

Public Health Reopening Protocol Dine-In Restaurants

May 30, 2020



How Does This Protocol Apply to My Establishment?

My establishment provides sit-down meals prepared in-house

Follow the restaurant guidance in this document and continue to encourage takeout and delivery service whenever possible.

My establishment is a bar, brewpub, brewery, distillery or winery and contracts with another vendor to provide sit-down meals

You may serve dine-in meals provided both businesses follow the guidance in this document and alcohol is only sold in the same transaction as a meal.

My establishment hosts concerts, performances, or entertainment activities

Remain closed until specific reopening order or guidance allows operation. Venues providing sit-down meal service must discontinue entertainment programming in order to resume dine-in operations.

My establishment provides only beer, wine, and/or spirits for on-site consumption

Remain closed until specific reopening order or guidance allows operation of alcohol-only establishments. Alcohol can only be sold in the same transaction as a meal.

What Will I Find in this Document?

1. OVERVIEW OF PROCEDURES AND RESOURCES
2. KEY PRACTICES
3. REOPENING PROTOCOL CHECKLIST

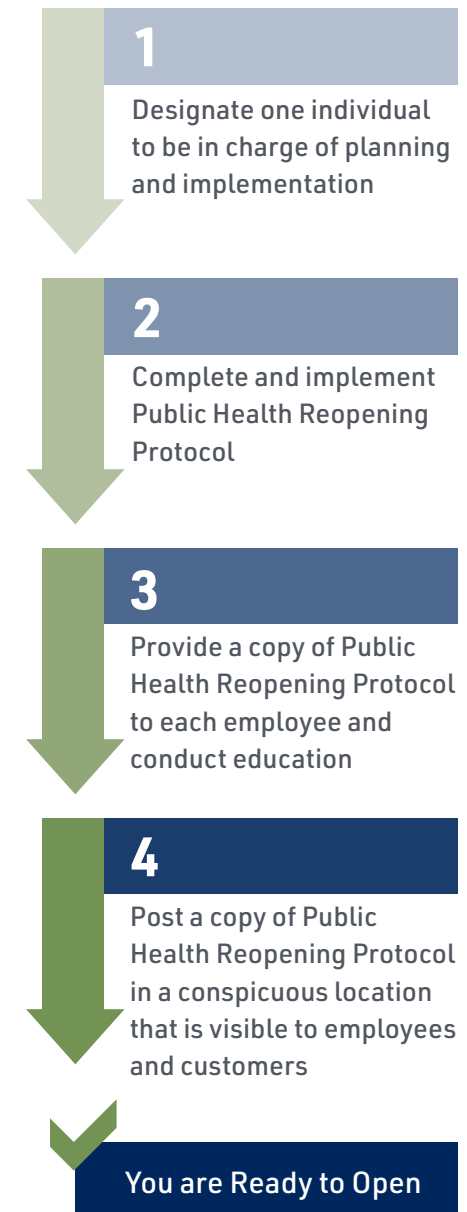
OVERVIEW OF PROCEDURES AND RESOURCES

ENSURING A SUCCESSFUL REOPENING – PROTECTING EMPLOYEES AND CUSTOMERS FROM COVID-19

In the midst of the COVID-19 pandemic, businesses must take steps to prepare and position themselves for a successful reopening. Reduce risk of your business from becoming the site of an outbreak. Ensure employees are enrolled in health insurance and have an established relationship with a primary care doctor prior to reopening. Depending on the situation, public notification of an exposure to COVID-19 may be required. Employees can call 211 for information on health insurance and primary care physicians.

- **Employers are required to make an immediate report to the Pasadena Public Health Department any time an employee with COVID-19 (confirmed by a lab test or physician diagnosis) was at work while sick or up to 48 hours before showing symptoms.** Employers must call (626) 744-6089 or email nursing@cityofpasadena.net and provide all information requested by the Health Department. The employer is expected to provide or ensure testing for all employees that have had a possible exposure and must follow the US Centers for Disease Control and Prevention (CDC) [guidance](#) for cleaning and disinfecting the facility. Testing resources can be found through the employee's physician, and also at cityofpasadena.net/public-health and covid19.lacounty.gov.
- **Educate employees to contact their supervisor if they are feeling sick.** The supervisor should send the ill employee home, taking care to maintain that person's privacy and observing physical distancing. If the illness is work-related, the employer should facilitate appropriate care for the employee, the workers' compensation process, leave time, and California Occupational Safety and Health Administration (OSHA) record keeping.
- **Work with the Pasadena Public Health Department to investigate any COVID-19 illness.** Prepare personnel records, floor plans, and shift/attendance logs to provide information as quickly as possible to the Health Department, including accurate contact information (phone, address, email) of all employees and visitors (if possible) who were in contact with the infectious employee within 6 feet for 10 minutes or more. Implement measures recommended by the Health Department.

