

2020

OPERATIONAL GUIDELINES FOR REOPENING NEW MEXICO WINERIES AND TASTING ROOMS





As the New Mexico wine and cider industry continues to prepare for a safe reopening of business, we recognize that it is essential to adjust the way tasting rooms and wineries operate in order to provide a safe environment for both staff and visitors. These guidelines have been constructed on the most recent data available from the CDC and the New Mexico Covid-Safe Practices. We have adapted these standards based on industry best practices and actual observations from wine regions across the United States who have already reopened and adapted to the new normal of business during the pandemic.

The New Mexico Wine association has worked closely with our member wineries to create the enclosed Viva Vino Reopening Guidelines. The wine industry is uniquely adaptable to Covid-Safe protocol given our foundation in agricultural practices, pest management and our Safe Serve training.

To make wine we must grow grapes, and every agricultural crop faces a myriad of invasive species, fungus, pestilence, and disease on every day of the year. Our members have a better understanding of following managed protocol to defeat a known or unknown nemesis than most enterprises. During harvest and crush, the potential for even a few microorganisms contaminating a barrel of wine is so probable that we need to wash, clean, and disinfect every tool, pump and surface we use to avoid contamination of our wine. To grow grapes and make wine, every one of our wineries must firmly understand biology and chemistry, which means we comprehend the lethal nature of Covid-19 and the vigilance required to keep our customers safe and virus free.

The wine industry is 100% committed to New Mexico's collective fight against Covid-19 and the enclosed plan outlines the extensive hygiene and infection prevention measures our members have taken to ensure the safety of our customers and employees. In addition to these guidelines, we have also created employee and customer educational tools to ensure that new and returning staff and patrons are committed to New Mexico's Covid-Safe practices. We applaud the excellent work of New Mexico's civic agencies, the local business community and our fellow citizens in combating this virus, together we will build a safer New Mexico for all of us.



OPERATIONAL GUIDELINES FOR TASTING ROOM STAFF AND VISITORS

PROTECTIVE EQUIPMENT & HAND HYGIENE REQUIREMENTS:

- Mandatory face coverings for all employees at all times.
- Wineries must provide employees access to PPE for every shift.
- Mandatory hand washing and sanitizing after every transaction or individual customer contact.
- Reinforce that meticulous hand hygiene is of utmost importance for all employees.
- Employees must have continual access to a sink or sanitizing area at their workstations.
- Install plexiglass barriers or cough shields at reception desk and interior points of sale.

CLEANING & DISINFECTING PROTOCOL:

- High contact surfaces will be wiped down before and after every use.
- Heavy touch points will be disinfected every two hours or more frequently when deemed necessary.
- Interior surfaces that employees and customers rarely come into contact with are cleaned daily or more frequently when deemed necessary.
- New Mexico wineries and tasting rooms are committed to the PPE, Hand Hygiene and Cleaning & Disinfecting Protocols outlined in the attached **Industry Guidelines for Tasting Rooms: Covid 19 Checklist**.

DISINFECTING ELECTRONICS:

- Attempt to make all transaction hands-free. When possible, employees should take advance payment over the phone or manually enter card numbers into the card reader and avoid touching the customer's card.
- Install wipeable covers on all electronics including touch screens, keypads, tablets and remote controls.
- Card readers should be placed in front of a barrier or shield at cashier stations so visitors can swipe their own cards and enter their codes. Card readers and keypads must be disinfected between transactions.
- Follow manufacturers' instructions for cleaning and disinfecting all sales terminals and tablets.
- If no guidance is given for cleaning and disinfecting, use alcohol-based wipes or sprays containing at least 70% alcohol and dry surface thoroughly. Repeat process for every unique transaction.



OPERATIONAL GUIDELINES FOR TASTING ROOM STAFF AND VISITORS

PHYSICAL DISTANCING MEASURES:

- Workplaces will be arranged to provide for 6 feet of distance between employees.
- Interior common areas will be closed or modified to minimize contact. Tasting rooms will post new signs and utilize stanchions and/or floor decals to support 6-foot distancing throughout their facility.
- Furniture in congregation-prone areas will be removed to discourage physical closeness in both public and staff areas (e.g. reception areas, waiting rooms, dining areas, etc.)?
- Maximum occupancy limits for wineries will adhere to the State's health orders shall be obeyed at all times. Occupancy limits will be posted for the benefit of both employees and customers.

STAFF EDUCATION & REQUIREMENTS:

- Wineries and tasting rooms will post employee Covid-19 safety procedure posters developed by NM Wine, in a prominent location.
- Employees must be trained to effectively protect themselves from contracting Covid-19 while on the job.
- Employees must complete training on cleaning and disinfecting, hygiene, and respiratory etiquette.
- Handwashing, sanitizer, and other hygiene support available to employees and customers.
- Workstations and phones should not be shared if possible. If workstations and phones must be shared among staff, they must be disinfected before another individual uses them.
- In full support of contact tracing, wineries are committed to retain a daily log for at least four weeks including the date, name, and phone number of all employees and paying customers.

CUSTOMER EDUCATION & REQUIREMENTS:

- **Wineries and tasting rooms will prominently display a Covid-19 safety procedure poster aimed at educating guests about the necessary step they need to take to ensure their safety as well as the safety of our employees.**
- Whenever possible visitors will be encouraged to call ahead for reservations.
- Visitors over the age of 3 must wear coverings over their nose and mouth before entering any public space. Wineries may offer face coverings to visitors that do not have them.
- Visitors must wash or sanitize their hands with hand sanitizer as they begin their visit. They will be encouraged to do so again before leaving.
- Customers who do not respect social distancing, face covering, or hand hygiene requirements may be refused service and asked to leave.
- Maximum occupancy limits per the State's Public Health Order will be enforced and clear signage will communicate temporary occupancy limits.
- Groups larger than 6 will not be seated together, and no bar seating will be allowed in order to ensure social distancing requirements.



- Table distancing will ensure a minimum of 6-foot social distancing. Whenever the landscape allows, one-way traffic and separate entry/exit will be implemented.
- Winery websites and social media will inform customers on hours of operation, Covid-Safe serving practices, winery rules and regulations, and ways that customers can safely enjoy their winery visit.

PERSONAL PROTECTIVE EQUIPMENT

BARRIERS & SHIELDS

- Clear barriers of Plexiglas, Mylar, or similar material should be placed at reception, point of sale stations, and other similar locations where person-to-person interaction is unavoidable, and it is not possible to maintain a minimum of safe distance between staff and visitors/customers.
- Barriers and shields should be disinfected at least once daily and possibly more frequently depending on visitation levels.

MASKS & FACE COVERINGS

- All staff must wear a covering over their nose and mouth when in public spaces.
- Visitors are required to wear face coverings when entering and exiting the business and may be refused service if they do not. Wineries are permitted to provide face coverings to customers (locals or tourists) who do not bring their own.
- All face covering and masks must meet the CDC recommendations;
1) fits close to the face, 2) is securely attached, 3) includes multiple layers of fabric, 4) allows for breathing without restriction, 5) can be machine washed and dried.
- Before putting on or removing a face covering, employees must wash and/or sanitize their hands and avoid touching their face, eyes, nose or mouth. Contaminated masks must be disposed of promptly and a new mask applies.
- Machine washing is sufficient to disinfect cloth face coverings. They should be laundered routinely, depending on frequency of use. Ideally, staff should wear a freshly laundered face covering each day.

GLOVES & HAND COVERING

- The use of gloves is recommended but not required unless preparing Ready to Eat food.
- Serving staff should use nitrile rather than latex gloves. Latex breaks down over time, does not tolerate alcohol-based hand sanitizers, and many people have issues with latex allergies.
- Gloves shall be worn during cleaning and disinfecting tasks and be removed and disposed of immediately.
- While wearing gloves, do not touch your nose, mouth, eyes or face.
- Safely remove gloves without contaminating the hands and perform hand hygiene after removing gloves.



CLEANING AND DISINFECTING

- Wineries and tasting rooms are committed to the CDC Guidelines for cleaning and disinfecting facilities.
- The risk of exposure to staff while cleaning and disinfecting should be minimized further with use of PPE.
- Basic PPE for cleaning and disinfecting includes clothing that can be laundered, face covering, and disposable gloves.
- Additional PPE for cleaning and disinfecting includes prescription glasses, safety glasses, goggles, or face shield when transferring or applying cleaning and disinfecting products.
- Staff should wear disposable gloves while handling trash and wash hands immediately after.
- Disposable cleaning cloths should be used whenever possible. Disposable wipes or paper towels should be disposed of immediately in a tightly closed bag.
- Standard cloths should be placed in a plastic container that can be easily disinfected after use and cloths should be laundered as soon as possible.
- Once every two hours (or more frequently), clean and disinfect high-touch items.
- Wipe down credit card terminals and pens. (popsicle sticks could be used as alternative) between each customer. Providing wipes for customers and asking them to do this themselves after each use may also reduce the chance of worker exposure resulting from this frequently repeated activity.
- In retail locations, surfaces involved in payment transactions should be cleaned after each transaction.
- “High touch” surfaces being disinfected frequently throughout the day depending on visitation levels. “High touch” surfaces include door handles, railings, touchscreens and countertops.
- Any items that visitors come in contact with should be disinfected.
- Staff offices, even private offices, should be disinfected several times a week, particularly keyboards, phones, door handles, light switches, desktops and drawer pulls, chair and other “high touch” surfaces.
- Properly clean and disinfect all phones, radios, headsets, etc. at the beginning and end of each shift.
- Restrooms should be cleaned and disinfected several times throughout the day based on visitation levels.
- Kitchens are typically small spaces and should only be used by the appropriate number of individuals for the square footage available. Prior to using any appliance or the faucet, each employee shall use barriers (gloves or paper towels) or shall disinfect the handles and all touchable surfaces.



HAND HYGIENE

- All staff, customers, and visitors must practice good hand hygiene while at a winery.
- All staff must wash their hands and/or use hand sanitizer before any service is rendered.
- Hands should be washed and/or sanitized: After using the restroom, after blowing one's nose, after cleaning, after handling garbage, after contact with "high touch" surfaces such as handrails, credit card machines or keypads, door knobs, light switches, etc., before eating or drinking, before touching your face, nose, mouth, or eyes, between every retail/admissions transaction if transaction are not hands-free, frequently during your workday, at least once every two hours.
- In lieu of or in addition to handwashing stations, hand sanitizer with at least 70% alcohol must be available.
- We recommend displaying CDC handwashing posters in all restrooms and at handwashing stations.



WINE CUSTOMER MESSAGING

- Whenever possible visitors will be encouraged to call ahead for reservations and pay in advance to limit the number of interactions between winery staff and customers.
- Visitors are required to wear face coverings in public spaces and adhere to social distancing and hand hygiene measures. Visitors who do not follow requirements for social distancing, face coverings, and hand hygiene may be refused service.
- Groups that arrive together or who share the same household may gather in groups of 5 or fewer.
- Areas where visitors may congregate should clearly identify the necessary distances between people.
- Hand sanitizer will be accessible to visitors so they can sanitize their hands before and after each transaction.



VIVA VINO CUSTOMER PLEDGE

KNOW THE SYMPTOMS

Before leaving your house to visit a local winery, we kindly request a self-screening for Covid 19 symptoms. If a customer is experiencing any symptoms of the illness, please kindly stay home.

WEAR A FACE COVERING

The State of New Mexico has mandated masks and face coverings for all customers as they are arriving and departing a winery. Masks are also essential indoors or outdoors in high traffic areas and any time when one is interacting with employees other than at their designated table.

REMAIN PATIENT

Service at wineries has been interrupted for over three months and many changes to staff and serving protocols has made wine tastings more labor intensive. Serving times have increased at some locations, but we promise to expedite prompt, safe service and provide a memorable winery visit.

RESPECT OTHERS

We believe that every person deserves the right to protect themselves from Covid-19, but we also realize that each of us approach this differently. Customers are expected to refrain from interacting with other groups, sharing tables or mingling in close proximity. We must fight this virus collectively. Please understand that we cannot allow tables larger than 6 people and we cannot accommodate bar seating at this time.

DRINK RESPONSIBLY

This is the perennial pledge that all of us are obliged to make. Every single New Mexico winery employee has been certified by the state of New Mexico in safe serve practices. Tasting room staff remains vigilant in our fight against drunk driving and we encourage patrons to take the remainder of a bottle home in a doggy bag.

NO PETS

We know this one hurts a bit, because we love all our winery dogs and cats, but for the moment we must abide by the law and request that you leave your pets at home.

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VIVA VINO WINERY PLEDGE

SOCIAL DISTANCING MADE EASY

Winery tasting rooms have always been designed to create space between individual parties. One of the perks of visiting a winery is the degree of personal space and privacy you receive; it feels like an exclusive experience. Tables have been distanced 6-feet apart or more throughout our vineyard properties to take advantage of the great weather and the beautiful landscape.

MANDATORY FACE COVERINGS FOR STAFF

Our employees are equipped with CDC compliant masks and facial coverings for their safety and for yours. Staff must wear masks or face coverings at all times.

RESERVATIONS WELCOME

Winery tasting rooms have long accepted reservations for tastings and now is a great time to plan your upcoming winery visit. Reservations help us ensure you have a perfect day at our wineries, and it guarantees they have the space to accommodate your party of 6 or fewer, including kids. Call ahead to find out exactly what each individual winery is currently offering.

INSIDE AND OUTSIDE SEATING

Enjoying a glass of wine in the middle of a vineyard is a magical experience. The wine tastes a little more delicious and the world looks a little more beautiful. While indoor options may be severely limited and restricted, there are acres of vineyards, expansive views and plenty of atmosphere outdoors for everyone to enjoy.

CONTACT FREE PAYMENT OPTIONS

Paying for your winery experience has never been easier with all the available options. Wineries are currently offer advance payment options on reservations, pre-payment by phone, and there are a myriad of new electronic payment methods and tablet options that allow for minimal contact. Credit and Debit card terminals will be cleaned before and after every use and certain businesses are not accepting cash.

CLEANING & DISINFECTING

To make wine we rely heavily on our biology and chemistry training and experience. Every day we combat pestilence, disease and fungus in the vineyard and bacteria and microorganisms in the winery. Our staff is committed to a strict schedule of stringent cleaning and sanitizing of all heavy, high, and moderate touch locations throughout our grounds.

STAFF HEALTH SCREENINGS

Tasting room employees participate in daily self-screening and health status checks. Winery staff will not be allowed work if they display or report any symptoms of Covid-19.

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INDUSTRY GUIDELINES FOR TASTING ROOMS

COVID-19 OPERATIONS CHECKLIST

EDUCATION AND TRAINING STANDARDS

- ✓ Educate owners and employees prior to reopening to the public and implement Covid-19 safety measures and employee protocol.
- ✓ Develop health and safety guidance or update employee handbook to include social distancing and hygiene requirements. Provide workers with education and training on: Covid-19 Risk Factors, Cleaning and Sanitization Guidelines, Physical Distancing and Occupancy, Operational Measures, and Employee Health & Wellness.
- ✓ Train employees on proper sanitization and personal hygiene requirements consistent with Centers for Disease Control (CDC) and NM Covid-Safe Practices (CSP's)
- ✓ Develop health and safety guidance for customers on social distancing and hygiene requirements related to tasting room visits. When possible, provide this to customers in advance of their arrival, otherwise have clear posted signage throughout the property.
- ✓ Maintain records of staff and employee training on all required health and safety protocols.

Please use the signage we have provided to inform customers of the following:

- ✓ 1) Covid-19 symptoms, 2) asking employees and customers with symptoms to stay home, 3) Covid-19 risk awareness, and 4) maximum physical distancing occupancy options.
- ✓ Post the "Symptoms of Coronavirus" (Covid-19) signage at the entrance of the facility to inform employees and customers with symptoms that they should stay home.
- ✓ Post "Stop the Spread of Germs" and/or "Germ-Buster Wash Hands" signage that is attached.
- ✓ Utilize additional signage and digital assets provided by New Mexico Wine to inform customers on what our industry is doing to protect their safety and how they can best protect themselves when visiting a New Mexico winery or tasting room.

CLEANING AND SANITIZATION GUIDELINES

- ✓ Utilize one use serving options when possible to limit potential contamination.
- ✓ Disinfect high contact surfaces before and after every use.
- ✓ Disinfect heavy touch points every two hours or more frequently when deemed necessary.
- ✓ Interior surfaces that employees and customers come into limited contact with are cleaned daily or more frequently when deemed necessary.
- ✓ Reinforce that meticulous hand hygiene (frequent and proper handwashing) is of utmost importance for all employees. Employees must wash or sanitize hands every 15 minutes.
- ✓ Implement procedures to clean and disinfect contact surfaces between each customer/group including all items that employees and customers touch, e.g. menus, bottles, carafes, glasses.
- ✓ Use only sanitization materials that are approved for use as described on the label.



- ✓ Ensure employees wear gloves as required by sanitization material label instructions when performing cleaning, sanitizing, or disinfecting activities.
- ✓ When employees use gloves, they should use non-latex gloves and must prevent cross-contamination by replacing gloves after touching faces or changing tasks.
- ✓ When used, ensure employees change gloves frequently and at minimum after each break in work activity.
- ✓ Employees should have limited contact with the guests, and should have limited contact with the wine bottles, utilizing gloves when appropriate.
- ✓ No refills of glasses will be allowed, guests will be provided with a new glass to help ensure the limit of contamination.
- ✓ Glassware should be sanitized and dried between every use, and should be handled with gloves by employees at all time.
- ✓ Every wine opener should be assigned to an employee, and should be sanitized after every use.

PHYSICAL DISTANCING AND OCCUPANCY MANAGEMENT

- ✓ Establish reception, ordering, and check-out areas that accommodate physical distancing. Do not use lobby areas or allow people to congregate in waiting areas. Provide guests the ability to check in and then return to their car if they are waiting to be seated.
- ✓ Limit parties to 6 people or fewer. Do not combine parties/guests at shared seating situations who have not chosen to congregate together. People in the same party seated at the same table do not have to be six feet apart.
- ✓ Inform customers at time of reservation that face coverings will be required for entering and exiting the business.
- ✓ Customers do not need to wear face coverings while seated at the table once orders have been taken and wine service begins.
- ✓ Require employees to maintain a six-foot distance from other employees and customers.
- ✓ Place visual cues to ensure people are six feet apart such as, floor markings to ensure customers maintain a six-foot distance while waiting to pay or be seated. Post signage as required
- ✓ Configure seating to comply with physical distancing requirements. Ensure tables are spaced at least six feet apart so that distancing of six feet between parties is maintained, including when customers approach or leave tables.
- ✓ Monitor number of customers on premises at one time to ensure physical distancing requirements are maintained and to comply with any capacity restrictions imposed by state and local authorities.



PHYSICAL DISTANCING AND OCCUPANCY MANAGEMENT

If a winery or cider producer is unable to maintain at least six (6) feet of distance, except for brief interactions (for example, to deliver food to a table), it may operate only as pick up/to go service. This applies to both indoor and outdoor seating.


- ✓ Encourage that all tasting room visits be by appointment only, until an assessment of guest management social distancing effectiveness can be evaluated.
- ✓ If any outside areas are tented or covered, all walls and windows that may be opened in the covered area should remain open during service.

COVID-SAFE SERVICE PROTOCOLS

- ✓ Sanitize customer-contact surfaces at tables before and after each tasting, including seats, tables, menus, and all other touch points.
- ✓ Prohibit all counter and bar seating. Orders will only be taken at a table that meets distancing requirements for consumption and at least six (6) feet of physical distance is maintained among customers and employees during the ordering process.
- ✓ Use menus that are single-use, cleanable between customers (laminated), online, or posted on a whiteboard or chalkboard to avoid multiple contact points.
- ✓ Implement new purchase options that limit customer and employee interaction, e.g. bottle service, glass pours, pre-set tasting flights of the latest vintages, etc...
- ✓ Limit the number of staff who serve individual parties. Consider assigning the same employee to each party for entire experience (service, bussing of tables, payment). An employee may be assigned to multiple parties but must practice proper hand hygiene when moving between parties.
- ✓ Have an established policy regarding refusal of service to customers displaying symptoms consistent with Covid-19 and communicate this policy to customers.

Reservations and curbside pick-up are still highly recommended:

- ✓ Reservations are key to an effective service blueprint and customer journey for safety and sales. Encourage online or phone reservations when possible or make them a requirement.
- ✓ Curbside pickup is still an activity that controls customer flow and reduces occupancy and capacity in your tasting rooms and on property during heavy traffic periods on weekends or holidays.
- ✓ Consider requiring customers to sign a waiver of liability at the time of reservation, since currently, there is not adequate testing, contact tracing, effective treatment or a Covid-19 vaccination.

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- ✓ Assign a designated greeter or host to manage customer flow and monitor distancing while customers are waiting to be seated and during the entering and exiting process.
 - ✓ Assign employee(s) to manage customer flow and monitor customer access to common areas such as restrooms to assure that customers do not congregate.
 - ✓ Increase ventilation for indoor spaces to allow for greater air turnover.
 - ✓ Place handwashing or hand sanitizing stations for customer use at the entrance to the tasting area and throughout the tasting area where necessary. Hand sanitizer must not replace hand washing by employees.

EMPLOYEE HEALTH AND WELLNESS MONITORING

- ✓ Provide for daily wellness screens of employees following city, county, state, and CDC guidance on primary symptom checks for COVID-19. Wellness screens, which include taking employees temperature prior to entering the building and include the following questions:
- ✓ Have you developed any of the following symptoms?
 - Shortness of breath or trouble breathing or cough?
 - fever or feel feverish?
 - any other symptoms that might indicate you are ill?
- ✓ Ensure employees who answer yes to any of the wellness screening questions or have a temperature above 100.4° know where to get medical advice to evaluate their condition.
- ✓ Implement a “stay home” policy for sick employees or those with Covid-19 symptoms.
- ✓ Establish a confidential process for employees to report personal illness, contact w/ Covid-19, or contact with individuals that have Covid-19 symptoms.
- ✓ If an employee is out sick: you may ask for verification that they got tested, went to a doctor, or similar. Not a requirement, but it’s a good recommendation to keep records.
- ✓ Establish guidelines for when an employee in “quarantine” may return to work, which follow the state guidelines.



New Mexico Wine is a private, 501-c6 non-profit trade association of wineries and associate members engaged in industries related to grape growing and wine production. In an effort to increase awareness amidst the Covid-19 crisis and to improve health and safety practices at our member sites, New Mexico Wine is proud to offer these protocols related to the reopening of tasting rooms.

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