

## Dine-In Restaurant Protocols - Appendix H

This protocol is to be completed by dine-in restaurants, which includes, brewpubs, breweries, bars, pubs, craft distilleries, and wineries that are licensed to provide sit-down, dine-in meals. Stand-alone bars, pubs, craft distilleries, and wineries that do not have an existing health permitted kitchens are prohibited from opening until permitted by the Long Beach Safer at Home Order. The requirements below apply to all dine-in restaurants. In addition to the conditions imposed on dine-in restaurants sectors by the Governor, businesses must also be in compliance with the conditions laid out in this Dine-In Restaurant Protocols. This protocol must be implemented and posted prior to a dine-in restaurant operating.

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](http://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

**All businesses must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable.**

<b>Business Name:</b>	
<b>Facility Address:</b>	

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

- All employees have been informed not to come to work if sick and to follow Long Beach Health Officer guidance for self-isolation, when applicable.
- Symptom checks are conducted before employees may enter the workspace. Checks must include a verbal check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing.
- All employees who have contact with the public or other employees during their shift(s) are offered, at no cost, a cloth face covering.
  - Employees who provide service to customers that have removed their cloth face covering to eat and drink, including employees that serve food or beverages to customers and employees that bus tables, are required to wear both (1) a face shield and (2) a face covering or mask. A face shield is to be worn in addition to the face covering.
  - The covering is always to be worn by the employee during the work day, when in contact, or likely to come into contact with others. Employees do not need to wear a cloth face covering when the employee is alone in a private office or a walled cubicle. Additional

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face coverings must be provided as needed.

- Employees are instructed to wash their face coverings daily.
- All workstations are separated by at least six feet.
- Distribution areas (for curbside pickup), break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:
  - Distribution area \_\_\_\_\_
  - Break rooms \_\_\_\_\_
  - Restrooms \_\_\_\_\_
  - Other \_\_\_\_\_
- Breaks are staggered to ensure that six (6) feet between employees can be maintained in designated break rooms/ break areas at all times.
- Employees are prohibited from eating or drinking anywhere inside the workplace other than designated break rooms/ break areas.
- Disinfectant and related supplies are available to employees at the following location(s):
  - Type of sanitizer used \_\_\_\_\_
  - Concentration \_\_\_\_\_
  - Method of testing \_\_\_\_\_
- Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):
- Employees are required and permitted adequate time to wash or sanitize their hands every 30 minutes or as needed if gloves are provided, or when changing job tasks to avoid any potential cross-contamination.
- A copy of this protocol has been distributed and training has been provided to each employee.
- All policies described in this checklist other than those related to terms of employment are applied to staff of delivery and any other companies who may be on the premises as third parties.

## **B. MEASURES TO ENSURE PHYSICAL DISTANCING**

- Limit occupancy within the restaurant to ensure there is adequate distancing and/or physical barriers between tables that minimizes contact between customers at different tables.
  - Indoor and outdoor in-person dining capacity is not to exceed of 60% maximum occupancy to allow sufficient space to physical distance between groups of customers. Distancing should be 6 feet between groups of seated customers and/or use physical barriers. Facilities that cannot operate with appropriate physical distancing must lower occupancy until appropriate physical distancing can be achieved.
  - All tables are spaced at least six feet apart, or if un-movable, a barrier or partition has been added to separate the tables that extends above the heads of the customers while seated.
  - Provide physical barriers and partitions at host stands, registers, and other areas where physical distance of six feet is difficult.
- A staff person, wearing a cloth face cover is posted near the door, but at least 6 feet from the

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nearest customers, to direct customers to line up six feet apart and in the correct line.

