



Q&A Contact Tracing in Restaurants

What information am I required to collect? One customer's first name and contact phone number per party, the table number or bar seat number, the server or bartender's name, and the date and time they were in the establishment. You should retain this information for 21 days before disposing of it.

Can I be penalized if someone gives false information? No, as a business, you're required to ask for contact information, but are not required to ask for ID or any verification information.

Do I have to refuse service to those who refuse to give out information? No, if someone refuses to give you contact information, it is your decision as a business whether or not to serve that individual. However, it is important to consider the ramifications of not taking information. The reason for this policy is to avoid the need for public announcements. If an organization does not have contact tracing information, DHHS may issue a public notice about a positive test through the media. Many businesses impacted by these notices are reporting that they've seen a loss of consumer confidence, resulting in revenue losses and damage to their brand.

What happens if there is a positive case at my establishment and I do not have the contact tracing information? Organizations that have a positive case at their establishment but have not been collecting contact tracing information are subject to public announcements. Without tracing data, DHHS will likely send out a public announcement through the media to reach individuals at risk of possible exposure.

Does this requirement extend to take-out and delivery service? No. This only applies to dine-in establishments. Take-out and delivery service is excluded from this guideline (trying not to say requirement).



What happens with the information collected? The information can only be used for contact tracing and is only required to be held for 21 days. Unless there is a positive case at your establishment, there is no need to report the information to the state or any other agency.

How should I conduct contact tracing? There is no mandate for how your business should conduct contact tracing. If you are looking for a template, you can find one here. As long as you are collecting the information, you can do so in a fashion that will work best for your business. Some ways business owners are currently conducting contact tracing are:

- Many POS systems have the capability to record this information, you may want to reach out to your provider for more information.
- Having the host take information before seating a table.
- Having a log where staff records information given by customers in a communal location.
- Having staff record information in their books from each party to be turned in at the end of their shift.
- Having the guest write on the receipt their name and number, given that the date, time, seat location, and server information is previously recorded on the receipt.
- Call ahead seating or reservation system will meet the standard, provided all the information is collected.

What is required for weddings and events? Large group functions will require the contact information from the individual who is booking the party. You are not required to collect information from every table within the group.

