

Dine-In Restaurant Protocols: Appendix H

Recent Updates:

6/28/20: Updated to align with Governor's order to close bars, brewpubs, and tasting rooms wineries.

7/1/2020: Updated to align with Governor's order to prohibit indoor dining at all restaurants and food facilities.

Due to the continued rapid spread of the Novel Coronavirus (COVID-19) and the need to protect the most vulnerable members of our community, this protocol has been updated to align with the State Public Health Officer order to limit restaurants and other food facilities that prepare and serve food to outdoor dining, delivery, drive thru or carry out only. No indoor dining is permitted within restaurants or other food facilities. In addition to the conditions imposed on restaurants by the State Public Health Officer, restaurants must also be in compliance with these employee safety and infection control protocols.

Brewpubs, bars, brewery and winery tasting rooms, and craft distilleries are to remain closed until allowed by the Long Beach Health Officer to resume modified or full operation. Restaurants, including brewpubs, breweries, bars, pubs, craft distilleries, and wineries may continue to offer sit-down, meals in an outside dining area which are prepared on site as allowed by the Health Officer Order, and in compliance with this Protocol. Brewpubs, bars, brewery and winery tasting rooms, and craft distilleries are prohibited from contracting with a food vendor to resume operation. Bar counters in restaurants are required to close. Restaurant and other food facilities should continue to offer and encourage takeout and delivery service to the extent possible.

This protocol is not intended for concert, performance, or entertainment venues that have on-site food facilities. These food facilities are to remain closed until they are allowed to resume modified or full operation through a specific reopening order.

Please note: This document may be updated as additional information and resources become available so be sure to check the Long Beach COVID-19 website at www.longbeach.gov/covid19 regularly for any updates to this document.

This checklist covers:

- (1) Workplace policies and practices to protect employee health
- (2) Measures to ensure physical distancing
- (3) Measures to ensure infection control
- (4) Communication with employees and the public
- (5) Measures to ensure equitable access to critical services.

These five key areas must be addressed as your facility develops any reopening protocols.

All restaurants covered by this protocol must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.

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Business Name:	
Facility Address:	

Date Posted:

**A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH
(CHECK ALL THAT APPLY TO THE FACILITY)**

- Everyone who can carry out their work duties from home has been directed to do so.
- Vulnerable staff (those above age 65, those who are pregnant, and those with chronic health conditions) are assigned work that can be done from home whenever possible, and should discuss any concerns with their healthcare provider or occupational health services to make appropriate decisions on returning to the workplace.
- All employees have been told not to come to work if sick or if they are exposed to a person who has COVID-19.
- Workers are provided information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on [government programs supporting sick leave and worker's compensation for COVID-19](#), including employee's sick leave rights under the [Families First Coronavirus Response Act](#) and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's [Executive Order N-62-20](#).
- Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all employees that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures.
- In the event that 3 or more cases are identified within the workplace within a span of 14 days the employer should report this cluster to the Long Beach Department Health and Human Services at 562-570-INFO.
- Symptom checks are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing. These checks can be done remotely or in person upon the employees' arrival.
A temperature check should be done at the worksite if feasible.
- All employees who have contact with the public or other employees during their shift(s) are offered, at no cost, a cloth face covering. The covering is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others.

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Employees need not wear a cloth face covering when the employee is alone.

- Employees are instructed on the proper use of face covering, including the need to wash their face coverings daily.
- Face shields are provided and worn by wait staff and other employees when servicing customers not wearing a cloth face covering to eat and drink. The face shield is to be worn in addition to the cloth face covering. Cloth face coverings protect others from the wearer's droplets; face shields help protect the wearer from other's droplets.
- Face shields are to be used, cleaned and disinfected per manufacturer's directions.
- Employees are directed to ensure hand hygiene practices including handwash frequency, use of hand sanitizer and proper glove use are adhered to.
- Employees are allowed time to wash their hands frequently.
- Employees are reminded to cover coughs and sneezes with a tissue. Used tissue should be thrown in the trash and hands washed immediately with soap and warm water for at least 20 seconds.
- Employees are prohibited from eating or drinking anywhere inside the food facility other than designated break rooms.
- All employees, vendors and delivery personnel have been provided instructions regarding maintaining physical distancing and the use face coverings when around others.
- Breaks are staggered, in compliance with wage and hour regulations, to ensure that six (6) feet between employees can be maintained in break rooms at all times.
- Break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:
 - Break rooms _____
 - Restrooms _____
 - Other _____
- Disinfectant and related supplies are available to employees at the following location(s):

- Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):

- Copies of this Protocol have been distributed to all employees.
- Optional—Describe other measures:

B. MEASURES TO ENSURE PHYSICAL DISTANCING

- If possible, an employee wearing a cloth face covering is posted near the door but at least 6 feet from the nearest customers, to monitor that physical distancing procedures are adhered to.
- Measures to ensure physical distancing are adhered to where customers or employees are in a queue. This includes check-stands and terminals, deli counters and lines, restrooms, elevator lobbies, host stands and waiting areas, valet drop off and pickup, and any other areas where customers congregate.

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- Placing tape or other markings at 6-foot intervals in any area where members of the public may form a line or stand.
- Establish directional hallways and passageways for foot traffic, if possible, to eliminate employees and customers from passing by one another.
- ❑ Food facilities offering food pick-up options or delivery are to ensure physical distancing practices are implemented for those customers in the queue when ordering or during pick-up.
- ❑ On-site outdoor seating is subject to adhering to the 6 feet physical distancing requirements between customers at different tables.
 - Bar counters used for the purposes of preparing or serving alcoholic beverages are closed to food and beverage service at the counter.
 - Onsite seating within an indoor food court is prohibited.
 - Entertainment operations are prohibited. This includes, but is not limited to, Disk Jockey and live music and entertainment.
 - Restaurants may not host receptions, banquets, or other large gatherings.
- ❑ Expand outdoor seating where possible, in compliance with local planning and zoning codes.
- ❑ Technology solutions where possible have been implemented to reduce person-to-person interaction; mobile ordering and menu tablets, text on arrival for seating, contactless payment options.
- ❑ Design interaction between customers, delivery drivers and employees to allow for physical distancing.
 - Floors in and outside of the restaurant in areas when customers, delivery drivers or others may wait for are marked to enable and enforce physical distancing.
 - The use of contactless processes for pickup and delivery and other electronic systems for guest interactions have been implemented, where possible.
 - Interactions between servers or other employees' interactions and customers are limited to a maximum of five minutes per occurrence, where possible.
- ❑ On-site outdoor dining made by reservation or customers notified to call in advance to confirm outdoor seating/serving capacity, where possible. Contact information for party is collected, if practicable in the normal course of business operation, either at time of reservation booking or on site to allow for contact tracing should this be required.
 - Consider a phone reservation system that allows people to queue or wait in cars and enter only when a phone call, text or other method, notifies the customer that a table is ready.
- ❑ If the establishment has capacity and chooses to offer on-site ordering, customers should be offered a menu (posted or a single-use handout), to allow for ease of ordering, and items orders should be gathered, packaged and picked up by the customer as soon as possible; customers should be notified of the estimated pick-up time. Customers waiting for items may not congregate within the business. They should either remain in their car or return at the appropriate time to obtain their order.
- ❑ Limit the number of guests at a single outdoor table. People in the same party seated at the same table do not have to be six feet apart. All members of the party must be present before seating and hosts must bring entire party to the table at one time.
 - On-site outdoor seating at a table shall be limited to no more than 6 people in the same party.
- ❑ Limited contact between wait staff and customers.

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- Install physical barriers such as partitions or plexiglass at registers, host stands, ordering counters, etc., where maintaining physical distance of six feet is difficult.
- Limit the number of employees serving individual parties.
- ❑ Discourage employees and customers from congregating in high traffic areas such as bathrooms, hallways, bar areas, reservation and credit card terminals, etc.
 - Require employees to avoid handshakes and similar greetings that break physical distance.
- ❑ Use barriers or increase distance between tables/chairs to separate employees in employee breakrooms. Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.
- ❑ Operations have been redesigned, where possible, to achieve physical distancing between employees.
 - Kitchen and other back of house area's floors are marked to reinforce physical distancing requirements.
- ❑ Physical distancing protocols should be used in any office areas, kitchens, pantries, walk-in freezers, or other high density high-traffic employee areas.
 - Incidental contact is to be expected, however, the goal is to limit this to less than 15 minutes, preferably 10 minutes, and the employees are always wearing their face coverings.

C. MEASURES FOR INFECTION CONTROL

PRIOR TO OPENING

- ❑ The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased.
 - Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in all working areas.
- ❑ For facilities that have not been operating, flush each of the hot and cold-water fixtures for five minutes prior to reopening to replace stale water in the facility's plumbing with a fresh and safe water supply.
- ❑ Facility has been thoroughly cleaned and sanitized/disinfected (using products approved for use against COVID-19), especially if it's been closed.
 - Procure options for third-party cleaning company to assist with the increased cleaning demand, as needed.
- ❑ Spaces such as dining rooms, host stands, and kitchens have been equipped with proper sanitation products, including hand sanitizer and sanitizing wipes for all employees directly assisting customers.
 - Ensure sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.
 - Recommend installing touchless dispensers for hand sanitizer, soap dispensers, paper towel and trash dispenser.
- ❑ Drop-off locations are designated to receive deliveries away from high traffic areas. Person-to-

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person contact for delivery of goods has been eliminated whenever possible.

FOOD SAFETY CONSIDERATIONS

- All food safety practices outlined in the California Retail Food Code (CRFC) are being followed and maintained.
 - Keep hot food hot (135 °F or above) and cold food cold (41 °F or below).
 - Thoroughly cook foods as required in the CRFC.
 - Clean and sanitize utensils and equipment at the required frequency outlined in the CRFC.
 - Adhere to employee health and hygiene practices: Don't work when ill; wash hands frequently; gloves used as required in the CRFC.
 - Ensure all food and food ingredients are from an approved food source.
 - Food preparation employees are discouraged from changing or entering others' workstations during shifts.
- Self-service machines, such as soda and frozen yogurt machines are dispensed by a food employee and cleaned and sanitized frequently.
- Areas where customers may congregate or touch food or foodware items that other customers may use have been closed. These items are provided to customers individually and discarded or cleaned and disinfected after each use, as appropriate. This includes but is not limited to:
 - Self-service areas with condiment caddies, utensil caddies, napkins, lids, straws, to-go containers, etc.
 - Self-service food areas, such as salsa bars, salad bars or buffet-style, including food sampling.
 - Tableside food preparation and presentation such as food item selection carts and conveyor belts, guacamole preparation, etc.
 - After-meal mints candies, snacks, or toothpicks for customers. These are offered with the check or provided only on request.
- A designated food employee is assigned the task of wrapping silverware prior to providing to the customer, rather than multiple employees handling uncovered silverware prior to customer use.
- Refilling beverages at the table or from common containers (e.g. pitchers, carafes, decanters, bottles) is not allowed. Clean glassware is provided for customer refills.

FACILITY CONSIDERATIONS

- A food employee per shift is designated to oversee and enforce additional sanitization and disinfection procedures, as needed.
- A cleaning and disinfection plan for high-touch surfaces and access areas has been developed and is followed.
 - Common areas and frequently touched objects related to customer pickup and payment (e.g., tables, doorknobs or handles, credit card readers) are disinfected on an hourly basis during business hours using EPA approved disinfectants.
 - All payment portals, pens, and styluses are disinfected after each use.
- Facility is thoroughly cleaned and sanitized/disinfected (using products approved for use against COVID-19) nightly. A log is kept to monitor completion wherever possible.
- Audio headsets and other equipment are not shared between employees unless the equipment is

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properly disinfected after each use. Consult equipment manufacturers to determine appropriate disinfection steps.

- ❑ Dishwashers that wash multi-use customer utensils are provided with equipment to protect their eyes, nose and mouth from contamination due to splash using a combination of face coverings, protective glasses, and/or face shields. Dishwashers are provided impermeable aprons and required to change frequently. Reusable protective equipment such as face shields and glasses are to be properly disinfected between uses.
- ❑ Restrooms are checked regularly and cleaned and disinfected on an hourly basis using approved EPA disinfectants.
- ❑ Hand sanitizer and trash cans are available to the public at or near the entrance of the facility.

CUSTOMER SERVICE/OUTDOOR DINING AREAS

- ❑ Customers should enter through doors that are propped open (this will be evaluated for approval based on overall vermin exposure) or automated if possible. Hand sanitizer should be available for guests who must touch door handles.
- ❑ Customers are instructed that they must wear cloth face coverings whenever they are not eating and/or drinking; this includes upon entry to the facility, when walking anywhere in the facility, and when using the restrooms. This applies to all adults and to children over the age of 2. Only individuals with chronic respiratory conditions or other medical conditions that make the use of a face covering hazardous are exempted from this requirement.
 - Customers may remove cloth face coverings while seated at a table and eating and/or drinking.
 - Customers who refuse to wear a cloth face covering may be refused service and asked to leave.
- ❑ Customers arriving at the site with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are wearing face coverings if age permits.
- ❑ Servers, bussers, and other employees moving items used by customers (dirty cups, plates, napkins, etc.) or handling trash bags use disposable gloves (wash hands before putting gloves on and after removing them) and are provided aprons which they must change frequently.
- ❑ Reusable menus are cleaned and disinfected between customers. If using paper menus, discard after each customer use. Alternatives such as stationary menu boards, electronic menus, or mobile device downloadable menus should be considered.
- ❑ Outdoor customer seating areas are cleaned and sanitized after each use. Seating, tables and other items on table must be single-use or cleaned/sanitized between customers. Each table has either a top cloth replaced between guests or a hard-non-porous surface which is sanitized between guests.
- ❑ No flatware, glassware, dishware, menus, condiments or any other tabletop item is present on tables prior to the seating of customers. All such items are fully sanitized between seat changes and stored during non-use in a location that prohibits potential contamination.
- ❑ Takeout containers are filled by customers and available only upon request.
- ❑ Cashless transactions are encouraged. If reasonable for the food facility, customers are enabled to swipe their own credit/debit cards, and card readers are fully sanitized between each guest use.

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- Optional - Describe other measures (e.g. providing senior-only hours, incentivizing non-peak sales):

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- A copy of this protocol is posted at all public entrances to the facility.
- A sign notifying customers to use hand sanitizer and to wear a face covering when not eating or drinking is also posted at all entrances.
- Signage is posted that reminds the dining public to maintain physical distancing of six feet, wash hands or use sanitizer upon entry into a restaurant, and to stay home if they are ill or have symptoms consistent with COVID-19.
- Signage is posted that notifies customers that while it may be common practice for diners to socialize after the meal, this practice will be discouraged during the pandemic.
- Online outlets of the establishment (website, social media, etc.) provide clear information about facility hours, required use of face coverings, policies in regard to preordering, reservations, prepayment, pickup and/or delivery and other relevant issues.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- Services that are critical to the customers/clients have been prioritized.
- Transactions or services that can be offered remotely have been moved on-line.
- Measures are instituted to assure access to goods and services for customers who have mobility limitations and/or are at high risk in public spaces.

Any additional measures not included above should be listed on separate pages, which the business should attach to this document.

You may contact the following person with any questions or comments about this protocol:

Business Contact Name:

Phone number:

Date Last Revised:

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