

XX, XX, 2020

Dear Restaurant Owner,

Recently the County has modified orders to allow for indoor and outdoor dining. The guidelines ask that you follow the instructions contained in this packet. They include a self-certification component that confirms that you are implementing the guidelines in order to minimize the risk of COVID-19, for the safety of your workers and customers.

If you need additional copies of the documents they can be found at:

<https://www.smchealth.org/post/covid-19-requirements-resources>

The guidance that your restaurant needs to follow are in the document titled San Mateo County restaurant dining requirements, included in this packet. It lists the requirements that your restaurant needs to put-in-place in order to meet County guidelines.

The requirements are as follows;

1. Review the California Department of Public Health Industry Guidance:
  - a) Covid-19 Industry Guidance: Dine in Restaurants (Copy enclosed)
  - b) Covid-19 Industry Guidance: Restaurants, Bars and Wineries (Copy enclosed)
2. Complete, Review (with employees) and Post, at all front entrances the following completed documents (Copies enclosed):
  - a) Health Officer's Social Distance Protocol (Appendix A)
  - b) Required signage listed in Social Distancing Protocol
  - c) Cal/OSHA COVID-19 General Checklist for Dine-in Restaurants
  - d) Self-Certification Placard

Begin by using the San Mateo County restaurant dining requirements document as your guide to complete the required forms and to self-certify your restaurant. Please follow the three-step process below and complete the forms before implementing indoor or outdoor dining in your restaurant:

**Step 1)** Verify section (A) titled: **All Restaurants should verify the following.**

- These guidelines are related to systems operations, food storage requirements, insect or rodent infestation and employee food handling certification and training numbered 1-6.

**Step 2)** Follow the directions in section (B) titled: **Criteria for all restaurants to re-open sit-down meal services to customers.**

- It contains information related to cleaning and sanitizing, review of enclosed documents with instructions on required employee training and health, use of barriers and personal protective equipment (PPE).
- **Item number 4 in this section is a critical component as it requires a designated person in charge to ensure implementation of your Health and Safety plan.**

- The designated person/supervisor must be on-site during business hours. These items are numbered 1-4.

**Step 3)** Complete Appendix A, by checking the boxes that apply to your restaurant.

- Appendix A is now your restaurant's required Health and Safety plan for Social distancing.
- You must now post these required documents near each entrance door(s) so that they are visible to the public and employees.
- Be sure to complete and include the self-certification (orange check mark document).

Please complete all the requirements before moving forward with your indoor or outdoor dining plans.

We hope you find this information helpful in meeting County dining requirements and wish you the best as we all work together to overcome this challenge placed before us. Together we support our community and are working to overcome this challenge!

Sincerely,



SAN MATEO COUNTY HEALTH

**ENVIRONMENTAL  
HEALTH SERVICES**

**Environmental Health Services**

**Food Program**

2000 Alameda de las Pulgas, Suite #100

San Mateo, CA 94403

Phone: (650) 372-6200 | Fax: (650) 627-8244  
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## **CAL/OSHA COVID-19 GENERAL CHECKLIST FOR DINE-IN RESTAURANTS**

**Note:** This document was developed by the California Department of Public Health and Cal/OSHA's [May 12, 2020 COVID-19 General Checklist for Dine-in Restaurants](#).

This checklist is intended to help dine-in restaurant employers implement their plan to prevent the spread of COVID-19 in the workplace and is supplemental to the [Guidance for Dine-in Restaurants](#). This checklist is a summary and contains shorthand for some parts of the guidance; familiarize yourself with the guidance before using this checklist.

### **CONTENTS OF WRITTEN WORKSITE SPECIFIC PLAN**

- ☐ The person(s) responsible for implementing the plan.
- ☐ A risk assessment and the measures that will be taken to prevent spread of the virus.
- ☐ Training and communication with employees and employee representatives on the plan.
- ☐ A process to check for compliance and to document and correct deficiencies.
- ☐ A process to investigate COVID-cases, alert the local health department, and identify and isolate close workplace contacts of infected employees until they are tested.

### **TOPICS FOR EMPLOYEE TRAINING**

- ☐ Information on [COVID-19](#), preventing spread, and who is especially vulnerable.
- ☐ Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- ☐ The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- ☐ When to seek medical attention.
- ☐ The importance of hand washing.
- ☐ The importance of physical distancing, both at work and off work time.
- ☐ The proper use of face coverings.

- ☐ Information on leave benefits and workers' compensation for employees.

## INDIVIDUAL CONTROL MEASURES AND SCREENING

- ☐ Symptom screenings and/or temperature checks.
- ☐ Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- ☐ Encourage frequent handwashing and use of hand sanitizer.
- ☐ Provide disposable gloves to workers using cleaners and disinfectants if required. Consider gloves a supplement to frequent hand washing for other cleaning, tasks such as handling commonly touched items or conducting symptom screening.
- ☐ Strongly recommend cloth face covers.
- ☐ Provide disposable gloves to staff handling dirty dishes and impermeable aprons and eye and face protection to dishwashers. Change and/or disinfect frequently.
- ☐ Close or increase distance between tables/chairs in breakrooms or provide break areas in open space to ensure physical distancing.
- ☐ Communicate frequently to customers that they should use face masks/covers.

## CLEANING AND DISINFECTING PROTOCOLS

- ☐ Perform thorough cleaning in high traffic areas.
- ☐ Frequently disinfect commonly used surfaces and surfaces touched by patrons.
- ☐ Clean touchable surfaces between shifts or between users, whichever is more frequent.
- ☐ Equip spaces such as dining rooms, bar areas, host stands, and kitchens with proper sanitation products, including hand sanitizer and sanitizing wipes and ensure availability.
- ☐ Ensure that sanitary facilities stay operational and stocked at all times.
- ☐ Use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)-approved](#) list and follow product instructions and Cal/OSHA requirements.
- ☐ Provide time for workers to implement cleaning practices during shifts and consider third-party cleaning companies.
- ☐ Install hands-free devices if possible.
- ☐ Consider upgrades to improve air filtration and ventilation.
- ☐ Provide disposable or digitally available menus.
- ☐ Provide table settings (napkins, cutlery, glassware, etc.) to customers only as needed.



- ☐ Supply shared condiments only as needed or supply single serve containers.
- ☐ Pre-roll utensils in napkins prior to use by customers and store in a clean container.
- ☐ Provide takeout containers as needed and ask customers to pack their own leftovers.
- ☐ Remove dirty linens from dining tables from dining areas in sealed bags.
- ☐ Thoroughly clean each customer dining location after each use.
- ☐ Provide mints, candies, snacks, and toothpicks only as needed. Do not leave out these or other items such as games.
- ☐ Provide hand sanitizer at guest and employee entrances and contact areas.

## PHYSICAL DISTANCING GUIDELINES

- ☐ Prioritize outdoor seating and curbside pickup.
- ☐ Provide takeout, delivery, and drive through options for customers.
- ☐ Encourage customer reservations.
- ☐ Ask customers to wait in their cars away from the establishment and alert them that their table is ready through their mobile phones. Avoid using “buzzers.”
- ☐ Implement measures to physically separate workers and customers by at least six feet using measures such as reconfiguring space, installing physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers should stand).
- ☐ Implement required use of face covers in working areas where physical distancing cannot be maintained.
- ☐ Adjust in-person meetings, if they are necessary, to ensure physical distancing.
- ☐ Stagger employee breaks, in compliance with wage and hour regulations, if needed.
- ☐ Reconfigure, restrict, or close common areas, like employee break rooms, provide alternative where physical distancing can be practiced, and discourage employees from congregating in high traffic areas.
- ☐ Reconfigure kitchens to maintain physical distancing in those areas where practical and if not practical staggers shifts if possible to do work ahead of time.
- ☐ Remove tables and chairs from dining areas, use visual cues to show they are unavailable, or install Plexiglas or other physical barriers to separate customers.
- ☐ Close bar areas.
- ☐ Screen guests for symptoms.
- ☐ Limit the number of patrons at a single table.

- ☐ Show parties to their tables one party at a time.
- ☐ Face coverings are required for any employee who must be within six feet of customers.
- ☐ Do not seat customers where they cannot be six feet away from employee work and food and drink preparation areas.
- ☐ Prop open doors or automate opening if possible.
- ☐ Post physical distancing rules.
- ☐ Implement peak period queueing procedures, including a host to remind customers to practice physical distancing.
- ☐ Use contactless pick-up and delivery protocols to provide takeout food.



SAN MATEO COUNTY HEALTH

## ENVIRONMENTAL HEALTH SERVICES

### Environmental Health Services

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# SAN MATEO COUNTY RESTAURANT DINING REQUIREMENTS

## I. SAFE ON-SITE DINING PLAN FOR RESTAURANTS/FOOD FACILITIES

The goal of the guidelines below is to outline the basics required to minimize the risk of spreading COVID-19 while leaving it to individual operators to personalize their approach in ways to make it most effective.