STEPS TO REOPEN



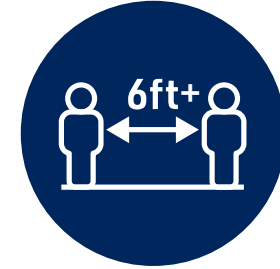
KEY PRACTICES



COVER YOUR COUGH WITH YOUR ELBOW OR TISSUE (THEN DISPOSE AND WASH YOUR HANDS)



STAY HOME IF YOU ARE SICK



PRACTICE PHYSICAL DISTANCING OF 6 FEET OR MORE



WASH YOUR HANDS WITH SOAP AND WATER FOR 20 SECONDS, FREQUENTLY



COVER NOSE AND MOUTH WITH CLEAN FACE COVERING



PERFORM DAILY HEALTH SCREENINGS

CONTACT INFORMATION

If you have questions, or if you observe a violation, you can request information or submit a complaint through the Pasadena Citizen Service Center.

Call 626-744-7311 or visit
<https://www.cityofpasadena.net/CSC>

REOPENING PROTOCOL CHECKLIST - REDUCING RISK OF COVID-19 TRANSMISSION

All policies described in this checklist, other than those related to terms of employment, are applicable to staff of delivery and other third party companies who may be on the premises.



EXTERNAL COMMUNICATION

Post signage reminding customers to maintain a distance of at least six feet or more at all times. Post diagrams or maps of how people should flow through the restaurant.

Post signage instructing customers to wear a face covering until seated, and to remain at home if experiencing any symptoms including fever of 100°F or above, cough, shortness of breath or difficulty breathing, sore throat, chills, headache, muscle ache, a new loss of taste or smell, congestion or runny nose, nausea, vomiting, or diarrhea. Consult the CDC website for the most current list of COVID-19 symptoms.

Communicate the restaurant's new protocols by posting information on your website and social media pages regarding updated hours, physical distancing, and the use of face coverings.

Post a copy of this Protocol in a conspicuous location that is easily visible to the staff and customers.

Provide copies of the Protocol to all employees.



INTERNAL COMMUNICATION & TRAINING AND RECORDS

Provide training to employees on all sections of the public health protocols including:

- Information on **COVID-19**.
- How to identify **symptoms** of COVID-19 and how to self-screen and conduct symptom checks.
- The importance of not coming to work if employees are experiencing symptoms of COVID-19, or if someone they live with has been diagnosed with COVID-19.
- Proper use and care of face coverings (**Face Covering FAQs**).
- Physical distancing measures, sanitization, and handwashing.
- Proper safety protocols for use of disinfecting solutions.
- Information on employer or government sponsored leave benefits the employee may be entitled to receive that would provide financial support to stay at home. See additional information on government programs supporting sick leave and workers' compensation for COVID-19, including employee's sick leave rights under the Families First Coronavirus Response Act, the Governor's Executive Order N-51-20, 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-6220.

What is a cloth face covering?

A cloth face covering is a material that covers the nose and mouth, and can be secured to the head with ties or simply wrapped around the lower face. It is intended to prevent someone who does not know they are infected from transmitting COVID-19 to others, since infectious particles may be released when a person speaks, coughs or sneezes.



INTERNAL COMMUNICATION & TRAINING AND RECORDS (continued)

Consider employee training in de-escalation in the case of customer violation of health and safety rules.

Maintain records of each employee's schedule and work area or assignment.

Consider posting signs for the national distress hotline: 1-800-985-5990, or text TalkWithUs to 66746.

National Distress Hotline

Call: 1-800-985-5990

Text: TalkWithUs to 66746

Connect with a trained crisis counselor



OPERATION

General

Close self-service stations such as buffets, salad bars, soda machines, salsa bars and soft-serve yogurt machines. Remove all self-serve straws, utensils, condiments, cups, lids, water pitchers, and napkins.

