

## Protocol for Restaurants, Breweries and Wineries: Appendix I

**Recent Updates:** (Changes highlighted in yellow)

**2/2/2021:** Updated to clarify the following:

- All establishments must also verbally inform customers prior to seating that everyone sharing a table must be from the same household, as noted on 1/28/21.

**2/1/2021:** Updated to clarify the following:

- Wineries and breweries that do not possess a restaurant public health permit and choose to offer outdoor, on-premises food and beverage service as described in paragraphs (1), (2) and (3) below (defined as “Facilities”) may not operate between the hours of 12:01 AM and 11:30 AM. This limitation does not apply to any other type of business under this protocol.

**1/28/2021:** Restaurants and breweries may reopen for outdoor dining, and wineries may reopen for outdoor wine tastings in compliance with this protocol:

- Employees that may come in contact with customers must wear both a face covering and a face shield at all times when interacting with customers and when in customer service areas.
- Outdoor dining table seating must be limited to no more than 6 people per table, all of whom must be from the same household. All establishments must post signage and verbally inform customers that everyone sharing a table must be from the same household.
- Outdoor tables must be repositioned or removed so that all tables are at least 8 feet apart.
- Televisions or other screens that broadcast programming must remain off until further notice.
- Restaurants must follow the [California Department of Public Health’s mandatory guidance on the Use of Temporary Structures for Outdoor Business Operations](#).

Due to the recent decrease in COVID-19 cases and hospitalizations this protocol has been updated to allow restaurants and other food facilities to provide food and beverage service via outdoor dining in addition to delivery, drive thru, and carry out service, or, in the case of wineries, to offer outdoor wine tastings with modifications. In addition to the conditions imposed on restaurants, breweries and wineries by the State Public Health Officer, restaurants, breweries and wineries must also be in compliance with these safety and infection control protocols.

COVID-19 is mostly spread when people are physically near a person with COVID-19 or have direct contact with that person. When people with COVID-19 cough, sneeze, sing, talk, or breathe, they produce respiratory droplets. And, according to the Centers for Disease Control and Prevention, the risk of COVID-19 spread increases in a restaurant setting, as described below, as individuals remove their face coverings while eating and drinking and there is increased interaction with those who do not live in the same household.

- **Lowest Risk:** Food service limited to drive-through, delivery, take-out, and curbside pick-up.
- **More Risk:** Drive-through, delivery, take-out, and curbside pick-up emphasized. On-site dining limited to outdoor seating. Seating capacity reduced to allow tables to be spaced **further** apart.
- **Higher Risk:** On-site dining with indoor seating capacity reduced to allow tables to be spaced **further** apart. And/or on-site dining with outdoor seating, but tables not spaced **further** apart.
- **Highest Risk:** On-site dining with indoor seating. Seating capacity is not **reduced**, and tables not spaced **further** apart.

Please note, **T**he daily reports of new COVID-19 cases, hospitalizations, and deaths in the County remain high as does the risk of community transmission. Nothing in this protocol obligates an establishment to reopen for on-site outdoor service. Establishments are encouraged to continue offering pickup and delivery service to the extent possible.

In the protocols that follow, the term “household” is defined as “persons living together as a single living unit” and shall not include institutional group living situations such as dormitories, fraternities, sororities, monasteries, convents, or residential care facilities, nor does it include such commercial living arrangements such as boarding houses, hotels, or motels.<sup>1</sup> The terms “staff” and “employee” are meant to include employees, volunteers, interns and trainees, scholars and all other individuals who carry out work at the site. The term “visitors” or “customers” should be understood to include members of the public and others who are not staff or employees who spend time at the business or site. The terms “establishment”, “site”, and “facility” both refer to the building, grounds, and any adjacent buildings or grounds at which permitted activities are conducted. **“LACDPH” is the Los Angeles County Department of Public Health.**

Wineries that produce their own wine with premises set aside for wine tasting that are exempt from the definition of a food facility by California Health and Safety Code Section 113789(c)(5) and do not require a health permit to operate may **reopen** for outdoor tastings with modifications and retail sales and must comply with the employee safety and infection control requirements of this protocol and the Protocols for Retail Establishments Opening for In-person Shopping (Appendix B). Wineries that offer or allow the purchase of glasses or bottles of wine for consumption on-site, as opposed to just tastings which are to promote retail sales, must offer a bona fide meal with the purchased glass or bottle of wine.

