



## INDOOR DINING

If you operate a NYC business with indoor dining, the City of New York has issued new requirements and has provided tools to help you comply:

- [Mayor's Executive Order](#)
- [FAQs](#)
- [Signage](#)
- [City approved implementation protocol template](#)
- Guidance on [Equitable Implementation for Businesses](#)

View the full list of requirements on the [“Key to NYC” website](#) to make sure you are in compliance, and protect your employees and patrons.

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There are a number of ways for businesses to implement “Key to NYC.” A few examples are on the following pages. These are NOT required. These examples are intended to help you determine the best and easiest way to implement “Key to NYC” that works for your business.

For additional information or questions, please call the Department of Small Business Services hotline at: 888-SBS-4NYC (888-727-4692).

## Put your plan into action

- ✓ Designate staff member(s) to be responsible for checking diners' proof of vaccination and ID at the entrance(s) during all times you are open to the public
- ✓ Communicate your implementation protocol clearly to your employees, so that everyone on your team is able to execute it
- ✓ Show the Key to NYC video [here](#) to staff, to highlight best practices in addressing conflicts with diners
- ✓ Print multiple copies of your implementation protocol and keep them located conveniently in your establishment for easy access
- ✓ Consider including language about “Key to NYC” on your website, and in emails to help diners arrive prepared and informed

## Know what to check

- ✓ Print the full list of the ways patrons can demonstrate proof of vaccination and sufficient forms of ID, to ensure your staff has a handy guide for what to check  
**PRO TIP:** Individuals may also show copies of their IDs via a picture on their phone
- ✓ Encourage staff to ask: “Do you have an app like NYC COVID Safe or the Excelsior Pass that you can show me proof of vaccination in?”  
**PRO TIP:** For iPhone users, this may be saved in their Apple wallet
- ✓ Train your staff to ask for all information needed at the same time, such as “The City of New York has implemented a new indoor dining vaccination policy. May I see BOTH your photo ID and proof of vaccination?”

### Fields included on all official vaccine records:

- First name and last name
- Date of birth
- Vaccine product name
- Only FDA or WHO-authorized vaccines are acceptable (ex: Moderna or Sinopharm)
- Lot number (note: lot number may not be included on some official cards from other countries)
- Date(s) administered
- Site where the vaccine was administered or person who administered the vaccine. For people vaccinated outside of the U.S., the country of origin may be listed as the site where the vaccine was administered.



## Keep things moving

- ✓ Have multiple employees ready to participate in proof of vaccination checks during busiest hours when diners may get backed up at your front door
- ✓ Have a system in place for controlling crowding at your front door, such as a clearly delineated line, if diners get backed up while waiting for proof of vaccination check
- ✓ Prominently display the “Key to NYC” sign to encourage diners to read about the City’s mandate before asking your staff questions



## Know where to go for help

Use City resources that have been designed to help you each step of the way:

- ✓ Visit [Key to NYC website](https://nyc.gov/keytoNYC) for copies of the required signage, FAQs, and a template for implementation
- ✓ Visit [SBS website](https://nyc.gov/sbs) for information on other business resources such as accessing financing and free hiring help
- ✓ Visit [CCHR website](https://nyc.gov/cchr) for information on reasonable accommodations and equitable implementation
- ✓ To find a vaccination site near you/your business, go to [nyc.gov/vaccinefinder](https://nyc.gov/vaccinefinder)
- ✓ If staff thinks they are observing a fraudulent proof of vaccination – do not debate! Train staff to report by calling 311 or 833-VAX-SCAM (833-829-7226), emailing the state Department of Health at [STOPVAXFRAUD@health.ny.gov](mailto:STOPVAXFRAUD@health.ny.gov), or filing a [complaint form](#).