### A. Please do the following:

1. Review the CDPH Industry Guidance:
  - a. [Covid-19 Industry Guidance: Dine-In Restaurants](#)
  - b. [Covid-19 Industry Guidance: Restaurants, Bars and Wineries](#)
2. **Print, Complete, Review (with employees) and Post**, at all front entrances, the following (4) documents (see below for details):
  - a. [Health Officer's Social Distance Protocol](#) (Appendix A)
  - b. [Required signage listed in Social Distancing Protocol](#)
  - c. [Cal/OSHA COVID-19 General Checklist for Dine-in Restaurants](#)
  - d. [Self-Certification Placard](#)

### B. All restaurants should verify the following:

1. All equipment, plumbing, and ventilation systems are operational.
2. All food stored on-site during closure has been maintained at proper temperatures and is not contaminated (if in doubt, food shall be discarded).
3. All expired food is discarded.
4. There is no insect or rodent infestation.
5. The facility is thoroughly cleaned.
6. Staff are up-to-date on food handler training or certification.

### C. Criteria for all restaurants to re-open with sit-down meal services to customers:

1. **Clean and sanitize** dining areas and all other areas that have not been in use.
2. **Review** the guidance provided in the State of California's [COVID-19 Industry Guidance: Dine-In Restaurants](#). Implement the guidance criteria applicable to the specific restaurant operation. This includes employee training, employee health monitoring, use of physical separation methods or barriers, use of personal protective equipment (PPE) such as face coverings in customer areas, increased cleaning and sanitation, and other applicable guidance criteria.
3. **Print** the [Health Officer's Social Distance Protocol](#) (Appendix A) and the [Cal/OSHA COVID-19 General Checklist for Dine-in Restaurants](#) and check the applicable boxes for the guidance criteria being implemented at your restaurant. This will be your restaurant's required Health & Safety plan for social distancing. **Post these required documents near each entrance door(s) in a manner that is readily visible to the public and employees. Note: Businesses that have developed documents that have equivalent information on them can use theirs.**
4. **Designate** a COVID-19 supervisor/person in charge to ensure the implementation of the restaurant's Health & Safety Plan. There must be a designated COVID-19 supervisor/person in charge on-site during business hours.



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## II. EMPLOYEE HEALTH:

**Incorporate the following measures into your Health & Safety Plan (Appendix A: Social Distance Protocol and General Checklist).**

1. Notify employees not to come to work if sick.
2. Conduct thermal or temperature scans of employees daily.
3. Conduct a health screening of each employee prior to the beginning of each shift that asks:
  - a. Are you ill or experiencing symptoms consistent with COVID-19 within in the past 7 days?
  - b. Does a household/family member have or had a fever or other COVID-19 [symptoms](#) in the past 7 days?
  - c. Have you had close contact with someone who is known to have COVID-19 in the past 14 days?
4. Employees with COVID-19 like [symptoms](#) are not allowed to work and encouraged to contact their medical provider or 2-1-1.
5. Face coverings must be worn by all employees who interact with the public and when unable to social distance with other employees.
6. Clean and disinfect employee restrooms and breakrooms frequently.
7. Employees must frequently wash their hands with soap and warm water for at least 20 seconds.
8. Provide a copy of your restaurant's own COVID-19 safety protocol or give California's [COVID-19 Industry Guidance: Dine-In Restaurants](#) to each employee and ensure they understand and will implement the protocols.
9. Ensure all employees read and understand the San Mateo County Health Officer Orders and local health department guidelines.
10. Notify employees not to share food, beverages, and food-ware.
11. Require employees to avoid handshakes and similar greetings.
12. Consider the use of disposable gloves to supplement handwashing when:
  - a. Conducting employee health screenings.
  - b. Handling items contaminated by body fluids.
  - c. Touching items used by customers (dirty cups, plates, napkins, etc.).
  - d. Handling trash bags.

## III. SOCIAL DISTANCING:

**Implement all appropriate measures to ensure social distancing is being followed in your restaurant.**

1. Adhere to the mandatory State of California requirement to space all tables six feet apart. If tables, chairs, booths, etc., cannot be moved, use visual cues to show that they are not available for use, or install Plexiglass, or other types of impermeable physical barriers, to minimize exposure between customers. **See diagrams at end of this document.**





2. Adjust maximum occupancy rules inside the establishment as needed based on its size to limit the number of people inside and/or use impermeable barriers between service tables to protect customers from each other and employees.
3. Implement measures to ensure social distancing is adhered to while customers are waiting to be seated, during ordering, and pick-up of food.
4. Place tape or other easily visible markings on the floor at least 6 feet apart in any area where members of the public may form a line.
5. Limit the number of patrons at a single table to a household/living unit or "social bubble." People in the same party seated at the same table do not have to be six feet apart. All members of the party should be present before seating and the host should bring the entire party to the table at one time
6. All restaurant workers should minimize the amount of time spent within six feet of guests.
7. Reconfigure kitchens to maintain physical distancing in those areas where practical, and if not, stagger shift work, if possible, to perform some work ahead of time in order to minimize the number of employees in the kitchen at once.
8. Ensure tables are spaced six feet away from all food preparation areas, including beverage and server stations, unless barriers are used.
9. Use of barriers as an alternative to social distancing may obstruct ventilation and effectiveness of fire sprinkler systems and should be used sparingly.

#### IV. EDUCATION FOR THE DINING PUBLIC:

**Implement measures to ensure the public is educated on dining out safely.**

1. **Post** all required signs described in the Social Distancing Protocol, including those reminding customers to maintain social distancing of six feet, wash hands or use sanitizer upon entry into a restaurant, wear face coverings, and to stay home if they are ill or have symptoms consistent with COVID-19. ([Signage required by Social Distancing Protocol.](#))
2. **Post** restaurant's Health & Safety Plan ([General Checklist](#)) near each entrance door(s) in a manner that is readily visible to the public and employees. **Post** [Self-Certification Placard](#), once you have posted and follow your Health & Safety Plan. Face coverings must be worn by customers except while dining at their table.

#### V. MEASURES TO INCREASE SANITIZATION DISINFECTION & DISEASE PREVENTION:

**Implement measures to protect the public through the avoidance or frequent disinfection of multiple touch points and sanitization of food contact surfaces.**

##### **Prohibited:**

- a. Food items that can be touched by multiple customers or be shared between tables such as condiment bottles, salt and pepper shakers, or breadbaskets are prohibited.



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- b. Self-service stations, such as buffets, salsa and salad bars.
- c. Self-service beverage dispensers (unless levers and buttons can be cleaned and sanitized with increased frequency).
- d. Tableside food preparation and presentation of foods, such as food selection carts and table-side guacamole.
- e. Non-food items that may be used by multiple customers, such as menus, must be disinfected in an approved manner, between each use, or modified to be a single-use item, such as a disposable paper menu.
- f. Ensure that all utensils and food-ware are properly washed, rinsed and sanitized. Verify the required contact time (the time the utensils must be submerged in the sanitizer) for the sanitizer to be effective occurs. If this cannot be reasonably accommodated, only single-use utensils or foodware should be used.
- g. Disinfect high contact touch points, such as phones, door handles, and credit card terminals using a disinfectant that is effective against COVID-19, at an increased frequency.
- h. Disinfect restrooms at an increased frequency.
- i. Do not provide community containers of after-meal mints, candies, snacks, or toothpicks for customers. Provide individually upon request.
- j. Shared entertainment items such as board games, arcade games, and vending machines are prohibited. Close off access to game and entertainment areas where customers may share items such as pool tables or darts.
- k. Eliminate person-to-person contact for deliveries whenever possible. Designate drop-off locations to receive deliveries away from high traffic areas. Maintain a physical distance of at least six feet from delivery drivers.
- l. Stage takeout food items in a method that does not allow for person-to-person pick-up, such as setting on a designated table in a sealed bag, labeled with the order number or customer name.
- m. Leftover food must be packaged by the customer for takeout.

## VI. Additional Recommendations:

### Implement additional safety measures as appropriate.

- a. Provide disinfection wipes or hand sanitizer (at least 60% alcohol) for customers.
- b. Use equipment that has touch free motion detectors, such as hands-free soap and towel dispensers.
- c. Provide contactless payment systems or, if not feasible, sanitizing payment systems as often as necessary.
- d. Encourage reservations or advise customers to call in advance to confirm seating availability. Consider a reservation system that allows customers to queue six feet apart or wait in cars and enter only when a phone call, text, or other method of notification indicates that a table is ready for seating.
- e. Limit the number of employees who serve individual parties. Consider assigning the same employee to each party for entire dining experience while ensuring mandatory employee meal and rest breaks.