Discontinue tableside food preparation and presentation of foods, such as selection of food carts and tableside guacamole.

Remove board games, books, toys, arcade games, and vending machines. Close entertainment areas such as bowling alleys and pool tables.

Prop doors open, where possible and consistent with fire and accessibility code, to reduce touching of door handles.

Install hands-free devices such as trash cans, soap and paper towel dispensers, door openers, and light switches (optional).

Encourage online ordering of meals. Make purchased meals available for curbside pickup or delivery. Designate a clearly marked curbside or outside pickup point that maintains physical distance with visual cues.

Reservations, Seating, and Take-Out

Encourage customer reservations, prioritize outdoor seating, and stagger seating times.

Limit parties to 6 or fewer members. Parties must be members of the same household.

Advise guests to wait in a location away from others. Seat the party once everyone has arrived.

Contact customers by mobile phone when their table is ready. Do not use buzzers.

Provide menus that are single use, accessible on the customer's personal electronic device, or viewable on a poster board or chalkboard if possible, or provide reusable menus in cleanable, plastic sleeves and disinfect after each use.

Provide single portions of mints, candies, snacks, and toothpicks only upon request.

Disinfect check presenters after each use.

Provide a staging area for take-out and provide no-contact pick-up. Offer prepayment options and stage food in sealed packaging and labeled with customer's name.

OPERATION (continued)

Front-of-House

Customers may remove their face coverings once seated.

Face shields must be provided, at no cost, for employees that service customers who are not wearing face coverings, including servers, bussers, food runners, and hosts. Employees servicing tables must wear the face shield in addition to the cloth face covering.

Do not preset tables. Remove all condiments, caddies, and table tents. Provide table settings such as rolled silverware, bread plates, and glassware as needed once the customer is seated.

Discontinue the use of tablecloths, or provide a new tablecloth for each customer.

Discontinue use of items such as bread baskets that cannot be washed and sanitized using a 3 step process between each customer.

Provide pre-rolled silverware only.

Provide shared condiments (ketchup, salt, pepper) only upon request and sanitize after each use, or provide all condiments in single-serving portions.

Instruct employees to not touch customer glassware with their hands or with the pitcher, carafe, or pot when providing refills; or instruct employees to provide a new beverage in lieu of refilling.

Provide take-out containers upon request and ask customers to pack their own leftovers.

Limit interactions between employees and customers to 5 minutes or less.

Carefully remove dirty linens from the dining table and instruct employees to avoid shaking used linens.

Disinfect the table and chairs after each use.

Assign a staff person to replenish sanitizer buckets every 1-2 hours as needed.

Back-of-House

Provide refresher training for dishwashing staff on the 3-step ware washing process (WASH-RINSE-SANITIZE), and instruct dishwasher to verify sanitizer concentration at the ware washing machine and 3-compartment sink every 1-2 hours.

Assign employees their own tools, equipment, and defined workspace with 6 feet of physical distance when possible.

Payment Options

Provide a no-contact method of payment using an app or mobile device (optional).

Employees must avoid touching their face when handling credit cards and cash.

For table transactions, instruct employees to use a check presenter instead of taking the cash or card directly from the customer's hand.

For counter transactions, utilize a customer-facing credit card terminal, or instruct customers to place cash or card on the counter rather than directly onto the employee's hand. Provide the credit card receipt or change using the same process.

Ask customers if they would like to use their own pen to sign. Disinfect the counter, credit card terminal, check presenter, and shared pen after each use.



PROTECTION OF EMPLOYEE HEALTH

Employee Health Screening

Conduct daily symptom checks (fever of 100°F or above, cough, shortness of breath or difficulty breathing, sore throat, chills, headache, muscle ache, a new loss of taste or smell, congestion or runny nose, nausea, vomiting, or diarrhea) before or upon arrival. Consult the CDC website for the most current list of COVID-19 symptoms.

Send employees home if they arrive sick or become sick during the day. Encourage sick employees to contact their medical provider. Employees who need information on health insurance or providers can call 211.