**The following requirements apply only to those breweries and wineries that are exempt from obtaining a public health permit:**

Breweries and wineries with a #1, #2 and/or #23 state alcohol license that do not possess a restaurant public health permit (hereafter referred to as “Facility”) may offer outdoor, on-premises food and beverage service provided that the Facility adheres to all the protocols for restaurants detailed below, adheres to the additional requirements for the Facility, and enters into one of the following arrangements to offer meals with on-premises beverage sales:

- 1) The Facility may contract with a caterer or restaurant that has a valid Los Angeles County Health Permit to offer a bona fide meal with alcohol under the host facility requirements outlined in the California Retail Food Code, provided that the Facility obtains a health permit from the Environmental Health Division at the Los Angeles County Department of Public Health prior to operating in such capacity. **ALCOHOL MUST BE PURCHASED IN THE SAME TRANSACTION AS A BONA FIDE MEAL.** The catering operation must provide Standard Operating Procedures to the Environmental Health Division at [EHmail@ph.lacounty.gov](mailto:EHmail@ph.lacounty.gov) prior to operating in such capacity; or
- 2) The Facility may work with a mobile food facility (i.e. food truck) permitted by the Los Angeles Department of Public Health to provide bona fide meals. For all arrangements, **ALCOHOL MUST BE PURCHASED IN THE SAME TRANSACTION AS A BONA FIDE MEAL.** The Facility shall notify the Environmental Health Division at [EHmail@ph.lacounty.gov](mailto:EHmail@ph.lacounty.gov) prior to operating in such capacity.

“Bona fide meals” are defined as a usual assortment of foods commonly ordered at various hours of the day that would be considered a legitimate meal; the service of prepackaged food like sandwiches or salads, or simply heating frozen or prepared meals, or serving only appetizers and snacks shall not be deemed compliant with the bona fide meal requirement.

- 3) The Facility may not serve any beverages or food to customers that are not seated, and customers are not allowed to consume food or beverages unless seated at a table. The Facility may not operate between the hours of 12:01 AM and 11:30 AM.

<sup>1</sup> Los Angeles County Code, Title 22, §22.14.060 - F. Family definition. (Ord. 2019-0004 § 1, 2019.)  
[https://library.municode.com/ca/los\\_angeles\\_county/codes/code\\_of\\_ordinances?nodeId=TIT22PLZO\\_DIV2DE\\_CH22.14DE\\_22.14.060F](https://library.municode.com/ca/los_angeles_county/codes/code_of_ordinances?nodeId=TIT22PLZO_DIV2DE_CH22.14DE_22.14.060F)

**Additional requirements that apply to all businesses:**

Facilities that are not authorized pursuant to the Health Order and this Protocol to reopen are required to remain closed.

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.

This protocol is not intended for food vendors (such as food trucks and food carts). Refer to the [Guidance for Food Street Vendors](#) for requirements that apply to these food facilities.

Please note: This document may be updated as additional information and resources become available so be sure to check the LA County website <http://www.ph.lacounty.gov/media/Coronavirus/> regularly for any updates to this document and related guidance.

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, breweries and wineries 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.**

**Business name:**

---

**Facility Address:**

---

**Maximum Occupancy:**

---

**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 the owner, manager, or operator knows of three (3) or more cases of COVID-19 within the workplace within a span of 14 days the employer must report this outbreak to the Department of Public Health at (888) 397-3993 or (213) 240-7821 or online at [www.redcap.link/covidreport](http://www.redcap.link/covidreport). If a cluster is identified at a worksite, the Department of Public Health will initiate a cluster response which includes providing infection control guidance and recommendations, technical support and site-specific control measures. A public health case manager will be assigned to the cluster investigation to help guide the facility response. LACDPH will need the facility's immediate cooperation to determine whether the cluster of cases constitutes an outbreak of COVID-19.
- Entry screenings are conducted before employees, vendors, and delivery personnel may enter the workspace, in accordance with the LACDPH [Entry Screening guidance](#). Screenings must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills and whether the individual is currently under isolation and quarantine orders. These check-ins can be done remotely or in person upon the employees' arrival. A temperature check should also be done at the worksite if feasible.
- Employees who have contact with others are offered, at no cost, an appropriate face covering/mask that covers the nose and mouth. The covering/mask is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others. Employees who have been instructed by their medical provider that they should not wear a face covering must wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves must not be used.
- All employees must wear a face covering at all times except when they are alone in a private office with a closed door or when they are eating or drinking alone. The exception made previously for employees working in cubicles with a solid partition exceeding the height of the employee when standing is overridden until further notice.
- Employees are instructed on the proper use of face coverings, including the need to wash or replace their face coverings daily.
- Face shields are provided and worn by employees who are or may come into contact with customers (this includes but is not limited to hosts, hostesses, and wait staff who interact with customers as well as other employees like bussers, runners, and others who may enter the front-of-the-house area). The face shield is to be worn in addition to the face covering/mask. Face coverings/masks protect others from the wearer's droplets; face shields help protect the wearer from others' droplets.
- Face shields are to be used, cleaned, and disinfected per manufacturer's directions.
- To ensure that face coverings/masks are worn consistently and correctly, employees are prohibited from eating or drinking except during their breaks when they are able to safely remove their masks and physically distance from others. At all times when eating or drinking, employees must maintain at least a six-foot distance from others. When eating or drinking, it is preferred to do so outdoors and away from others.
- Occupancy is reduced and space between employees is maximized in any room or area used by employees for meals and/or breaks. This has been achieved by:

- Posting a maximum occupancy that is consistent with enabling a distance of at least six feet between individuals in rooms or areas used for breaks;
  - Staggering break or mealtimes to reduce occupancy in rooms or areas used for meals and breaks; and
  - Placing tables **at least** eight feet apart, removing or taping seats to reduce occupancy, placing markings on floors to assure distancing, and arranging seating in a way that minimizes face-to-face contact. Use of partitions is encouraged to further prevent spread but should not be considered a substitute for reducing occupancy and maintaining physical distancing.
- 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.
  - All employees, vendors and delivery personnel have been provided instructions regarding maintaining physical distancing and the use face coverings when around others.
  - Workers are enlisted and supported as peer educators, reinforcing instructions around physical distancing and infection control.
  - 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 hourly, 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

- The number of customers in an outdoor seating area is low enough to ensure physical distancing. **To ensure physical distancing of at least 6 feet between customers seated at different tables, tables must be spaced at least 8 feet apart when measured from one table edge to the next table edge. This also allows for passing room between tables and accounts for chairs being pushed out and occupied by customers seated at the table.**
- On-site outdoor seating at a table shall be limited to no more than 6 people in the same party. All people seated at a table must be members of the same household **and, thus,** do not have to sit six feet apart from



each other.<sup>2</sup> Prior to seating, 1) all members of the party must be present, and 2) the host shall verbally inform the party that everyone sharing a table must be from the same household.

- Maximum number of customers in the outdoor seating area is limited to: \_\_\_\_\_, as determined by the total number of seats available after tables are spaced at least 8 feet apart from any other table and with a maximum of six (6) seats at each table.
- Measures to ensure physical distancing are adhered to where customers or employees are in a queue. This includes check-stands and terminals, counter lines, restrooms, elevator lobbies, host stands and waiting areas, valet drop off and pickup, and any other areas where customers congregate.
  - 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.
  - If possible, an employee wearing both a face shield and face covering/mask is posted near the above areas, but at least 6 feet from the nearest customers, to monitor that physical distancing procedures are adhered to.
- Televisions or any other screens that are used to broadcast programming or other entertainment must be removed from the area or turned off. This provision is effective until further notice.
- 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 and by staff during delivery.
- Facilities offering on-site outdoor dining service must also adhere to the following:
  - To qualify as “outdoor operations”, the facility’s dining or wine tasting area and any temporary structures used for it must comply with the State’s criteria for an outdoor setting, as specified in the California Department of Health’s mandatory guidance on [Use of Temporary Structures for Outdoor Business Operations](#).
  - Bar counters used for the purposes of preparing or serving alcoholic beverages are closed to food and beverage service at the counter.
  - Any service of food, beverages, and/or alcohol indoors that involves a customer sitting indoors to consume food, beverages, or alcohol is prohibited.
  - Onsite seating within an indoor food court is prohibited.
  - Entertainment operations are prohibited. This includes, but is not limited to, Disk Jockey (DJ), live dancers, comedians, live music or other entertainment. Recorded music is allowed, but volume must be low enough so that workers can hear customers while maintaining their distance.
  - Restaurants may not host receptions, banquets, or other coordinated, organized or invited events, or gatherings of any type.
- Restaurants may continue and are encouraged to be open for delivery, take-out and drive thru operations.
- Technology solutions, such as mobile ordering and menu tablets, contactless payment options, among others, have been implemented to reduce person-to-person interaction, whenever possible.
- Design interaction between customers, delivery drivers and employees to allow for physical distancing.
  - Floors in and outside of the restaurant in areas when customers, vendors, delivery personnel or others may wait for are marked to enable and enforce physical distancing.

<sup>2</sup> In compliance with the County of Los Angeles Health Officer Order, a) nothing in this protocol prohibits persons living together as a single household in a household or living unit (“household”) from engaging in permitted activities together and b) the intent is to limit close contact with others outside their household in both indoor and outdoor spaces to prevent the spread of COVID-19.

- The use of contactless processes for pickup and delivery and other electronic systems for guest interactions have been implemented, where possible.
- Interactions between employees and customers are limited to a maximum of five minutes per occurrence, where possible.
- On-site outdoor dining and wine tasting are encouraged to be made by reservation or customers are notified to call in advance to confirm outdoor seating/serving capacity, where possible. Contact information for a 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.
  - Consider options for outdoor dining customers to order ahead of time to limit the amount of time spent at the establishment.
- 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 contact between staff and customers.
  - 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.

### ADDITIONAL CONSIDERATIONS FOR TASTING ROOMS

- Provide a clean glass for each tasting and, if possible, do not pour beverages into a glass that a customer has already used (smelled, tasted from, etc.)
- The use of communal dump buckets, spit buckets, spittoons, etc. must be discontinued
  - Provide individual, disposable cups to each guest instead to avoid splash contamination between guests.
- Do not touch beverage container necks to cups, glasses, etc., when pouring wine, beer, or spirits.
- Take measures to ensure that tasting group appointment times do not overlap to minimize interaction of people from different groups and places.

- Discontinue tours that combine individuals from different households into the same tour group. Tour guides must maintain at least six feet of physical distance from customers/visitors. Tours may not occur indoors.

## 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-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 contact surfaces are cleaned and sanitized on an hourly basis.
- Areas where customers may congregate or touch food or food ware 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

- Restrooms that were previously open to the public should remain open to the public.
- 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 on an hourly basis.
- 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 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 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.
- To operate for outdoor dining service, a facility's outdoor dining area must allow for the free flow of outdoor air through the entire space and must follow the State's parameters, as specified in the California Department of Health's mandatory guidance on [Use of Temporary Structures for Outdoor Business Operations](#), to qualify as outdoor operations or an outdoor setting and to reduce the risk of COVID-19 transmission for customers

and staff.

- Partitions or barriers around or within the facility may be used and do not qualify as closed sides so long as they are no more than 3 feet in height as measured from the floor and do not impede the free flow of air through the entire facility. A partition or barrier that is greater than 3 feet in height is considered a closed side.
  - Fences and screens that do not impede airflow are not considered closed sides for purposes of determining whether an area is outdoors.
- 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 face coverings/masks upon entry to the facility, when walking anywhere in the facility, when using the restrooms, and as per the instructions described in Section D. 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. To support the safety of your employees and other visitors, a face covering should be made available to visitors who arrive without them.
  - Customers may remove face coverings as per the instructions described in Section D.
  - Customers must be seated to consume any food or beverages. Customers may not walk around or stand while eating 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/guardian, avoid touching any other person or any item that does not belong to them, and are wearing face coverings if their age permits.
- Symptom checks are conducted before visitors may enter the facility. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills, and whether the individual is currently under isolation or quarantine orders. These checks can be done in person or through alternative methods such as on-line check in systems or through signage posted at the entrance to the facility stating that visitors with these symptoms should not enter the premises.
- 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 cleaned and 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 on an hourly basis.
- 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 or a COVID Compliance Certificate is posted at all public entrances to the facility.
- Signage is posted **at all entrances** that reminds the dining public to maintain physical distancing of six feet, wash hands or use sanitizer upon entry into a restaurant, **to wear a face covering when not eating or drinking**, and to stay home if they are ill or have symptoms consistent with COVID-19.
- All establishments must **also** post signage **at all entrances and verbally inform customers arriving for outdoor dining** that everyone sharing a table must be from the same household.
- For restaurants located inside another business or an indoor or outdoor shopping center or mall, signage is posted indicating that customers may not eat or drink anywhere on the premises of the business or mall.
- Customer Instructions. Dining and wine tasting establishments must place a sign or card (no smaller than 3 x 5 inches) at the table with at least the following or substantially similar instructions after sanitizing each table between customer parties:**

“Help us keep our business open, protect our staff, and protect fellow diners by following our simple guidelines:

- Keep your mask on until your food or drinks are served and after finishing it/them.
- Put your mask on whenever a server approaches your table.
- Put your mask on whenever you leave your table.
- Wash or sanitize your hands.

Thank you for helping protect the health of our staff and your fellow customers!”

Other options, such as signage, digital boards, among others, may be used **in the dining area** to inform and remind customers of these instructions as they are seated and throughout their time at the establishment.

- 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.
- Online outlets of the establishment (website, social media, etc.) provide clear information about facility hours, required use of face coverings, **the need for everyone sharing a table to be from the same household**, **and** 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:**

\_\_\_\_\_