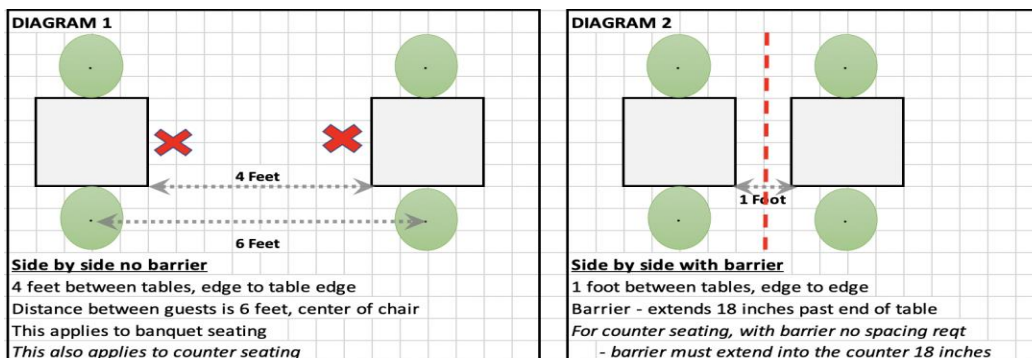


- f. Outdoor dining, placement of outdoor seating arrangements, and food service shall follow local laws, regulations, and permitting requirements. Consult with local planning and zoning departments.
- g. Lounge areas, like fire pits, can be occupied by members of the same living units or “social bubbles”, maintaining six-foot distancing at all times from other guests or “social bubbles.”
- h. Facilities that are now open for dining must continue to offer curbside pickup, takeaway, and/or delivery service alternatives.
- i. The host stand must be located at the entry of the dining area to prohibit patrons from unnecessarily walking through the dining area.
- j. Patrons queuing for seating should be encouraged to wait outside in open air if possible.
- k. Guardians of children twelve or younger are required to ensure the children always adhere to social distancing guidelines.
- l. If dogs are allowed in the outdoor dining area, the owner is responsible for ensuring the dog adheres to social distancing guidelines and always remains on a leash.
- m. Alcohol must be sold to patrons in conjunction with a meal.
- n. Entertainment events are not allowed at this time at restaurants.

### Examples of seating arrangements that meet the intent of Social Distancing requirements.

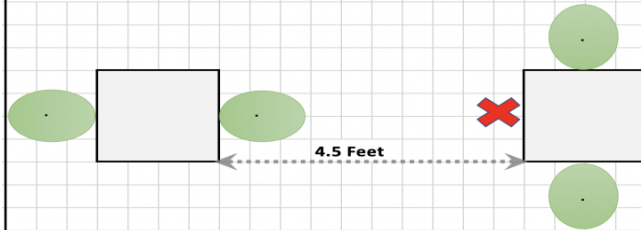
(Each square is 6' x 6')

Barriers, if used, must be made of impermeable, cleanable, and durable materials that can be frequently cleaned and sanitized, such as plexiglass. Barriers must be installed per fire and building codes so as not to interfere with the ventilation or fire protection systems. Barriers must be **at least 30 inches in height** from the table/counter top and other dimensions noted in diagrams.





**DIAGRAM 3**



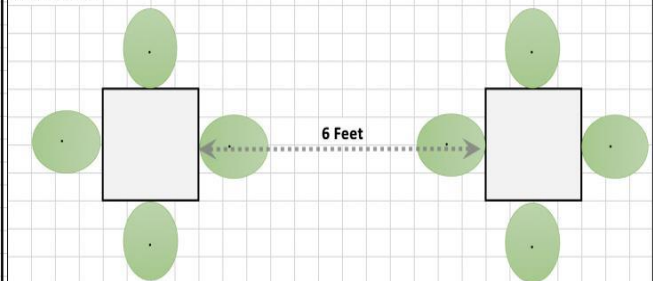
**"Perpendicular" Seating, no barrier**

4.5 feet between tables, edge to table edge

Distance between guests is 6 feet, center of chair

*This also applies to counter seating*

**DIAGRAM 4**

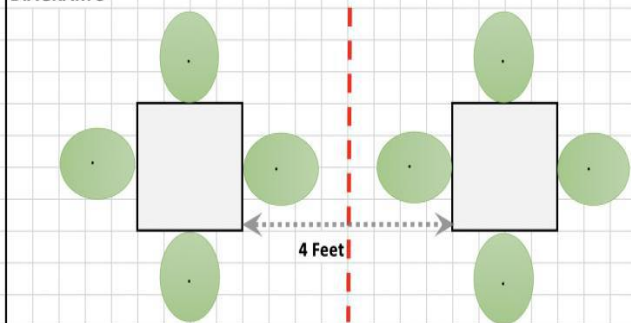


**When back to back, no barrier**

6 feet between tables edge to edge

If booth seating is back to back with no barriers, this applies (6 feet, edge to edge)

**DIAGRAM 5**

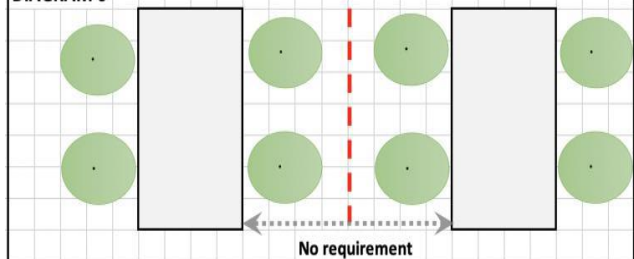


**When back to back, with barrier**

4 feet between tables, edge to table edge

Barrier extends 18 inches from end of table (fully covering seat depth)

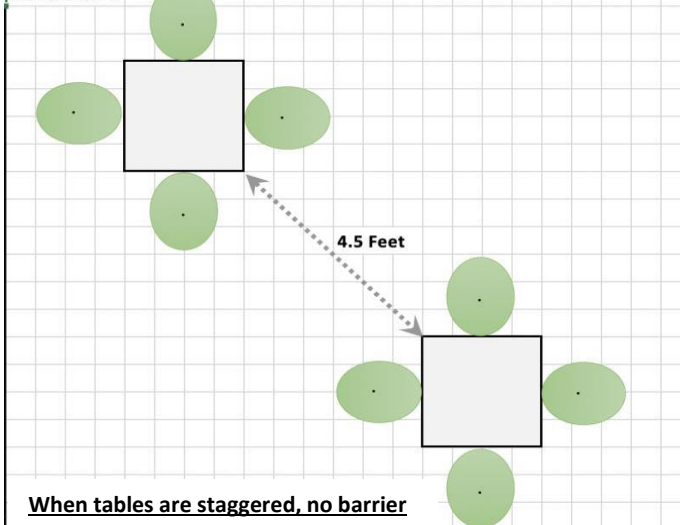
**DIAGRAM 6**



**Booths, back to back with barrier**

No minimum distance from tables if barrier complies

**DIAGRAM 7**



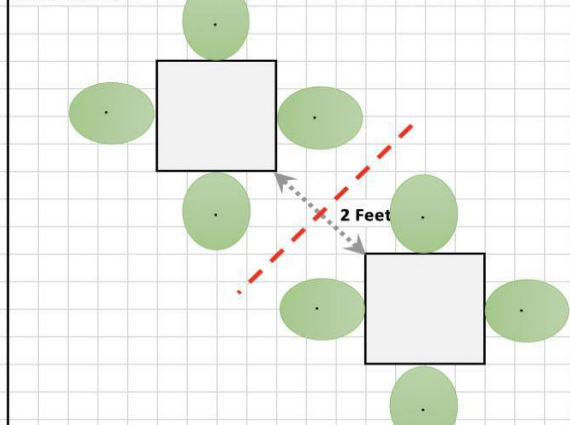
**When tables are staggered, no barrier**