Notify all employees that they are not to come to work if sick or if they are exposed to a person who has COVID-19. The local Health Officer Order requires everyone to self-isolate when sick with COVID-19 and self-quarantine for 14 days from last contact with someone with COVID-19 (when not sick). Employees diagnosed with COVID-19 by a physician or through laboratory testing may not return to work without a letter of clearance from the Pasadena Public Health Department.

Require sick employees to stay home for at least 10 days or until 72 hours after being fever free, whichever is longer.

Review and modify workplace leave policies to ensure that employees are not penalized when they stay home due to illness.

Institute a plan in the event that one or more employees is diagnosed (by a physician or lab test) with COVID-19. The plan should include immediate isolation of the employee at home and self-quarantine of everyone that came into contact (within 6 feet for 10 minutes or more) with the ill employee. The plan should also include steps for all employees identified as contacts to be tested for COVID-19 with an FDA-approved PCR test (not a blood test).

Customer Health Screenings (Optional)

Customers should not enter the restaurant if experiencing symptoms. Screen for symptoms prior to the customer entering the restaurant (optional).

Scheduling

Limit the number of employees that are on-site to the minimum number necessary, and institute alternate or staggered shift schedules to maximize physical distancing.

Group employees into teams and schedule them consistently, by team, on the same shifts to reduce potential exposures.

Require employees who can carry out their work duties from home to continue to work from home and reconfigure work processes to the extent possible.

Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing.

Adjust or modify store hours to provide adequate time for regular, thorough cleaning and product stocking.

Provide time for workers to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the employees' job duties. Procure options for third-party cleaning companies to assist with the increased cleaning demand, as needed.



PROTECTION OF EMPLOYEE HEALTH (continued)

Face Coverings*

Provide, at no cost, a cloth face covering for all employees that have contact with the public or other employees, and instruct employees to wear a clean (washed daily), cloth face covering at all times during the work day. Face coverings are optional when alone in a room or private office.

Require customers to wear face coverings when not seated.

Prohibit employees from eating or drinking anywhere inside the workplace other than designated break area to ensure masks are worn consistently and correctly.

** Individuals with chronic respiratory conditions, or other medical conditions that make use of a mask hazardous are exempted from this requirement. Children under age 2 years should not wear a face covering. Refer to the [Face Covering FAQs](#) document for additional information on use and care of the face covering.*

Hand Hygiene

Provide access to handwashing sinks stocked with soap, paper towels, and hands-free trash receptacles.

In addition to handwashing already required during the food handling process, instruct employees to wash hands upon arrival and at departure, before eating and rolling silverware or shining glassware, and after transactions, washing dishes, and bussing tables.

Designate a staff person to check handwashing stations frequently and restock as needed.

Allow employees time during their shift to wash their hands frequently.

Provide hand sanitizer effective against COVID-19 (at least 60% alcohol) in customer areas, and also in employee areas where a hand sink is not available. Hand sanitizer, tissues, and trash cans must be made available to the public at or near the entrance of the facility.

Gloves and Protective Equipment

Provide disposable gloves to staff handling items used by customers such as dirty dishes and linens; to workers using cleaners and disinfectants; for staff who handle commonly touched items; and for staff who provide temperatures screenings.

Provide impermeable aprons, and eye and face protection to dishwashers. Change reusable aprons/eyewear/face protection or disinfect frequently.

Restrooms

Place trash can near the door if the door cannot be opened without touching the handle, so restroom users may use a paper towel to cover the doorknob. Do so only if possible to implement in compliance with accessibility standards.



PHYSICAL DISTANCING

Physical distancing must be observed and enforced by the establishment.

Physical Distancing – Employees

For staff at higher risk for severe symptoms of COVID-19 (above age 65 or underlying health conditions), assign work that can be done from home when possible.

Reconfigure office spaces, breakrooms, kitchens, host area, waiting room, and workstations to allow for at least six feet of distance between employees and customers. Use measures such as physical partitions or visual cues (floor markings, colored tape, or signs) to indicate where people should sit or stand. When six feet of physical distancing is not possible consider installing physical barriers.

Designate separate entry and exit points if possible, to minimize crowding, monitor occupancy, and allow for health screenings as employees enter.

Review foot traffic flows and make changes if needed to permit physical distancing during employee activities in the front and back areas of the restaurant. Place maps and visual markings on floors to inform customers and employees of people flow in the restaurant.

