Protocols for Restaurants Opening for On-site Dining: Appendix I
Requirements for Restaurants Opening for On-site Dining

Appendix I

- Workplace policies and practices to protect employee's health
- Measures to ensure physical distancing
- Procedures to ensure infection mitigation
- Effective communication with employees and the public
- Ensuring equitable access to critical services
Workplace policies and practices to protect employee’s health

- All restaurants covered by this protocol must implement listed measures
- If not implemented, be prepared to explain why it does not apply
- Protocols to re-open must be in place prior to re-opening

Recommendation: Designate an on-duty employee responsible for monitoring compliance with an established plan.
Workplace policies and practices to protect employee’s health

21 Measures under this section

Establish, post and distribute clear guidelines for all employees

- Require the immediate self-quarantine of employee(s) that had a workplace exposure.
- Access to COVID-19 test to determine additional workplace exposure.
- Leave policies should be flexible and non-punitive and allow sick employees to stay home and away from co-workers.
Workplace policies and practices to protect employee’s health

Symptom checks - Daily

- A temperature check should be done at the worksite if feasible.
- Must be conducted before employees enter the workspace.
- These checks can be done remotely or in person upon the employees’ arrival.
- 3+ cases within the workplace within a span of 14 days, employer should report the outbreak to Dept. of Public Health at t (888) 397-3993 or (213) 240-7821.

Recommendation: Create a check list for COVID-19 symptoms for employee for self-declaration.
Workplace policies and practices to protect employee’s health

Sample list of COVID-19 Symptoms

This list of symptoms is not all inclusive

- FEVER OR CHILLS
- SHORTNESS OF BREATH
- COUGH
- FATIGUE
- MUSCLE ACHES
- NEW LOSS OF TASTE
- HEADACHES
- SORE THROAT
- NAUSEA AND/OR VOMITING
- RUNNY NOSE
Workplace policies and practices to protect employee’s health

PPE (Personal Protection Equipment)

- Employer must offer at no cost a cloth face covering to all employees.
- Dishwashers, servers and bussers must be provided at no cost face coverings, protective glasses, and/or face shields and impermeable aprons.
- Wash stations including hand sanitizer, soap and water, must be readily available and plenty of time given to employees.
- Stagger breaks to ensure social distancing.
Measures to ensure physical distancing

15 Measures under this Section

Building – Six feet distancing:

1. Limit indoor dining capacity at 60%. A table shall be limited to 6 customers.

2. Use tape or other markings to identify both a starting place for customers arriving for pick-up or dine-in.

3. Mark 6 feet intervals for subsequent customers who are joining the line.

4. Kitchen and other areas must be marked to reinforce 6 feet physical distancing.

5. Establish markings for directional hallways and passageways for foot traffic.

6. Also, directional markings for Check Stands, Restrooms, Waiting Areas, Valet Drop-off and Pick-up.

7. Install physical barriers (Plexiglass) at Registers, Host Stand, Counters, Between Tables or when necessary.
Measures to ensure physical distancing

Building – Six feet distancing:

- Employees are discouraged from congregating in high traffic areas (i.e. hallways, stairwells, break rooms, bathrooms, etc.)

- Commons areas (i.e. break rooms) must be restricted / redesigned/ or closed.

- All non-employees, vendors and delivery personnel must adhere to the required physical distancing and use face coverings when entering the premises.
Measures to ensure physical distancing

Building – Six feet distancing:

- Prioritized outdoor seating and curbside pickup, as allowed by local zoning and planning codes.

- Bar areas that serve food may open to customers to serve food with the purchase of alcohol if they can adhere to the 6 feet physical distancing requirements.

- Outdoor Areas must ensure 6 feet of physical distancing, but it is not included in the occupancy limit.

- All members of the party must be present before seating and host must bring the entire party to the table at one time.

- Limit occupancy within the restaurant at 60% capacity and limit the number to 6 guests at a single table. People in the same party seated do not have to be six feet apart.
Measures to ensure physical distancing

Building – Six feet distancing:

- Provide disposable menus, posted menus or mobile ordering to customers.
- Utilize contactless payment - if not feasible, payment system must be sanitized after each use.
- Customer’ contact information for each party must be collected either at time of the reservation or on site to allow for contact tracing should this be required.
Measures to ensure physical distancing

Sampled Approved Seating Arrangements

**DIAGRAM 1**
- Side by side no barrier
  - 4 feet between tables, edge to table edge
  - Distance between guests is 6 feet, center of chair
  - This applies to banquet seating
  - This also applies to counter seating

**DIAGRAM 2**
- Side by side with barrier
  - 1 foot between tables, edge to edge
  - Barrier - extends 18 inches past end of table
  - For counter seating, with barrier no spacing req
  - barrier must extend into the counter 18 inches
Measures to ensure physical distancing

Sampled Approved Seating Arrangements

**DIAGRAM 7**

*When table are staggered, no barrier*
- 4.5 feet between tables, edge to edge at closest point
- Applies to any shape table
- Shakes

- 4.5 Feet

**DIAGRAM 8**

*When table are staggered, with barrier*
- 2 feet between tables, edge to edge at closest point
- Barrier extend to cover the depths of the seats
Measures to ensure physical distancing

Sampled Approved Seating Arrangements

DIAGRAM 11

When at a corner of a counter, no barrier
6 feet from center of chair to center of chair
(Unless they are the same party)
Diagram 1 shows non corner of a counter seating

DIAGRAM 12

When at a corner of a counter, with barrier
Barrier must extend 1 foot beyond edge of counter
Barrier must extend 18 inches into the counter
Diagram 2 shows non corner of a counter seating

DIAGRAM 13

6 Feet

sneeze guard at work station

DIAGRAM 14

3 Feet

When at a counter, no barrier
6 feet from center of chair to center of chair
(Unless they are the same party)
If Employee inside of 6 feet, need barrier

When at a counter, with barrier
3 feet from center of chair to center of chair
Barrier 18 inches into and extending out from counter
Measures to ensure physical distancing

For Staff - Six feet distancing:

- A staff person, wearing a cloth face cover and or gloves is posted near the entrance to greet and direct customers while maintain physical distancing.

- Wait Staff wearing face coverings and gloves, are positioned 6 feet from each other and from customers to take orders.

- Bins should be used to pass appropriately ordered packaged food or receipts to customers.
27 Measures under this section

For the Establishment:

- Maintain and check the HVAC system and ensure air flow throughout the establishment.

- Eliminate shared materials (i.e. headsets, staplers, notepads, pens, coffee mugs, etc.) whenever possible.

- Common areas and frequently touched objects (e.g., restrooms, tables, doorknobs or handles, light switches, handrails, etc.) must be disinfected regularly using EPA approved disinfectants.
Procedures to ensure infection mitigation

27 Measures under this section

For the Establishment:

- All payment and credit card portals, pens, and styluses must be disinfected after each use.

- If possible, install touchless dispensers for hand sanitizer, soap, paper towel and trash dispenser.

- The entire building must be deep cleaned regularly by a professional service.
For the Establishment: Customer Service/Dining Areas

Procedures to ensure infection mitigation

- All tabletop items including flatware, glass, menus and condiments must not be present on tables. Assigned one employee to wrap these items individually.

- Customers should enter through doors that are propped open (if possible) or automated.
  - Hand sanitizer and trash cans must be available for guests.

- Tablecloths must be replaced between guests.
  - If a hard-non-porous surface is used, it must be sanitized/disinfected between guests.

- Customer seating areas must be cleaned sanitized/disinfected after each use.

- All tabletop items including flatware, glass, menus and condiments must not be present on tables. Assigned one employee to wrap these items individually.
For the Establishment: Food Safety Considerations

- **Procedures to ensure infection mitigation**

**Self-service areas with condiment caddies, utensil caddies, napkins, lids, straws, to-go containers.**

**Self-service food areas, such as refilling beverages station, 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.**

**After-meal mints candies, snacks, or toothpicks for customers.**

**NOT ALLOWED FOR CUSTOMERS**
Procedures to ensure infection mitigation

For Customers:

Customers who refuse to wear cloth face coverings will be refused service and asked to leave.

- Customers must always wear a cloth mask anywhere in the facility, including children over the age of 2.
- Hand sanitizers, tissues, and trash cans must be available to the public throughout the Restaurant.
- Customers can only uncover their face while seated at their table to eat or drink.
- Customers must wear face coverings even while using the Restroom.
Effective communication with employees and the public

5 Measures under this section

- **A copy of the protocol must be posted at all public entrances to the facility.** For a copy, click on the below link below, click on “Reopening Protocols”, find “Office-Based Worksites” to find the English version, as well as Spanish, Traditional Chinese, Simplified Chinese, Korean, Armenian, Arabic, Farsi, and Cambodian: [http://publichealth.lacounty.gov/media/Coronavirus/](http://publichealth.lacounty.gov/media/Coronavirus/)

- Signage has been posted to provide clear guidelines to the public about safety

- Signage has been posted advising employees and visitors to not enter if they have a cough or fever.

- Online outlets of the workplace (website, social media, etc.) provide clear information about hours, appointment, face coverings, etc.
3 Measures under this section

- Services that are critical to the customers/clients have been prioritized.
- Transactions or services that can be offered remotely have been moved on-line.
- Guidelines and access to the establishment must meet the Americans with Disability Act (ADA) requirements and those at high risk in public places.
http://publichealth.lacounty.gov/media/Coronavirus/guidances.htm#business
- PPE Vendor list.
- Notice to Customers Poster
- Workplace Managers
- Custodial Staff
- Field Staff
- Guidance for Cloth Face Coverings
- Cloth Face Coverings (Infographics)
- Cleaning and Disinfection Matrix
- Handwashing
- More
For more information

- Dept of Los Angeles County Public Health: [http://publichealth.lacounty.gov/media/Coronavirus/](http://publichealth.lacounty.gov/media/Coronavirus/)

- Dept of Consumer and Business Affairs website [https://DCBA.LACounty.gov/](https://DCBA.LACounty.gov/)

- Disaster Help Center at
  - **Hours:** M-F 8:30 a.m. – 5:30 p.m.; Saturday 10 a.m. – 3 p.m.
  - Tel: (833) 238-4450
  - Email: DisasterHelpCenter@LACounty.gov