4.5 feet between tables, edge to edge at closest point

Applies to any shape table

Shapes

**DIAGRAM 8**



**When tables are staggered, with barrier**

2 feet between tables, edge to edge at closest point

Barrier extend to cover the depths of the seats





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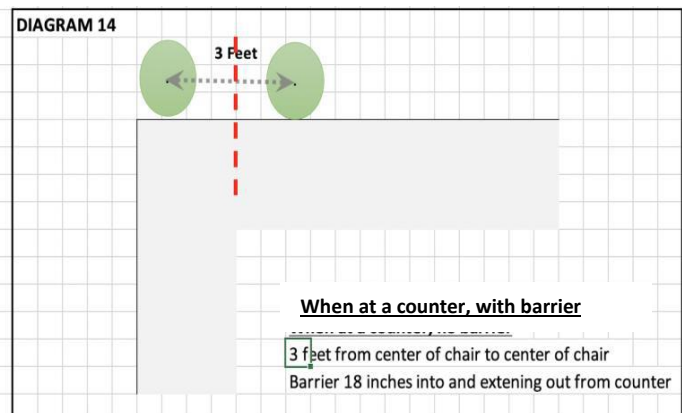
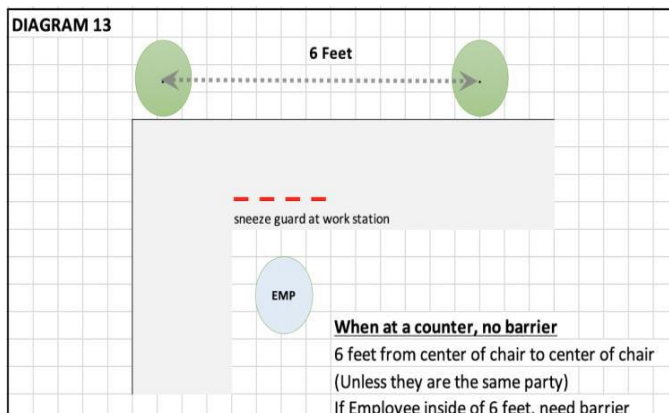
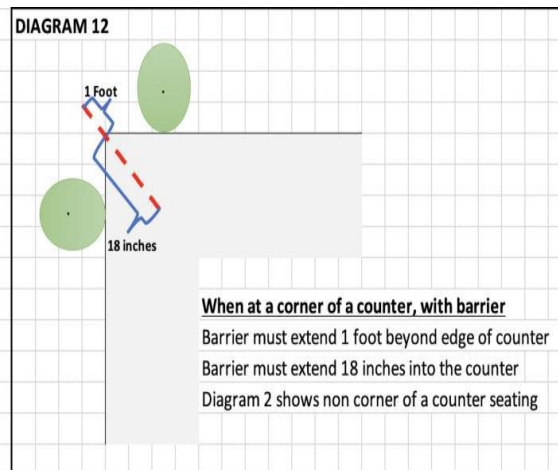
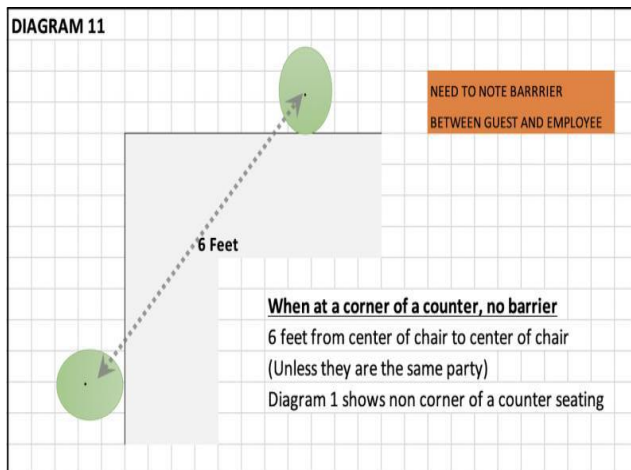
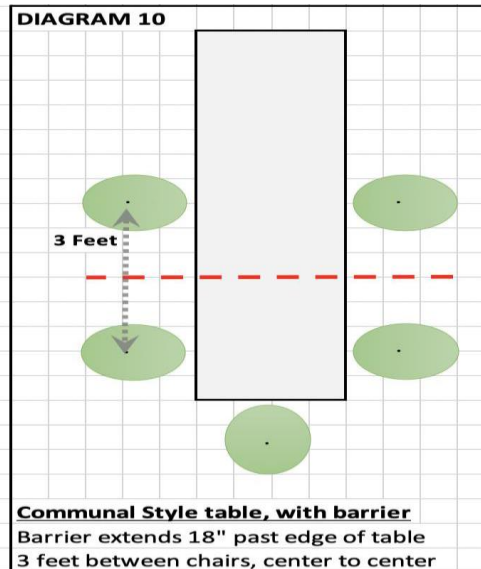
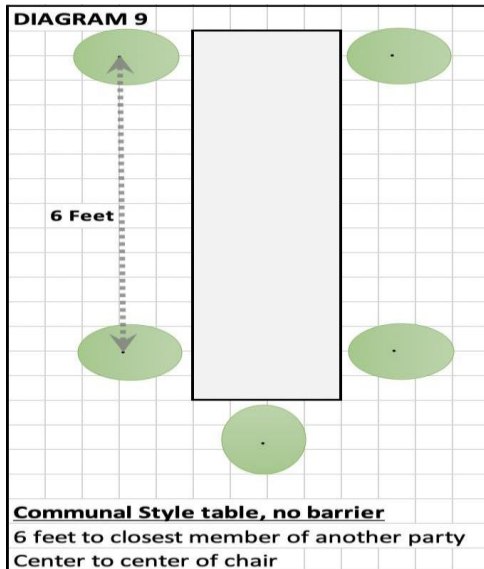
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SAN MATEO COUNTY HEALTH

## PUBLIC HEALTH, POLICY & PLANNING

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### APPENDIX A: Social Distancing Protocol (Updated June 17, 2020)

Facility name:

Facility Address:

Approximate gross square footage of space open to the public:

**Facility must implement all applicable measures listed below, and be prepared to explain why any measure that is not implemented is inapplicable to the business.**

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#### **Signage:**

☐ Signage at each public entrance of the facility to inform the public that they should: avoid entering the facility if they have COVID-19 symptoms; maintain a minimum six-foot distance from one another; sneeze and cough into a cloth or tissue or, if not available, into one's elbow; wear face coverings, as appropriate; and not shake hands or engage in any unnecessary physical contact.

☐ Signage posting a copy of the Social Distancing Protocol at each public entrance to the facility.

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#### **Measures To Protect Employee & Public Health (check all that apply to the facility):**

☐ All employees have been told not to come to work if sick.

☐ Symptom checks are being conducted before employees may enter the work space.

☐ Employees are required to wear face coverings, as appropriate.

☐ All desks or individual work stations are separated by at least six feet.

☐ Break rooms, bathrooms, and other common areas are being disinfected frequently, on the following schedule:

☐ Break rooms:

☐ Bathrooms:

☐ Other

☐ Disinfectant and related supplies are available to all employees at the following location(s):

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

☐ Soap and water are available to all employees at the following location(s):





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- ☐ All employees and members of the public are required to comply with the Face Covering Requirements of the Health Order (Order c19-11).
- ☐ Copies of this Protocol have been distributed to all employees.
- ☐ Optional—Describe other measures:

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### **Measures To Keep People At Least Six Feet Apart (check all that apply to the facility)**

- ☐ Limit the number of individuals in the facility at any one time to [Click or tap here to enter text.](#), which allows for individuals to easily maintain at least six-foot distance from one another at all practicable times.
- ☐ Post an employee at the door to ensure that the maximum number of individuals in the facility set forth above is not exceeded.
- ☐ Placing signs outside the facility reminding people to be at least six feet apart, including when in line.
- ☐ Placing tape or other markings at least six feet apart in areas where individuals stand or sit for prolonged periods of time inside and outside the facility with signs directing customers to use the markings to maintain distance.
- ☐ All employees have been instructed to maintain at least six feet distance from other individuals, except employees may momentarily come closer when necessary or when the employees are providing a service that requires being within six feet.
- ☐ Optional—Describe other measures:

---

### **Measures To Prevent Unnecessary Contact (check all that apply to the facility):**

- ☐ Preventing people from self-serving any items.
- ☐ Bulk-item food bins are not available for individuals self-service use.
- ☐ Not permitting individuals to bring their own pens/pencils, bags, mugs, or other reusable items from home.
- ☐ Providing for contactless payment systems or, if not feasible, sanitizing payment systems regularly. Describe:
- ☐ Optional—Describe other measures (e.g. providing senior-only hours):

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### **Measures To Increase Sanitization (check all that apply to the facility):**

- ☐ Disinfecting wipes that are effective against COVID-19 are available near shopping carts and shopping baskets.
- ☐ Hand sanitizer, soap and water, or effective disinfectant is available to the public at or near the entrance of the facility and anywhere else where people have direct interactions.
- ☐ Disinfecting all payment portals, pens, and styluses after each use.
- ☐ Disinfecting all high-contact surfaces frequently.



SAN MATEO COUNTY HEALTH

**PUBLIC HEALTH,  
POLICY & PLANNING**

☐ Optional—Describe other measures:

\* Any additional measures not included here should be listed on separate pages and attached to this document.

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

**Name:**

**Phone number:**



# Protect yourself and others from COVID-19

## Please stay home if...

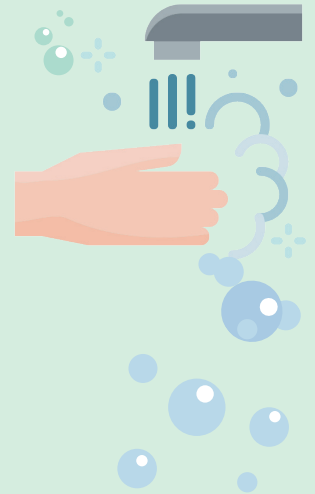
You are experiencing COVID-19 symptoms, such as

- cough
- fever
- difficulty breathing or shortness of breath



## Wash your hands first.

Please wash your hands with soap and water or use hand sanitizer.



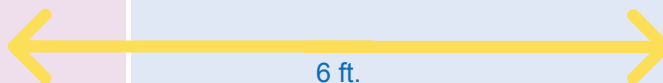
## Social distancing (at least 6-feet) must be maintained.

Sneeze and cough into a cloth or tissue, or if not available, into your elbow. Do not shake hands or engage in any unnecessary physical contact.



## Our COVID-19 business written plan is posted

so you can see how we are operating safely.



6 ft.

## You must wear a face covering.

Businesses: Post this sign at each public entrance of your facility.

For more information, contact Environmental Health Services at (650) 372-6200, or visit [smchealth.org/eh](https://smchealth.org/eh).



SAN MATEO COUNTY HEALTH  
**ENVIRONMENTAL  
HEALTH SERVICES**

# COVID-19 PREPARED

PREPARADO PARA EL COVID-19 | COVID-19準備工作



**This business has completed a Social Distancing Protocol to prevent the spread of COVID-19.**

Este negocio implementó un protocolo de distanciamiento social para evitar la propagación del COVID-19.

該企業已完成《社交距離規定》，以防止COVID-19的傳播。

To report a complaint about this or another business not following a Social Distancing, please contact

Para presentar una queja sobre este u otro negocio que no cumpla el distanciamiento social, comuníquese con | 如需投訴該企業或其他企業未遵守《社交距離規定》，請聯絡

Name of Dept | Nombre del departamento | 部門名稱

Contact Email/Phone for Dept | Correo electrónico de contacto/teléfono del departamento | 聯絡該部門的電子郵件/電話號碼

The person responsible for implementing this protocol is

La persona responsable de implementar el protocolo es | 負責執行本規定的人員是

Full Name | Nombre completo | 全名

Title | Puesto | 職務

Email | Correo electrónico | 電子郵件

Phone | Teléfono | 電話號碼



**SAN MATEO  
COUNTY HEALTH**

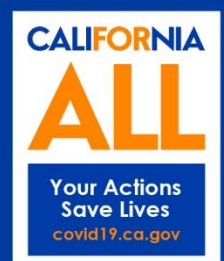
[smchealth.org/coronavirus](https://smchealth.org/coronavirus)



# COVID-19 INDUSTRY GUIDANCE: Dine-In Restaurants

May 12, 2020

[covid19.ca.gov](https://covid19.ca.gov)



# OVERVIEW

On March 19, 2020, the State Public Health Officer and Director of the California Department of Public Health issued an order requiring most Californians to stay at home to disrupt the spread of COVID-19 among the population.

The impact of COVID-19 on the health of Californians is not yet fully known. Reported illness ranges from very mild (some people have no symptoms) to severe illness that may result in death. Certain groups, including people aged 65 or older and those with serious underlying medical conditions, such as heart or lung disease or diabetes, are at higher risk of hospitalization and serious complications. Transmission is most likely when people are in close contact with an infected person, even if that person does not have any symptoms or has not yet developed symptoms.

Precise information about the number and rates of COVID-19 by industry or occupational groups, including among critical infrastructure workers, is not available at this time. There have been multiple outbreaks in a range of workplaces, indicating that workers are at risk of acquiring or transmitting COVID-19 infection. Examples of these workplaces include long-term care facilities, prisons, food production, warehouses, meat processing plants, and grocery stores.

As stay-at-home orders are modified, it is essential that all possible steps be taken to ensure the safety of workers and the public.

Key prevention practices include:

- ✓ physical distancing to the maximum extent possible,
- ✓ use of face coverings by employees (where respiratory protection is not required) and customers/clients,
- ✓ frequent handwashing and regular cleaning and disinfection,
- ✓ training employees on these and other elements of the COVID-19 prevention plan.

In addition, it will be critical to have in place appropriate processes to identify new cases of illness in workplaces and, when they are identified, to intervene quickly and work with public health authorities to halt the spread of the virus.

# PURPOSE

This document provides guidance for dine-in restaurants, brewpubs, craft distilleries, breweries, bars, pubs, and wineries to support a safe, clean environment for workers and customers. The guidance is not intended to revoke or repeal any employee rights, either statutory, regulatory or collectively bargained, and is not exhaustive, as it does not include county health orders, nor is it a substitute for any existing safety and health-related regulatory requirements such as those of Cal/OSHA.<sup>1</sup> Stay current on changes to public health guidance and state/local orders as the COVID-19 situation continues. Cal/OSHA has more comprehensive guidance on their [Cal/OSHA Interim General Guidelines on Protecting Workers from COVID-19 webpage](#). The U.S. Food and Drug Administration has [guidance for restaurants](#) and the CDC has additional requirements in their [guidance](#) for businesses and employers.

- Brewpubs, breweries, bars, pubs, craft distilleries, and wineries should remain closed until those establishments are allowed to resume modified or full operation **unless they are offering sit-down, dine-in meals. Alcohol can only be sold in the same transaction as a meal.**
- Dine-in restaurants, brewpubs, breweries, bars, pubs, craft distilleries, and wineries that provide sit-down meals should follow the restaurant guidance below and should continue to **encourage takeout and delivery service whenever possible.**
- Brewpubs, breweries, bars, pubs, craft distilleries, and wineries that do not provide sit-down meals themselves, but can contract with another vendor to do so, can serve dine-in meals provided both businesses follow the guidance below and alcohol is only sold in the same transaction as a meal.
- Venues that are currently authorized to provide off sale beer, wine, and spirits to be consumed off premises and do not offer sit-down, dine-in meals should follow the [guidance for retail operations](#) and offer curbside sales only, until local and/or statewide rules allow additional retail activity.
- Producers of beer, wine, and spirits should follow the [guidance for manufacturing operations](#).
- This guidance is not intended for concert, performance, or entertainment venues. Those types of establishments should remain closed until they are allowed to resume modified or full operation through a specific reopening order or guidance. Establishments that serve full meals must discontinue this type of entertainment until these types of activities are allowed to resume modified or full operation.



## Workplace Specific Plan

- Establish a written, worksite-specific COVID-19 prevention plan at every location, perform a comprehensive risk assessment of all work areas, and designate a person at each establishment to implement the plan.
- Identify contact information for the local health department where the restaurant is located for communicating information about COVID-19 outbreaks among employees or customers.
- Train and communicate with employees and employee representatives on the plan.
- Regularly evaluate the establishment for compliance with the plan and document and correct deficiencies identified.
- Investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Update the plan as needed to prevent further cases.
- Identify close contacts (within six feet for 15 minutes or more) of an infected employee and take steps to isolate COVID-19 positive employee(s) and close contacts.
- Adhere to the guidelines below. Failure to do so could result in workplace illnesses that may cause operations to be temporarily closed or limited.



## Topics for Employee Training

- Information on [COVID-19](#), how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.
- Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on [CDC's webpage](#).

- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol or 70% isopropanol when employees cannot get to a sink or handwashing station, per [CDC guidelines](#)).
- The importance of physical distancing, both at work and off work time (see Physical Distancing section below).
- Proper use of face coverings, including:
  - Face coverings do not protect the wearer and are not personal protective equipment (PPE).
  - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
  - Employees should wash or sanitize hands before and after using or adjusting face coverings.
  - Avoid touching the eyes, nose, and mouth.
  - Face coverings should be washed after each shift.
- 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 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-62-20](#).



## Individual Control Measures and Screening

- Provide temperature and/or symptom screenings for all workers at the beginning of their shift and any vendors, contractors, or other workers entering the establishment. Make sure the temperature/symptom screener avoids close contact with workers to the extent possible. Both screeners and employees should wear face coverings for the screening.
- If requiring self-screening at home, which is an appropriate alternative to providing it at the establishment, ensure that screening was performed prior to the worker leaving the home for their shift and follows [CDC guidelines](#), as described in the Topics for Employee Training section above.

- Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Employers should provide and ensure workers use all required protective equipment, including face coverings and gloves where necessary.
- Employers should consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for workers who are screening others for symptoms or handling commonly touched items. Workers should wear gloves when handling items contaminated by body fluids.
- Face coverings are strongly recommended when employees are in the vicinity of others. Workers should have face coverings available and wear them when at work, in offices, or in a vehicle during work-related travel with others. Face coverings must not be shared.
- Establishments must take reasonable measures, including posting signage in strategic and highly-visible locations, to remind the public that they should use face coverings and practice physical distancing while waiting for service and take-out.
- Servers, bussers, and other workers moving items used by customers (dirty cups, plates, napkins, etc.) or handling trash bags should use disposable gloves (and wash hands before putting them on and after removing them) and provide aprons and change frequently.
- Dishwashers should use equipment to protect the eyes, nose, and mouth from contaminant splash using a combination of face coverings, protective glasses, and/or face shields. Dishwashers must be provided impermeable aprons and change frequently. Reusable protective equipment such as shields and glasses should be properly disinfected between uses.



## Cleaning and Disinfecting Protocols

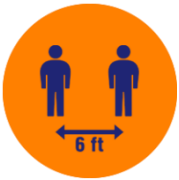
- Perform thorough cleaning in high traffic areas, such as customer waiting areas and lobbies, break rooms, lunch areas and areas of ingress and egress including host stands, entry ways, stairways, stairwells, escalators, handrails, and elevator controls. Frequently disinfect commonly used surfaces including doors, door handles, crash bars, light switches, waiting area chairs, credit card terminals, ATM PIN pads, receipt trays, bus tubs, serving trays, water pitcher handles, phones, toilets, and handwashing facilities.



- Frequently clean items touched by patrons, especially those that might attract contact from children including candy and toy vending machines, decorative fish tanks, display cases, decorative fountains, etc.
- Clean touchable surfaces between shifts or between users, whichever is more frequent, including but not limited to working surfaces, phones, registers, touchpads/touchscreens, tablets, timeclocks, appliances, kitchen and bar utensils and implements, oven doors, grill and range knobs, carts and trolleys, keys, etc.
- Avoid sharing audio equipment, phones, tablets, laptops, desks, pens, and other work supplies wherever possible. Never share PPE.
- Discontinue shared use of audio headsets and other equipment between employees unless the equipment can be properly disinfected after use. Consult equipment manufacturers to determine appropriate disinfection steps, particularly for soft, porous surfaces such as foam earmuffs.
- 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.
- Equip spaces such as dining rooms, bar areas, host stands, and kitchens with proper sanitation products, including hand sanitizer and sanitizing wipes to all staff directly assisting customers.
- Ensure that sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.
- When choosing cleaning chemicals, employers should use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)-approved](#) list and follow product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Provide employees training on manufacturer's directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants should wear gloves as required by the product instructions.
- Restaurants should increase fresh air circulation by opening windows or doors, if possible to do so.
- 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.

- Provide disposable menus to guests and make menus available digitally so that customers can view on a personal electronic device, if possible. If disposable menus cannot be provided, properly disinfect menus before and after customer use. Consider options for customers to order ahead of time.
- Discontinue pre-setting tables with napkins, cutlery, glassware, food ware, etc. These should be supplied individually to customers as needed. Do not leave card stands, flyers, napkin holders, or other items on tables.
- Suspend use of shared food items such as condiment bottles, salt and pepper shakers, etc. and provide these foods in single serve containers, if possible. Where this is not possible, shared items such as condiment bottles, shakers, etc., should be supplied as needed to customers and disinfected after each use.
- Pre-roll utensils in napkins prior to use by customers. Employees must wash hands before pre-rolling utensils in napkins. The pre-roll should then be stored in a clean container. After customers are seated, the pre-roll should be put on the table by an employee who recently washed their hands.
- Reusable customer items including utensils, food ware, breadbaskets, etc., must be properly washed, rinsed, and sanitized. Cleaned flatware, stemware, dishware, etc., must be properly stored away from customers and personnel until ready for use. Use disposable items if proper cleaning of reusable items is infeasible.
- Takeout containers must be filled by customers and available only upon request.
- Dirty linens used at dining tables such as tablecloths and napkins should be removed after each customer use and transported from dining areas in sealed bags. Employees should wear gloves when handling dirty linens.
- Thoroughly clean each customer dining location after every use. This will include disinfecting tables, chairs, booster seats, highchairs, booths, etc. and allowing adequate time for proper disinfection, following product instructions. Many EPA-approved disinfectants require minimal contact time (seconds to one minute) against human coronavirus.
- Close areas where customers may congregate or touch food or food ware items that other guests may use. Provide these items to guests individually and discard or clean and disinfect after each use, as appropriate. This includes but is not limited to:
  - Self-service areas with condiment caddies, utensil caddies, napkins, lids, straws, water pitchers, to-go containers, etc.

- Self-service machines including ice, soda, frozen yogurt dispensers, etc.
- Self-service food areas such as buffets, salsa bars, salad bars, etc.
- Discontinue tableside food preparation and presentation such as food item selection carts and conveyor belts, guacamole preparation, etc.
- Do not leave out after-meal mints, candies, snacks, or toothpicks for customers. Offer them with the check or provide only on request.
- Install hand sanitizer dispensers, touchless if possible, at guest and employee entrances and contact areas such as driveways, reception areas, in dining rooms, near elevator landings, etc.
- Discontinue use of shared entertainment items such as board games, pool tables, arcade games, vending machines, etc. Close game and entertainment areas where customers may share items such as bowling alleys, etc.
- Continue to follow existing codes regarding requirements for sanitizing (rather than disinfecting) food contact surfaces.



## Physical Distancing Guidelines

- Prioritize outdoor seating and curbside pickup to minimize cross flow of customers in enclosed environments. Restaurants can expand their outdoor seating, and alcohol offerings in those areas, if they comply with local laws and regulations.
- Provide takeout, delivery, and drive through options for customers when possible.
- Encourage reservations to allow for time to disinfect restaurant areas and provide guidance via digital platforms if possible to customers for physical distancing while at the restaurant.
- Consider allowing dine-in customers to order ahead of time to limit the amount of time spent in the establishment.
- Ask customers to wait in their cars or away from the establishment while waiting to be seated. If possible, alert patrons through their mobile phones when their table is ready to avoid touching and use of “buzzers.”
- Implement measures to ensure physical distancing of at least six feet between workers and customers. This can include use of physical partitions or visual cues (e.g., floor markings or signs to indicate to where employees and/or guests should stand).

- Install physical barriers or partitions at cash registers, bars, host stands, and other areas where maintaining physical distance of six feet is difficult.
- Any area where guests or employees queue should also be clearly marked for appropriate physical distancing. 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 area where customers congregate.
- Physical distancing protocols should be used in any office areas, kitchens, pantries, walk-in freezers, or other high-density, high-traffic employee areas. Face coverings are required where employees cannot maintain physical distancing including in kitchens, storage areas, etc.
- Employee pre-shift meetings and trainings should be conducted virtually or in areas that allow for appropriate physical distancing between employees. Food, beverages, food ware, etc., should not be shared.
- Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.
- Consider offering workers who request modified duties options that minimize their contact with customers and other employees (e.g., managing inventory rather than working as a cashier or managing administrative needs through telework).
- Reconfigure office spaces, lobbies, beverage bars, kitchens and workstations, host stand areas, and other spaces wherever possible to allow for at least six feet of distance between people dining, working, and passing through areas for entry and exit.
- Remove tables and chairs from dining areas so that six feet of physical distance can be maintained for customers and employees. If tables, chairs, booths, etc., cannot be moved, use visual cues to show that they are not available for use or install Plexiglas or other types of impermeable physical barriers to minimize exposure between customers.
- Bar areas should remain closed to customers.
- Discontinue seating of customers where customers cannot maintain six feet of distance from employee work and food and drink preparation areas.
- Adjust maximum occupancy rules inside the establishment based on its size to limit the number of people inside and/or use impermeable barriers between service tables to protect customers from each other and employees. For outdoor seating, maintain physical distancing standards outlined above.
- Limit the number of patrons at a single table to a household unit or patrons who have asked to be seated together. 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 the entire party to the table at one time.

- Limit the number of employees serving individual parties, in compliance with wage and hour regulations.
- Face coverings are strongly encouraged for all employees, however, they are required for any employee (e.g., server, manager, busser, food runner, etc.) who must be within six feet of customers. All restaurant workers should minimize the amount of time spent within six feet of guests.
- Close breakrooms, use barriers, or increase distance between tables/chairs to separate workers and discourage congregating during breaks. Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.
- Reconfigure kitchens to maintain physical distancing in those areas where practical and if not practical staggers shifts if possible to do work ahead of time.
- Discourage food preparation employees from changing or entering others' work stations during shifts.
- Discourage employees from congregating in high traffic areas such as bathrooms, hallways, bar areas, reservation and credit card terminals, etc.
- Establish directional hallways and passageways for foot traffic, if possible, to eliminate employees from passing by one another.
- Require employees to avoid handshakes and similar greetings that break physical distance.
- Eliminate person-to-person contact for delivery of goods whenever possible. Designate drop-off locations to receive deliveries away from high traffic areas. Maintain physical distance of at least six feet with delivery drivers.
- Guests should enter through doors that are propped open or automated, if possible. Hand sanitizer should be available for guests who must touch door handles.
- Implement peak period queueing procedures, including a host to remind guests to queue with at least six feet of distance between parties outside or in waiting areas.
- Employees should not open the doors of cars or taxis.
- Takeout food items should be made available using contactless pick-up and delivery protocols.

- Avoid touching others' pens and clipboards. If possible, install transfer-aiding materials, such as shelving and bulletin boards, to reduce person-to-person hand-offs.



## Considerations for Restaurants

- Display a set of clearly visible rules for customers and restaurant personnel at the restaurant entrance(s) that are to be a condition of entry. The rules could include instructions to use hand sanitizer, maintain physical distance from other customers, avoid unnecessary touching of restaurant surfaces, contact information for the local health department, and changes to restaurant services. Whenever possible, the rules should be available digitally, include pictograms, and included on/with menus.
- Guests and visitors should be screened for symptoms upon arrival, asked to use hand sanitizer, and to bring and wear a face covering when not eating or drinking. Appropriate signage should also be prominently displayed outlining proper face covering usage and current physical distancing practices in use at all entrances and throughout the property.
- Licensed restaurants may sell "to-go" alcoholic beverages, prepared drinks, and pre-mixed cocktails provided they are sold and delivered to customers in conjunction with the sale and delivery of a meal/meals.

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<sup>1</sup>Additional requirements must be considered for vulnerable populations. Dine-in restaurants, breweries, brewpubs, craft distilleries, and wineries that provide meals must comply with all [Cal/OSHA](#) standards and be prepared to adhere to its guidance as well as guidance from the [Centers for Disease Control and Prevention \(CDC\)](#) and the [California Department of Public Health \(CDPH\)](#). Additionally, employers should be prepared to alter their operations as those guidelines change.



# COVID-19 INDUSTRY GUIDANCE:

## Restaurants, Bars, and Wineries

Release date: **June 5, 2020**

Recommended effective date  
no sooner than: **June 12, 2020**

*All guidance should be implemented only with county health officer approval following their review of local epidemiological data including cases per 100,000 population, rate of test positivity, and local preparedness to support a health care surge, vulnerable populations, contact tracing, and testing.*



# OVERVIEW

On March 19, 2020, the State Public Health Officer and Director of the California Department of Public Health issued an order requiring most Californians to stay at home to disrupt the spread of COVID-19 among the population.

The impact of COVID-19 on the health of Californians is not yet fully known. Reported illness ranges from very mild (some people have no symptoms) to severe illness that may result in death. Certain groups, including people aged 65 or older and those with serious underlying medical conditions, such as heart or lung disease or diabetes, are at higher risk of hospitalization and serious complications. Transmission is most likely when people are in close contact with an infected person, even if that person does not have any symptoms or has not yet developed symptoms.

Precise information about the number and rates of COVID-19 by industry or occupational groups, including among critical infrastructure workers, is not available at this time. There have been multiple outbreaks in a range of workplaces, indicating that workers are at risk of acquiring or transmitting COVID-19 infection. Examples of these workplaces include long-term care facilities, prisons, food production, warehouses, meat processing plants, and grocery stores.

As stay-at-home orders are modified, it is essential that all possible steps be taken to ensure the safety of workers and the public.

Key prevention practices include:

- ✓ physical distancing to the maximum extent possible,
- ✓ use of face coverings by employees (where respiratory protection is not required) and customers/clients,
- ✓ frequent handwashing and regular cleaning and disinfection,
- ✓ training employees on these and other elements of the COVID-19 prevention plan.

In addition, it will be critical to have in place appropriate processes to identify new cases of illness in workplaces and, when they are identified, to intervene quickly and work with public health authorities to halt the spread of the virus.

# PURPOSE

This document provides guidance for restaurants, brewpubs, craft distilleries, breweries, bars, pubs, and wineries (referred to collectively as “restaurants, bars, and wineries”) to support a safe, clean environment for workers and customers.

**NOTE:** Restaurants, bars, and wineries are encouraged to continue takeout and delivery service whenever possible. Venues that are currently authorized to sell beer, wine, and spirits to be consumed off premises should follow the [guidance for retail](#). Producers of beer, wine, and spirits should follow the [guidance for manufacturing](#). Restaurants, bars, and wineries that have game operations such as bowling alleys, pool tables, etc. should follow the [guidance for family entertainment centers](#). This guidance is not intended for concert, performance,



or entertainment venues. Restaurants, bars, and wineries must discontinue this type of entertainment until these types of activities are allowed to resume modified or full operation. All events or gatherings that would bring together persons from different households, such as private parties, must be cancelled or postponed until further notice.

The guidance is not intended to revoke or repeal any employee rights, either statutory, regulatory or collectively bargained, and is not exhaustive, as it does not include county health orders, nor is it a substitute for any existing safety and health-related regulatory requirements such as those of Cal/OSHA.<sup>1</sup> Stay current on changes to public health guidance and state/local orders as the COVID-19 situation continues. Cal/OSHA has more comprehensive guidance on their [Cal/OSHA Interim General Guidelines on Protecting Workers from COVID-19 webpage](#). The U.S. Food and Drug Administration has [guidance for restaurants](#) and the CDC has additional [considerations for restaurants and bars](#).



## Workplace Specific Plan

- Establish a written, workplace-specific COVID-19 prevention plan at every location, perform a comprehensive risk assessment of all work areas, and designate a person at each establishment to implement the plan.
- Identify contact information for the local health department where the operation is located for communicating information about COVID-19 outbreaks among employees or customers.
- Train and communicate with employees and employee representatives on the plan.
- Regularly evaluate the establishment for compliance with the plan and document and correct deficiencies identified.
- Investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Update the plan as needed to prevent further cases.
- Identify close contacts (within six feet for 15 minutes or more) of an infected employee and take steps to isolate COVID-19 positive employee(s) and close contacts.
- Adhere to the guidelines below. Failure to do so could result in workplace illnesses that may cause operations to be temporarily closed or limited.



## Topics for Employee Training

- Information on [COVID-19](#), how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.
- Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- The importance of not coming to work if employees have symptoms of COVID-19 as [described by the CDC](#), such as a frequent cough, fever, difficulty breathing, chills, muscle pain, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on [CDC's webpage](#).

- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol (preferred) or 70% isopropanol (if the product is inaccessible to unsupervised children) when employees cannot get to a sink or handwashing station, per [CDC guidelines](#)).
- The importance of physical distancing, both at work and off work time (see Physical Distancing section below).
- Proper use of face coverings, including:
  - Face coverings do not protect the wearer and are not personal protective equipment (PPE).
  - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
  - Face coverings must cover the nose and mouth.
  - Employees should wash or sanitize hands before and after using or adjusting face coverings.
  - Avoid touching the eyes, nose, and mouth.
  - Face coverings should be washed or discarded after each shift.
- Ensure temporary and contract workers at the facility are also properly trained in COVID-19 prevention policies and have necessary supplies and PPE. Discuss these responsibilities ahead of time with organizations supplying temporary and/or contract workers.
- 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 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-62-20](#).



## Individual Control Measures and Screening

- Provide temperature and/or symptom screenings for all workers at the beginning of their shift and any vendors, contractors, or other workers entering the establishment. Make sure the temperature/symptom screener avoids close contact with workers to the extent possible. Both screeners and employees should wear face coverings for the screening.
- If requiring self-screening at home, which is an appropriate alternative to providing it at the establishment, ensure that screening was performed prior to the worker leaving home for their shift and follows [CDC guidelines](#), as described in the Topics for Employee Training section above.
- Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Employers should provide and ensure workers use all required protective equipment, including eye protection and gloves where necessary.
- Employers should consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for workers who are screening others for symptoms or handling commonly touched items. Workers should wear gloves when handling items contaminated by body fluids.
- Face coverings are strongly recommended when employees are in the vicinity of others. Workers should have face coverings available and wear them when at work, in offices, or in a vehicle during work-related travel with others. Face coverings must not be shared. Employers are generally encouraged to provide face coverings but must provide them when required by employer rules or these guidelines.
- Servers, bussers, bartenders, and other workers moving items used by customers (dirty cups, plates, napkins, etc.) or handling trash bags should use disposable gloves (and wash hands before putting them on and after removing them) and aprons and that are changed frequently.
- Dishwashers should use equipment to protect the eyes, nose, and mouth from contaminant splash using a combination of face coverings, protective glasses, and/or face shields. Dishwashers must be provided impermeable aprons and change them frequently. Reusable protective equipment such as shields and glasses should be properly disinfected between uses.
- Establishments must take reasonable measures, including posting signage at all entrances and in strategic and highly-visible locations and in reservation confirmations, to remind the public that they should use face

coverings while not eating and drinking, practice physical distancing, to not touch their face, to frequently wash their hands with soap for at least 20 seconds, and to use hand sanitizer.

- Guests and visitors should be screened for symptoms upon arrival, asked to use hand sanitizer, and to wear a face covering when not eating or drinking. Employers have the right to cancel reservations for individuals/parties with symptomatic guests. Face coverings should be made available for customers who arrive without them. Babies and children under age two should not wear face coverings, in accordance with [CDC guidelines](#).
- Display a set of clearly visible rules for customers and personnel at entrance(s) that are to be a condition of entry. The rules could include instructions to use hand sanitizer, maintain physical distance from other customers, avoid unnecessary touching of restaurant surfaces, contact information for the local health department, and changes to services. Whenever possible, the rules should be available digitally, include pictograms, and included on/with menus.



## Cleaning and Disinfecting Protocols

- Perform thorough cleaning in high traffic areas, such as customer waiting areas and lobbies, break rooms, lunch areas and areas of ingress and egress including host stands, entry ways, stairways, stairwells, escalators, handrails, and elevator controls. Frequently disinfect commonly used surfaces including doors, door handles, crash bars, light switches, waiting area chairs, credit card terminals, ATM PIN pads, receipt trays, bus tubs, serving trays, phones, toilets, vehicle keys, and handwashing facilities.
- Frequently clean items touched by patrons, especially those that might attract contact from children including candy and toy vending machines, arcade games, decorative fish tanks, display cases, decorative fountains, etc.
- Clean touchable surfaces between shifts or between users, whichever is more frequent, including but not limited to working surfaces, phones, registers, touchpads/touchscreens, tablets, timeclocks, appliances, kitchen and bar utensils and implements, oven doors, grill and range knobs, carts and trolleys, keys, etc.
- Avoid sharing audio equipment, phones, tablets, laptops, desks, pens, and other work supplies wherever possible. Never share PPE.
- Discontinue shared use of audio headsets and other equipment between employees unless the equipment can be properly disinfected after use.

Consult equipment manufacturers to determine appropriate disinfection steps, particularly for soft, porous surfaces such as foam earmuffs.