- Provide adequate security or staffing to implement any necessary crowd control and Physical Distancing Protocols.
- If the site entry space permits, customers are directed to one of two lines at the door: one for pickup of preordered items, and one for on-site dining.
- Tape or other markings identify both a starting place for customers arriving for pick-up and 6-foot intervals for subsequent customers who are joining the line.
- When offering on-site ordering and pick-up, customers should be encouraged to use their phone device to view the menu or offered a menu (preferred. If reusable menus are used, they must be disinfected after each use), to allow for ease of ordering, and items orders should be gathered, packaged and picked up by the customer.
- Customers waiting for items may not congregate at the business. They should either remain in their car, wait outside separated by 6ft or more, or return within a specified amount of time set when food is ready to obtain their order.
- Employees have been instructed to maintain at least a six (6) feet distance from customers and from each other in the pickup and payment areas. Employees may momentarily come closer when necessary to accept payment, deliver food, or as otherwise necessary.
- Employee workstations are separated by at least 6 feet and the common areas are configured to limit employee gatherings to ensure physical distancing of at least 6 feet.
- Bars, wineries, breweries, restaurants, and markets that serve meals may open their dining rooms if physical distance of (6) six or more feet can be met.
- Promote delivery and curbside pickup.
- Prioritize outdoor seating when customers are dining onsite.
- Strongly recommend that only members of the same household dine together.
- Do not seat customers within 6 feet from employee work stations, food and drink preparation, and storage areas.
- Consider requiring reservations to prevent people from gathering.
- A maximum of 6 people may be seated together.

### **C. MEASURES TO ENSURE INFECTION CONTROL**

- The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased.
- Ensure sufficient staffing to properly clean the facilities
- Contactless payment systems are in place or, if not feasible, payment systems are sanitized regularly. Describe: \_\_\_\_\_
- Common areas and frequently touched objects in the 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.
- Closely follow manufacturer's instructions when sanitizing food contact surfaces.
  - Sanitizer type \_\_\_\_\_
  - Concentration \_\_\_\_\_
  - Method of testing \_\_\_\_\_

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- Require use of Face Coverings and gloves and/or frequent handwashing for employee interaction with customers, food preparation, and food delivery.
- Clean and disinfect dining tables, chairs, booths, and/or other surfaces in between customer use.
- Customers are instructed that they must wear cloth face coverings during the time in the facility unless seated for dining. This applies to all adults and to children over the age of 2. Businesses may refuse admission to any individual who does not wear a face covering.
- No food items can have multiple contacts or be shared between tables such as condiment bottles, salt and pepper shakers, or breadbasket, and must be sanitized in between customer uses. Single service packets may be provided for each customer.
- Customer self-service is prohibited except when using no contact dispensing units/machines, such as soda dispensers and soft-serve machines. Employee monitoring and disinfecting is required in case of any contamination.
- No outdoor storage of utensils, wares, or beverage/wait stations.
- Pre-roll utensils in napkins prior to use by customers and store in a clean container.
- Multiuse customer utensils and wares should be handled with gloves and washed with dish soap and hot water (100°F min.) rinsed, then sanitized or in a well-stocked and well-maintained mechanical dishwasher. Employees should wash their hands after removing their gloves or after directly handling soiled wares.
- Provide takeout containers as needed and ask customers to pack their own leftovers.
- Provide hand sanitizer to customers at or near the entrance of the facility and at dining tables and other appropriate areas.
- When possible, install hands-free devices such as soap and towel dispensers.
- Provide contactless pick-up and delivery.
- All payment portals, pens, and styluses are disinfected after each use.
- Customer restroom is disinfected regularly.
- Close bar areas.
- No food or beverages shall be served to or consumed by a customer who is not seated at a table designated by the restaurant for dining.
- Shared entertainment items, such as board games, arcade games, and vending are prohibited. Customers shall not have access to game and entertainment area, such as pool tables or darts.

#### **D. MEASURES THAT COMMUNICATE TO THE PUBLIC**

- A copy of this protocol is posted at all public entrances to the facility.
- Post a sign at the entrance(s) of the facility informing all employees and customers that they should (i) avoid entering the facility if they are experiencing symptoms of respiratory illness; including fever or cough; (ii) maintain a minimum of six-foot distance from one another; (iii) sneeze and cough into one's elbow; (iv) not shake hands or engage in any unnecessary physical contact.
- Signage at the entry and/or where customers line up notifies customers of options for and advantages preordering and prepayment.
- Online outlets of the establishment (website, social media, etc.) provide clear information about store hours, required use of face coverings, policies regarding preordering, prepayment, pickup and/or delivery and other relevant information.

#### **E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES**

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- 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.

**F. MEASURES TO ENSURE FOOD SAFETY AND ADDITIONAL RESOURCES**

- Review the [City of Long Beach Food Safety Manual](#)
- California Department of Public Health and Cal/OSHA [Dine-In Guidance](#)
- Centers for Disease Control [Food Safety and Coronavirus Disease 2019](#)

**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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