Instruct employees to maintain at least six feet of distance from customers and from each other, except employees may momentarily come closer when necessary to accept or delivery of food.

Where possible, provide outdoor break areas with shade covers and seating, and encourage employees to take breaks alone and away from the store.

Physical Distancing – Customers

Assign a staff person to manage the flow of customers at the entrance and exit during peak times and designate a separate entrance and exit if possible.

Reconfigure dining area to ensure a distance of 6 feet or greater between seated customers. This may result in a distance of 8 feet between tables. Protective, plastic barriers may be used to separate unmovable tables and booths, and must be a minimum of 6 feet in height when measured from the floor. Taller seats will require higher barriers.

Reconfigure customer waiting area lines to ensure a distance of at least 6 feet, and use visual cues (floor markings, colored tape, or signs) to indicate where people should sit or stand.

Do not seat customers within 6 feet of a food preparation area, server station, or beverage station.

Customers seated at a bar top must be separated from employees behind the bar with a protective, plastic barrier, and may not be seated directly in front of the well, 3-compartment sink, or clean glassware. Barrier must be installed safely, reach 6 ½ feet in height or higher when measured from the floor, and not interfere with ventilation or fire sprinklers.

Install protective, plastic barriers in locations where close interactions with cashiers or host are necessary.

Provide designated hours for vulnerable populations (optional).

Deliveries and Vendors

Review work flows and make changes if needed to permit physical distancing during, pickups and deliveries.

When other parties (truck drivers, delivery agents, vendors) play a role in the work flow, instruct them to wear face coverings and to comply with symptom checks and physical distancing.

SANITIZATION AND CLEANING

Develop a sanitization plan that identifies the surfaces to be disinfected, the frequency, and the person assigned to the task. Use an **Environmental Protection Agency (EPA)** registered product that is effective against COVID-19, and follow label instructions for required contact time and ventilation.

Modify hours to allow for regular deep cleaning of the facility.

Provide disinfectant and related supplies in multiple locations readily available to employees.

Provide personal protective equipment (PPE) for staff who clean and disinfect surfaces appropriate to the chemicals that they are using.

Clean and disinfect the server stations and back of the house areas between shifts including, but not limited to refrigerator handles, beverage dispensers, coffee machines, sink faucet, counters, timeclocks, headsets, tablets, oven doors, carts and other kitchen equipment.

Disinfect items touched by customers, especially those that might attract contact from children including display cases, fish tanks, decorative fountains, etc.

Disinfect shared equipment between shifts or between users, whichever is more frequent, including copiers, fax machines, printers, phones, keyboards, staplers, counters, protective barriers, doorknobs, light switches, bathroom fixtures, trash cans, and railings. Disinfect credit card terminals, PIN pads, shared pens, and styluses after each use.

Laundering of Linens

Replace soiled linen receptacle bag before it becomes full to avoid overflowing. Ensure dirty linens are stored in a sealed bag at the end of each day until they are picked up for laundering.

Avoid shaking soiled linens.

Sanitization of Delivery Vehicles

Sanitize delivery vehicles and equipment before and after delivery routes. Delivery vehicles are to carry additional sanitation materials during deliveries.

BUILDING SAFETY

Stagnant water in pipes increases the risk for growth and spread of legionella bacteria. When reopening a building it is important to flush both hot and cold water lines through all pipes and points of use including faucets and showers. Appropriate PPE including an N95 respirator must be worn. Information regarding this process can be found at the [CDC website](#).

Consider upgrades to improve air filtration and increase fresh air ventilation in compliance with the California Health and Safety Code (optional).

If fans such as pedestal fans or hard mounted fans are used in the facility, take steps to minimize air from fans blowing from one person directly at another individual.

SUPPLY CHAIN

Evaluate supplies needed to meet operational needs and evaluate suppliers to determine if redundancy is needed should one supplier not be able to fulfill service needs or orders. (COVID-19 supplies may include but are not limited to paper goods such as paper towels and toilet paper, hand sanitizer, disinfectant wipes and spray, soap, cleaning supplies, face coverings, PPE, thermometers, and safety equipment).

PERSON RESPONSIBLE FOR IMPLEMENTING PROTOCOLS

Restaurant Name:

Person in Charge:

Title:

Phone Number:

Date: