

**STRONG.
RESILIENT.
STAUNTON.**



City of Staunton Business Toolkit for Safe Operation

This toolkit outlines requirements and recommendations for retail businesses, restaurants and breweries operating under the state's [Forward Virginia](#) plan, including guidance for outdoor dining for restaurants and breweries on Beverley Street. In addition, you will find useful tips and important information to share with your employees and customers to support the safe operation of your business. Please note this document may be updated to reflect current guidance as the state implements changes under the [Forward Virginia](#) plan.

FOR BUSINESSES DOWNTOWN:

Beverley Street Closure and Downtown Parking

General Information:

For the city's shopping and outdoor dining initiative, *Shop & Dine Out in Downtown*, Beverley Street will be closed on weekends starting Friday, April 2, 2021, at 4:00 p.m. to allow restaurants, breweries, and retail establishments on Beverley Street to take advantage of the city's provisions for outdoor dining and retail as permitted by the [Forward Virginia](#) plan.

Beverley Street will be closed to vehicular traffic from Lewis Street to Market Street on Fridays beginning at 4 p.m. and continuing through Mondays at 7:30 a.m. On certain holiday weekends, as announced by the city, closures will be extended through Tuesday at 7:30 a.m. The cross streets, Lewis Street, Central Avenue, Augusta Street, New Street, and Market Street, will remain open.

Please refer to the [map and curbside pick-up locations](#) for details on the Beverley Street closure and the impact it will have on your customers and employees. To alleviate confusion,

share the map and make it available on your website and/or social media channels. In addition, the City of Staunton will publicize information regarding outdoor dining and retail areas on Beverley Street and their impact on area businesses and residents. Businesses are encouraged to follow the city's social channels to stay informed and to share this important information with your customers.

Parking:

Parking is free of charge on weekends starting at 5:30 p.m. on Fridays in the following city parking facilities:

- Hardy parking lot
- Johnson Greet parking garage
- Wharf parking lot
- Augusta Street parking lot
- RMA parking lot

Other private lots may be available downtown.

Curbside Pick-up:

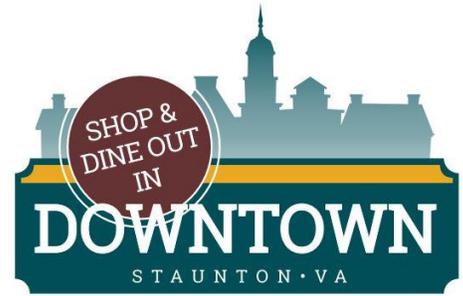
Dedicated curbside pick-up spots have been identified for customers picking up takeout orders between the hours of 4:00 p.m. on Friday and 12:01 a.m. Monday. These 15-minute spots are located at:

- N. Central Avenue next to Clocktower Convenience (North of W. Beverley Street)
- S. Central Avenue next to Worthington Hardware Co. (South of W. Beverley Street)
- N. New Street next to Jude's, A Fine Emporium (North of E. Beverley Street)
- S. New Street next to Nature's Bliss (South of E. Beverley Street)
- N. Market Street in Bus Loading Parking Spot (North of E. Beverley Street)
- S. Market Street across from By & By (South of E. Beverley Street)

The curbside parking spots are easily identified with large signage. Please refer to the [map and curbside pick-up locations](#) for details.

Marketing and Advertising Your Downtown Business:

- The City of Staunton has produced a logo to help promote *Shop & Dine Out in Downtown*. The logo is available for use by businesses and can be [downloaded here](#).
- The City of Staunton, in coordination with the Staunton Downtown Development Association (SDDA), will publicize information about the initiative, its related street closure and impacts on websites and social media platforms. Businesses are encouraged to follow and like the city's and SDDA's social media channels as well as share posts relating to the street closure, curbside pick-up, parking, and other issues that may impact your business and customers.
 - <https://www.facebook.com/CityofStaunton>
 - <https://www.facebook.com/stauntondowntown>
 - <https://www.facebook.com/stauntonva>
 - <https://www.instagram.com/visitstaunton>
 - <https://www.instagram.com/stauntondowntown>
- Each business is responsible for advertising and marketing to your customers the availability of outdoor dining and/or appointments at your establishment, as appropriate. Businesses are also encouraged to clearly communicate customer requirements as outlined below.



Refuse Pick-Up for Downtown Businesses:

- Businesses, including restaurants and breweries, located on Beverley Street between Lewis and Market Streets, receiving Saturday morning refuse pick-up, are to place trash cans/bags near the closest cross street for pick-up on Saturday morning. **For refuse pick-up on Monday morning, businesses should place trash cans/bags in front of your building, for normal pick-up**, as Beverley Street will be reopened to vehicular traffic.
- The city will place trash cans on corners of the cross streets, and trash will be collected periodically on Saturdays and Sundays before 4:00 p.m.

For Retailers Operating on Beverley Street:

- During weekend closures of Beverley Street for *Shop & Dine Out in Downtown*, each retailer located on Beverley Street is permitted to establish a limited outdoor display of merchandise on the city sidewalk along the face of the space occupied by the retail business. This area of permitted use will not be marked or cordoned off by the city.

For Restaurants and Breweries Operating Outdoor Dining Areas on Beverley Street, between Lewis and Market Streets:

- The city will designate a space for outdoor dining on Beverley Street to be used by each participating restaurant and brewery, with pavement markings made by the city's Public Works Department, generally as wide as the face of the building in which the restaurant or brewery is located and extending from the face of the building to the Pedestrian Center Walkway on Beverley Street designated by the city. Expansions of spaces will be considered on a case-by-case basis.
- Restaurants and breweries are responsible for providing tables and chairs.
- Restaurants and breweries are required to cordon off the outdoor dining area designated by the city.
- Restaurants and breweries are required to have a designated ingress to and egress from Pedestrian Center Walkway. No other access point to the outdoor dining area or your entrance is allowed.
- Each restaurant or brewery is responsible for ensuring that your customers dine only in the outdoor dining area designated for your use and that the designated area is used only by your customers.
- Restaurants and breweries are responsible for storing tables and chairs, along with other equipment and furnishings, during the week.
- Restaurants and breweries are responsible for the removal and storage of all trash generated by services until trash pick-up.

FOR BUSINESSES CITYWIDE, INCLUDING THOSE ON BEVERLEY STREET BETWEEN LEWIS AND

MARKET STREETS:

Setting Up Your Space and Making it Safe

State and Local Requirements:

- Businesses should refer to and comply with the [Forward Virginia](#) requirements.
- Businesses should follow the [state's requirements concerning use of masks in public](#).
- Restaurants and breweries are responsible for the set-up of outdoor dining areas as outlined in [Forward Virginia](#), establishing a six-foot distance between tables and between tables and pedestrian routes (including for restaurants and breweries on Beverley Street the Pedestrian Center Walkway).
- Restaurants and breweries are required to meet applicable state and local requirements, including executive orders of the Governor of Virginia and related guidance, and requirements of the Virginia Department of Health and the Virginia Alcoholic Beverage Control Authority, including insurance requirements.

Best Practices for Cleaning and Contactless Solutions:

- Assign one or more employees to monitor and clean high-touch areas while in operation.
- Use contactless and technology solutions where possible to reduce person-to-person interaction, including online ordering, menu tablets, text on arrival for seating, and contactless payment options.
- Tables, chairs, and seats should be cleaned/sanitized after every customer. See the best practices for enhanced cleaning and sanitizing as outlined in [Forward Virginia](#), including guidance issued by the [Centers for Disease Control and Prevention](#).

Managing Customers Expectations and Communication

We want to keep customers safe while also providing the best dining and shopping experience possible. Communicate with your customers regarding your policies, safety precautions, and guest requirements when visiting your business.

Best Practices for Managing Customers:

- Consider utilizing a reservation system or appointments to ensure you do not exceed capacity limitation and to minimize waiting crowds. Post signage on what your customers are required to do upon entering your business and/or what they should do while waiting to enter or to be seated.
- Each business is responsible for advertising and marketing to its customers the availability of outdoor dining and/or appointments at your establishment, as appropriate.
- When building your reservations or appointment times, schedule times for cleaning restrooms and other high-traffic areas during hours of operation.
- Limit the number of people using restrooms at any given time.
- Post signage clearly stating customer requirements both within your place of business and on your website and/or social media channels.
- Customers should follow the [state's guidance regarding face masks in public](#).
- Businesses may want to make face masks available to those customers who may not be equipped with them.
- Customers are to maintain a physical distance of 6 feet from others outside of their party at all times.
- In restaurants and breweries, once seated, customers are to stay seated until their departure, unless using the restroom.

Ensuring the Health and Safety of Employees

Consider implementing the following safety precautions:

- **Temperature Checks:** perform temperature checks on all staff as they arrive at work.
- **Face Masks and Gloves:** require staff to wear face masks that comply with state requirements and gloves.
- **Segregation of Duties:** in restaurants, split staff responsibilities to separate those who will interact with guests, take orders, and deliver food and drinks and those who will handle bussing and sanitization tasks.
- **Training:** provide staff training on proper sanitization procedures, and how to properly use Personal Protective Equipment.
- Post the following **COVID-19 Employee Screening** document in employee break room and/or other designated staff areas throughout your place of business.

Questions?

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