was a collaborative effort between the City of Aurora, Invest Aurora, and the Aurora Area Chamber of Commerce.

As the State begins to move into Phase 3, the purpose of this report is to provide guidance to local retail and restaurants in the City of Aurora with a focus on opening safe and healthy businesses for both employees and visitors. Our goals are: 1) to expedite our ability to assist businesses in resuming service while taking preventative measures; 2) to establish a safe and healthy working environment; and 3) to decrease the rate of infections.

As we move into Phase 3, bars and restaurants will have the option to resume operations for outdoor seating only. Phase 3 also allows retail stores to open their doors to in-person shopping with IDPH safety precautions and capacity limits in place. Please refer to the State of Illinois Phase 3 toolkit for more guidance at https://www2.illinois.gov/dceo/pages/restoreILP3.aspx. In preparation for Phase 3, City of Aurora staff from various departments have been working proactively to update our codes and liquor licenses to allow for the opening of outdoor seating.

Purpose of Activate Aurora

This report is meant to be a guiding document that is a combination of various best practices from throughout the State and Nation while building from State and County health orders. It is flexible and can be updated to reflect new data, advancements, and situations. Please continue to visit the City of Aurora’s website and social media for updates.

DISCLAIMER

Any business that chooses to open may risk litigation. Adherence to any recommendations included in these guidelines, by individuals and/or businesses, will not prevent the communication of disease, including COVID-19, in every situation. Furthermore, the recommendations contained in these guidelines should not be interpreted as setting a standard of precaution or care, or be deemed inclusive of all proper methods of precaution or care, nor exclusive of other methods of precaution or care reasonably directed to obtaining the same results.

All information, content, and material contained herein is for informational purposes only and are not intended to serve as a substitute for the consultation, diagnosis, and/or medical treatment of a qualified physician or healthcare provider. The ultimate judgment regarding the propriety of any specific action must be made by each individual in consultation with their physician and in light of all the circumstances presented by the current pandemic, and the known variability and biological behavior of the individual's medical condition.

These guidelines and their conclusions and recommendations reflect the best available information at the time they were prepared. The results of future studies may require revisions to the recommendations in these guidelines.

The City of Aurora does not make and hereby disclaims any warranty, express or implied, as to the accuracy or completeness of these guidelines whether authored by the City of Aurora or others or any of the measures described therein, and undertakes no obligation and assumes no responsibility for any injury or damage to persons or property arising out of or related to any use of these guidelines and any information provided therein or for any errors or omissions. The sole risk of relying on these guidelines is that of each individual alone. The City of Aurora disclaims any liability based on information provided in these guidelines.
Reopening Retail

In the City of Aurora, while large national chains have remained opened, it is the smaller, local business within our community that have been closed and as a result of being closed since mid-March are for many in desperate need of reopening. The International Council of Shopping Centers (ICSC) has produced excellent reports and offered many detailed webinars focused on how best to open retail. As we move into Phase 3, retailers should follow guidelines such as these that are based upon the recommendations presented by the ICSC:

RETAIL GUIDELINES

Planning

- Establish clear objectives and priorities for your store or property.
- Develop a plan for your reopening, including as much input from local and health officials, tenants, landlords, and others.
- Be prepared should a second wave of COVID-19 outbreak in the City.
- Consider whether hours of operation should be amended.
- Provide employee training on sanitation procedures, managing customer concerns, and social distancing.
- Consider screening/testing measures.

Communication

- Once your reopening date is known, communicate to all relevant parties (including the City of Aurora).
- Landlords and tenants should communicate often.
- Place communications with rules and guidelines related to COVID-19 within your store or property.
- Distribute communications to tenants outlining basic CDC recommendations or local government instructions.
- Landlords and tenants should work together to share relevant information related to health and safety on their social media channels.

Landlords and/or Shopping Center Management

- Consider if common area adjustments to determine whether children’s play areas should be open, or rearranged.
- Upgrade cleaning and hygiene practices.
- Install and maintain alcohol-based, hand-cleaning dispensers in locations where the spread of germs is likely and normal soap-and-water handwashing stations are not readily available.
- Determine whether you will provide facial masks and/or gloves to patrons for use while in-store or on the property.

Retail Tenants

- Plan for goods delivery and storage if temporarily needed as well as how inventory and deliveries will be disinfected.
- If the number of customers is restricted in stores, prepare and display a communication.
- Consider creating a one-way traffic flow through the store.
- Place floor stickers for social distancing queuing and consider mounting Plexiglas sheets at checkouts for additional protection.
- Encourage customers to respect social distancing.
- Determine whether you will provide facial masks and/or gloves to patrons for use while in-store.
- Plan for how returns or exchanges will be handled from customer to associate.
- Create procedures for how fitting rooms will be sanitized between customer uses.
- Frequently clean high-touch areas.
- Will any new technology be integrated to create opportunities for customers to retrieve purchases either in a designated location or curbside?
- Consider contactless payments options such as RFID cards, Apple Pay, self-checkout, and online purchase to be picked up at a designated location or delivered to customer’s home.
- Consider staffing levels.
Reopening Restaurants

RESPONSIBILITIES

Restaurant Owner/Manager Responsibilities

In order to move into our “new normal” it’s vital that owners and managers are leaders and are held responsible for the health and safety of their employees and customers. Owners/Managers must:

- Establish a written COVID-19 prevention plan, that involves:
  - A risk assessment of the restaurant with a focus on all work areas
  - The designation of a person to implement the plan and train and communicate with employees on the plan.
  - Review and update procedures and practices for restaurant/food service operations based on updated information prepared by the:
    - The FDA’s Best Practices for Food Safety During Covid-19
    - CDC Coronavirus Business Guidance
    - EPA List of Covid-19 Disinfectants
    - Illinois Department of Public Health Coronavirus Business Guidance
    - DuPage County Health Department DuPage County Health Food Facilities Guidelines
    - National Restaurant Association (and its’ ServSafe Program) National Restaurant Association Resources
    - Illinois Restaurant Association IL Restaurant Association Covid-19 Resources
  - Investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection.
  - Inform employees they should not report to work if they are experiencing symptoms of COVID-19 or have experienced symptoms in the 72 hours prior to start of shift.
  - Upon reporting to work, measure the body temperature of employees with a thermometer.
    - Employees with body temperatures greater than 100.4°F or who have flu-like symptoms shall be directed to return to their homes.
  - Post signage reminding employees of CDC hygiene, social distancing, and safety guidelines.
  - Allow and encourage employees to take frequent breaks for handwashing.
  - Provide time for workers to implement cleaning practices during their shift.
  - Provide and ensure employees use all required protective equipment, including face coverings and gloves.
  - Discontinue shared use of audio headsets and other equipment between employees.

Staff Responsibilities

Employees must follow these requirements:

- Staff must wash hands or utilize hand sanitizer after each Customer/Public transaction and take frequent breaks for handwashing.
- Staff moving items used by Customers/Public or handling trash bags should use disposable gloves (and wash hands before putting them on and after removing them).
- Facial coverings shall be worn while performing work duties or interacting with other persons. Facial coverings should be washed or disinfected after each shift.

Restaurant Reopening Guidelines

Moving forward into Phase 3, 4, and 5, restaurants must follow these guidelines to help ensure the health and safety of employees and customers. In addition to the guidelines and toolkits posted on the Illinois Department of Commerce and Economic Opportunity (DCEO) website, another excellent resource is the National Restaurant Associations Guide for Reopening.
EXAMPLES OF THE NEW NORMAL

Although not an inclusive list, the following are examples of guidelines that should be followed as we move forward into reopening restaurants for both outdoor and indoor service.

Menus

• Provide disposable menus and make menus available digitally so that Customers/Public can view on a personal electronic device, if possible.

Table Settings

• Discontinue pre-setting tables with napkins, cutlery, glassware, food ware, etc.
• Do not leave card stands, flyers, napkin holders, or other items on tables.
• Suspend use of shared food items such as condiment bottles, salt and pepper shakers, etc. and provide these foods in single serve containers, if possible.
• Pre-roll utensils in napkins prior to use by Customers/Public.
• Takeout containers must be filled by Customers/Public and available only upon request.
• Dirty linens used at dining tables such as tablecloths and napkins should be removed after each use.

PPE and Cleaning

• Offer masks upon request.
• Reusable items including utensils, plates, glasses, etc., must be properly washed, rinsed, and sanitized.
• Ensure that sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.

OUTDOOR DINING GUIDELINES

Phase 3 of the Governor’s plan allows for outdoor dining. To better accommodate restaurants throughout all areas of Aurora, City Staff support the creation of temporary outdoor seating areas.

Application

The following may permit off-premises (outdoor) dining subject to the restrictions as set forth herein:

• Any restaurant with a full kitchen and properly licensed as a food service establishment prior to May 15, 2020.
• A full kitchen is defined as a restaurant that offers a full complement of menu items prepared onsite.
• Holders of the following Liquor Licenses in good standing.
  • Class A – tavern
  • Class B – Fraternal Club/Social Club
  • Class E – Restaurant
  • Class F – Beer & Wine Restaurant
  • Class F-1 – (none)
  • Class H – Golf Course
  • Class O – Banquet Hall
  • Class Q – Craft Winery
  • Class S – Recreational Facility

• Section 6-13(g) of the Code of Ordinances, City of Aurora, limiting the outdoor service of alcohol is temporarily suspended per the Local Liquor Commissioner’s Order of 5/26/20, provided, if a license holder is planning to construct a permanent patio, the guidelines of Section 6-13(g) must be adhered to.
According to the State of Illinois, in Phase 3, for the purposes of these guidelines, a dining or drinking area is considered an outdoor dining or drinking area if the area meets any of the following criteria:

- Located on the rooftop of a building or within establishment with retractable roof (should remain open during hours of operation of outdoor dining and/or drinking); or
- Outdoor space connected to or located on the site of a restaurant, grocery store, health or fitness center, hotel, golf club, or other social club with a food establishment license; or
- Indoor space where 50% or more of a wall can be removed via the opening of windows, doors, or panels provided that dining tables are within 8-ft from such opening; or
- Any other outdoor dining and drinking areas authorized by local governments provided that food and drinks are prepared by licensed food or liquor establishments and that proper social distancing of 6-ft between designated customer tables and/or other seating areas is observed and parties are of 6 persons or fewer.

I own a Restaurant and I want to utilize outdoor seating to expand my services

I have an EXISTING outdoor patio on my own private property

Follow These Guidelines:
- Reopening Restaurants (page 04-05)
- Outdoor dining (page 05-08)

I want to EXPAND my outdoor seating on PRIVATE property which I own or have the owner’s permission to use

Follow These Guidelines:
- Reopening Restaurants (page 04-05)
- Outdoor dining (page 05-08)
- Expansion into Parking Lots (page 08-10)

I want to EXPAND my outdoor seating on PUBLIC property owned by City of Aurora

Follow These Guidelines:
- Reopening Restaurants (page 04-05)
- Outdoor dining (page 05-08)
- Expansion into Parking Lots (page 08-10)
- Tents [if one is planned] (page 08)

I am in the Downtown Core or Downtown Fringe

Follow These Guidelines:
- Reopening Restaurants (page 04-05)
- Outdoor dining (page 05-08)
- Expansion into Parking Lots (page 08-10)
- Tents [if one is planned] (page 08)
- Outdoor Seating on City Property (page 10)

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GOOD LUCK!
OUTDOOR SEATING GUIDELINES
Within the City of Aurora all restaurants that provide outdoor seating areas/patios must adhere to mitigation standards including requiring the spacing of groups, use of PPE, and frequent sanitizing.

Permitting
- Restaurants seeking to temporarily add or expand outdoor dining areas on City Property, or into parking lots will need to apply for a permit and shall abide by the following guidelines. Please visit www.aurora-il.org/CityClerk to apply.
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Food and Alcohol
- The outdoor dining area shall be in conjunction with food service.
- Alcohol can only be sold with the purchase of $10 of food.
- Bar areas are prohibited
- Outdoor grilling/cooking is permitted but restaurants must receive County Health Department approval.
- No buffets are allowed at this time.
- No liquor served in an open container shall be removed from the outdoor dining area.
- No patrons or customers will be allowed to consume alcohol in their vehicles. Liquor license holders have an affirmative duty to prohibit any alcoholic liquor from leaving the permitted service area, except in a package properly sealed, bagged and receipted. Sec. 6-25(e).
- Proof of liability and/or dram shop (where alcohol is served) insurance that covers the outdoor seating area. If the restaurant is a liquor license holder, they must provide an updated certificate of insurance to the City Clerk.
- Extinguishers must be present with any outdoor cooking.

Operations
- Outdoor dining areas may be used as early as 7:30 am, and shall end operation each day at 10:00 pm. Liquor service on the outdoor dining areas cannot begin until 11:00 am.
- No parties larger than six (6), including children, are allowed. The number of patrons allowed at a single table shall be limited to a household unit or patrons who have asked to be seated together. People in the same party seated at the same table do not have to be six feet apart.
- Dividers shall be placed in entryways requiring incoming traffic to walk on only one side of entry, and outgoing on the other side.
- Entertainment, including live entertainment, and electronically amplified music or sound shall not be permitted.
- Except for restroom visits and take-out orders, indoor premises are closed for public use.
- Setbacks must be met for generators and any outdoor cooking.

Smoking
- Smoking is prohibited within outdoor dining areas.
- Smoking is also prohibited within 15 feet from entrances, outdoor dining area, operable windows and Air Intakes. Per The State of Illinois Smoke Free Act.

Health and Safety
- Restaurants shall comply with protocols or guidelines issued by County Health Departments, the Illinois Department of Public Health, Centers for Disease Control or other official authority.
- Outdoor trash receptacles shall be provided and maintained and prevent wind-blown rubbish and trash.
• Sanitize and disinfect tables, booster seats and highchairs after each use.
• Enhanced Sanitizing and Disinfecting during the day and at the end of/beginning of business each day.
• Shared entertainment items such as child play areas, bag and board games, etc. will be out of service.
• In restrooms, every other sink and urinal shall be taped off and signage shall be posted encouraging proper hygiene.
• Sanitizing wipe packets and/or hand sanitizer shall be available at each table and at designated entrances.
• Adequate safeguards shall be in place for security, crowd control, lighting control, severe weather related incidents, fire safety, and the protection of minors.
• Masks shall be required for Customers/Public to enter the indoor premises.
• By means of signage and/or other markings at 6-foot intervals, social distancing markers shall be placed in queue areas (e.g., restrooms and take-out order lines).
• All customer-facing employees shall wear masks.
• Eliminate gatherings in the building when entering or exiting outdoor seating area.
• Maintain strict social distancing guidelines.
• State approved fire extinguisher within 75 feet of tent area or outdoor seating.

Table Set-up
• Tables shall be spaced to allow for a minimum of 6 foot separation from seated patron to seated patron in all directions.
• Disposable menus shall be used.
• Limit table groups to six (6) individuals.
• Tables, chairs, and seats should be cleaned/sanitized after every customer.

Tents and Canopies
Temporary tents and canopies permitted by the City must:
• Outdoor dining areas shall be open (e.g., no side walls) but may utilize awnings, canopies or other top coverings that meet minimum City guidelines.
• Temporary tents will be allowed must have open sides and follow City of Aurora tent requirements. See https://www.aurora-il.org/documentcenter/view/912/commercial-tent-permit-pdf.
• Minimum 7-foot 6-inch head room (ceiling height).
• All easily collapsible tents and canopies shall be removed nightly.
• All tents and canopies shall be collapsed prior to forecasted windy weather events beyond the wind capacity of the tent or canopy structure; additionally, all tents and canopies shall be collapsed prior to forecasted windy weather events that are projected to exceed 30 mph the NWS (National Weather Service) wind advisory threshold.
• State approved fire extinguisher within 75 feet of tent area.
• Any tents or canopies over 700 square feet will require a permit from the City of Aurora.

Temporary Expansion into Parking Lots
Parking Lot Permissions
• Restaurants that do not own their parking lot or other outdoor areas shall secure correspondence from the property owner or property manager granting permission to use the area for outdoor dining.
• Restaurants within a shopping center/strip mall shall secure correspondence from the property manager/owner.
• Restaurants may not expand outdoor dining in front of neighboring businesses without written permission from the neighboring business/property owner.
• Sidewalks may be utilized provided there is still means for pedestrian traffic on the remaining portion of the sidewalk. The use of the sidewalk seating area shall not reduce the open portion of any sidewalk or walkway to less than five (5) feet in width for more than two hundred (200) feet in length. Sec. 6-13(g)(3). Use of City of Aurora right of way and
sidewalks requires the execution of a hold harmless agreement with the City of Aurora

- Restaurants may utilize up to 25% of their parking lot.
  - But may not use designated accessible parking spaces nor hinder accessibility parking spaces nor their associated accessible routes.
  - In utilizing the parking lot, do not block any fire lanes, fire hydrants, or fire department connections.
    - If interested in placing temporary tables and chairs on fire lanes all furniture must be moved off of the fire lane when business is not open.
- Unless closed by authority of the City of Aurora to vehicular traffic, streets may not be utilized.
- Driveways, drive aisles, drive-thrus or other means for traffic circulation or fire lanes (or fire department connections and/or hydrants) may not be impeded or blocked.
- Emergency plan must be in place and communicated with all employees.
- Pedestrian access must be maintained.

**Barriers and Separation**

- A temporary barrier shall be installed to separate the outdoor dining area from the parking lot.
- Signage should be installed saying no alcohol allowed outside of fenced area.
- Protective barriers should be installed at key points in parking lot areas to protect customers from vehicles. Barrier placement and types are at the owners risk with approval from the Aurora Police Department.
- Temporary barriers to safely delineate the seating area do not require additional permitting so long as the temporary barriers do not pose a safety hazard to occupants, do not block fire hydrants, fire department connections, and keep all fire lanes open.
- No permanent barriers may be installed without proper permits.
- The outdoor area upon which alcoholic beverages will be served must be clearly designated and segregated by use of a temporary or permanent fence or barrier.

**Temporary Barriers**

- Because of the need to support bars and restaurants to open quickly, the City of Aurora is allowing temporary barrier designs that are not normally permitted.
- Businesses should install barriers that are visible and effective at separation.
- Staff recommends at a minimum that restaurants demarcating temporary seating areas on parking lots that barriers be I would be 3 foot high orange snow fencing strung to fence posts about 8 feet on center cast in concrete in five gallon buckets.
- If using a City owned right of way, contact the City of Aurora for requirements at lschindel@aurora-il.org.

**Examples of Typical City Barrier designs** – See also Sec. 6-13(g) for permanent outdoor space examples.

- A variety of styles and designs are permissible for outdoor seating areas.
- Sectional fencing. Sectional fencing (generally defined as rigid fence segments that can be placed together to create a unified fencing appearance) is a desirable solution for outdoor seating areas using barriers. Such fencing is portable, but cannot be easily shifted by patrons or pedestrians, as can less rigid forms of enclosures. Sectional fencing must be of metal (aluminum, steel, iron or similar) or of wood or composite construction. In the downtown area fences shall be fabricated of decorative metal. Chain link, plastic, vinyl, or wood fences are prohibited.
- Posts. Vertical support posts (stanchions, bollards, etc.) must be constructed of wood, metal (aluminum, steel, iron or similar), or composite materials. In the downtown area posts shall be fabricated of decorative metal.
- Stanchion base must not be a tripping hazard. If a stanchion or other vertical supporting device is attached to a base, that base must be adequate to support the stanchion as approved by the city.
  - No domed stanchion bases are permitted.
  - Freestanding or attached. Any barrier may be freestanding without any permanent or temporary
attachments to buildings, sidewalks or other infrastructure or may be attached to a building.

- Planters may be used in addition to or in place of other barrier designs.

**Accessibility**

- The temporary outdoor dining area shall be accessible to the disabled and shall comply with all applicable federal, state and City laws, ordinances, regulations concerning accessibility and nondiscrimination in the providing of services.
- ADA parking spaces cannot be used for outdoor seating.
- ADA parking spaces are required and access to/from those spaces shall not be impeded.

**Other Requirements**

- Permanent plumbing, electrical, and lighting fixtures shall not be installed.
- A permit is required for the use of a generator, if necessary.
- Temporary and existing approved outdoor seating areas must maintain operating features per approved Fire Marshal.
- Fire response elements may not be interfered with including but not limited to Fire Lanes, Fire Hydrants, Standpipes, and Fire Department Connections.
- Upon expiration of the existing State orders restricting capacity or upon a State order allowing 100% restaurant capacity indoors, the use of parking lots or other areas for temporary outdoor dining shall cease.

**Outdoor Seating in the Downtown and Downtown Fringe**

- Any street closures or use of street parking, alleyways, or sidewalks for outdoor dining must be approved by Development Services Team through the attached permit application process.
- Use of City sidewalks in the downtown core and downtown fringe must allow for 5 feet of space from the curb or any light pole, traffic standard, fire hydrant or other impediment.
- Thirty-six inches clearance from any egress/ingress point of buildings is required.
- ADA compliance is required in outdoor seating locations either on the street or sidewalks.
- Agreements and/or hold harmless agreements to use of City right-of-way or street must be executed prior to the use of the space for outdoor dining space.

**Outdoor Seating on City Property**

- Any restaurant interested in setting up tables and chairs on city property should contact the City of Aurora at lschindel@aurora-il.org.
- For your consideration, City Staff supports and encourages businesses to contact the City if they are interested in constructed a “parklet” on a City parking space. The City has prepared guidelines for these types of spaces that Businesses must follow. An example of a parklet is included below.

![Source: NACTO](image-url)
Outdoor Dining Guidance
Fall and Winter Covid-19

As we enter the fall and winter months, this document provides guidance for heating options for restaurants interested in providing outdoor dining in the fall and winter months. As a reminder, all outdoor dining options must have the appropriate permit from the City of Aurora. For information on structures, permits, etc. please refer to the Activate Aurora Plan at: https://www.aurora-il.org/DocumentCenter/View/7246/ACTIVATE-AURORA-PLAN.

HEATING DEVICES

Heating Devices are allowed but must meet the following operational regulations:

• Electrically-powered heating devices are permitted; any electrical work must be installed by a licensed electrical contractor, who will obtain an electrical permit.
• Electrical heating equipment must be marked “UL listed” or “UL classified”.
• Portable outdoor gas-fired heating appliances are prohibited inside any occupancy where connected to the fuel gas container and/or inside of tents, canopies and membrane structures.
• Establishment should maintain clearance between electric heaters and all other objects, including tent sides. Required minimum clearance distance shall be three (3) feet and per the manufacturer’s recommendations.
• Cooking shall not be performed under tents, canopies or membrane structures where there are patrons and shall be at least 20 feet from those tents, canopies or membrane structures. If tents are specified for cooking only, they shall be separated from other tents or membrane structures by no less than 20 feet.
• LP Gas containers of 500 gallons or less shall be outside and have a minimum separation of 10 feet from the structure and away from buildings and shall be securely fastened in place to prevent movement and tampering and protected from damage by vehicles or other hazards.
• Heating equipment shall not be located within 10 feet of exits or combustible materials.
• Generators and other internal combustion power sources shall be separated from tents or membrane structures by not less than 20 feet and shall be isolated from contact with the public by fencing, enclosure or other approved means.