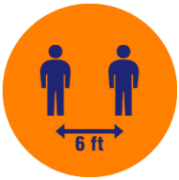
- Provide time for workers to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the employees' job duties.
- Procure options for third-party cleaning companies to assist with the increased cleaning demand, as needed.
- Equip spaces such as dining and tasting rooms, bar areas, host stands, and kitchens with proper sanitation products, including hand sanitizer and sanitizing wipes for all staff directly assisting customers.
- Ensure that sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.
- When choosing cleaning chemicals, employers should use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)-approved](#) list and follow product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Provide employees training on manufacturer's directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants should wear gloves and other protective equipment as required by the product instructions. Follow the [asthma-safer cleaning methods](#) recommended by the California Department of Public Health.
- Continue to follow existing codes regarding requirements for sanitizing (rather than disinfecting) food contact surfaces.
- To minimize the risk of [Legionnaires' disease](#) and other diseases associated with water, [take steps](#) to ensure that all water systems and features are safe to use after a prolonged facility shutdown.
- Restaurants, bars, and wineries should increase fresh air circulation by opening windows or doors, if possible and in accordance with security and safety protocols.
- 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.
- Provide menus via alternative, low-touch methods, if possible, such as disposable paper menus, non-touch chalk or white boards, and digital menus that customers can view on a personal electronic device. Provide

disposable order numbers/table trackers if possible. If alternatives cannot be provided, properly disinfect menus, order numbers, etc. before and after customer use. Consider options that allow customers to order ahead of time.

- Discontinue pre-setting tables with napkins, cutlery, glassware, food ware, etc. These should be supplied individually to customers as needed. Do not leave card stands, flyers, napkin holders, or other items on tables.
- Suspend use of shared food items such as condiment bottles, salt and pepper shakers, etc. and provide these foods in single serve containers, if possible. Where this is not possible, shared items such as condiment bottles, shakers, etc., should be supplied as needed to customers and disinfected after each use.
- Pre-roll utensils in napkins prior to use by customers. Employees must wash hands before pre-rolling utensils in napkins. The pre-roll should then be stored in a clean container. After customers are seated, the pre-roll should be put on the table by an employee who recently washed their hands.
- Reusable customer items including utensils, food ware, breadbaskets, etc., must be properly washed, rinsed, and sanitized. Cleaned flatware, stemware, dishware, etc., must be properly stored away from customers and personnel until ready for use. Use disposable items if proper cleaning of reusable items is infeasible.
- Takeout containers must be filled by customers and available only upon request.
- Dirty linens used at dining tables such as tablecloths and napkins should be removed after each customer use and transported from dining areas in sealed bags. Employees should wear gloves when handling dirty linens.
- Thoroughly clean each customer dining/drinking location after every use. This will include disinfecting tables, chairs, booster seats, highchairs, booths, etc. and allowing adequate time for proper disinfection, following product instructions. Environmental Protection Agency-approved disinfectants require a minimum contact time (seconds to minutes) to be effective against human coronavirus.
- Consider using disposable seat covers, particularly on porous surfaces. Discard and replace seat covers between each use. Provide disposable or washable covers on pillows used in seating areas and change/wash them after each use.
- Close areas where customers may congregate or touch food or food ware items that other guests may use. Modify delivery of these items by providing items to guests individually, converting to cafeteria-style

service, etc. Discard or clean, disinfect, or sanitize shared items after each use, as appropriate. The areas that should be closed include but are not limited to:

- Self-service areas with condiment caddies, utensil caddies, napkins, lids, straws, water pitchers, to-go containers, etc.
- Self-service machines including ice, soda, frozen yogurt dispensers, etc.
- Self-service food areas such as buffets, salsa bars, salad bars, snack areas, etc.
- Discontinue tableside food preparation and presentation such as food item selection carts and conveyor belts, guacamole preparation, etc.
- Do not leave out after-meal mints, candies, snacks, or toothpicks for customers. Offer them with the check or provide only on request.
- Install hand sanitizer dispensers, touchless if possible, at guest and employee entrances and contact areas such as driveways, reception areas, in dining rooms, near elevator landings, throughout tasting and drinking areas, etc.
- Consider discontinuing use of shared entertainment items that are difficult to properly clean and disinfect such as board games, books, etc.



## Physical Distancing Guidelines

- Prioritize outdoor seating and curbside pickup to minimize cross flow of customers in enclosed environments. Restaurants, bars, and wineries can expand their outdoor seating if they comply with local laws and regulations.
- Consider providing takeout, delivery, and drive through options for customers whenever possible. Takeout items should be made available using contactless pick-up and delivery protocols.
- Eliminate person-to-person contact for delivery of goods whenever possible. Designate drop-off locations to receive deliveries away from high traffic areas. Maintain physical distance of at least six feet with delivery drivers.
- Encourage reservations and appointments when possible to allow for time to disinfect eating and drinking areas.
- Consider allowing customers to order ahead of time to limit the amount of time spent in the establishment.



- Ask customers to wait in their cars or away from the establishment while waiting to be seated. If possible, alert patrons through their mobile phones when their table is ready to avoid touching and use of “buzzers.”
- Adjust maximum occupancy rules inside the establishment based on its size to limit the number of people inside and/or use impermeable barriers between service tables to protect customers from each other and employees. For outdoor seating, maintain physical distancing standards of at least six feet and as outlined in this guidance.
- Limit the number of patrons at a single table to a household unit or patrons who have asked to be seated together. People in the same group seated at the same table do not have to be six feet apart.
- Implement measures to ensure physical distancing of at least six feet between workers and customers/single groups. This can include use of physical partitions or visual cues (e.g., floor markings or signs to indicate to where employees and/or guests should stand).
- Install physical barriers or partitions at cash registers, bars, host stands, and other areas where maintaining physical distance of six feet is difficult.
- Any area where guests or employees queue should also be clearly marked for appropriate physical distancing. 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 area where customers congregate.
- Establish one-way directional hallways and passageways for foot traffic, if possible, to eliminate employees from passing by one another.
- Guests should enter through doors that are propped open or automated, if possible. Hand sanitizer should be available for guests who must touch door handles.
- Remove tables and chairs from dining areas so that six feet of physical distance can be maintained for customers and employees. If tables, chairs, booths, etc., cannot be moved, use visual/physical cues to make them unavailable for use or install Plexiglas or other types of impermeable physical barriers to minimize exposure between customers.
- Discontinue seating customers and/or groups at bar counters, sushi preparation bars, etc., where they cannot maintain at least six feet of distance from employee work areas/stations.
- Discontinue open seating. All members of a customer group must be present before seating and hosts must bring the entire group to the table at one time. Whenever possible, ask guests to be seated rather than standing to discourage unnecessary movement.

- Discourage customers from ordering at the bar and instead usher guests directly to their tables. Staff should take and deliver orders to customers to limit the number of people moving around shared spaces. If customers must order from the bar, reconfigure space so that bartenders, other workers, and customers can maintain at least six feet of distance from one another.
- Adjust music volume so that employees can maintain distance from customers to hear orders.
- Implement peak period queueing procedures, including a host to remind guests to queue with at least six feet of distance between groups outside or in waiting areas.
- Limit the number of employees serving individual customers or groups, in compliance with wage and hour regulations.
- Encourage the use of credit cards and contactless payment systems.
- Face coverings are strongly encouraged for all employees; however, they are required for any employee (e.g., server, bartender, manager, busser, food runner, etc.) who must be within six feet of customers or other workers. All workers should minimize the amount of time spent within six feet of guests.
- Physical distancing protocols should be used in any office areas, kitchens, pantries, walk-in freezers, or other high-density, high-traffic employee areas. Face coverings are required where employees cannot maintain physical distancing including in kitchens, storage areas, etc.
- Employee pre-shift meetings and trainings should be conducted virtually or in areas that allow for appropriate physical distancing between employees. Food, beverages, food ware, etc., should not be shared.
- Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.
- Consider offering workers who request modified duties options that minimize their contact with customers and other employees (e.g., managing inventory rather than working as a cashier or managing administrative needs through telework).
- Reconfigure office spaces, lobbies, beverage bars, kitchens and workstations, host stand areas, and other spaces wherever possible to allow for at least six feet of distance between people dining, working, and passing through areas for entry and exit.
- Close breakrooms, use barriers, or increase distance between tables/chairs to separate workers and discourage congregating during

breaks. Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.

- Reconfigure kitchens to maintain physical distancing in those areas where practical. Consider doing prep work ahead of time to allow staggering of shifts to reduce staff in the kitchen at one time.
- Discourage food preparation employees from changing or entering others' workstations during shifts.
- Discourage employees and guests 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.
- Employees should not open the doors of cars or taxis.
- If possible, install transfer-aiding materials, such as shelving and bulletin boards, to reduce person-to-person hand-offs.
- Discontinue activities that encourage movement and shared items between guests including karaoke singing, open mic performances, trivia activities, mixers, pub crawls, etc.
- Discontinue services and activities that carry an increased risk of contamination from sharing and splashing and such as drinking games and/or contests, drop shots, etc.
- Consider limiting excessive consumption of alcohol that could deter guests' compliance with these guidelines.
- Close dance floors and discontinue performances such as musical or dance acts that encourage large gatherings.



## **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.)
- Discontinue the use of communal dump buckets, spit buckets, spittoons, etc. 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.

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<sup>1</sup>Additional requirements must be considered for vulnerable populations. Restaurants, bars, and wineries must comply with all [Cal/OSHA](#) standards and be prepared to adhere to its guidance as well as guidance from the [Centers for Disease Control and Prevention \(CDC\)](#) and the [California Department of Public Health \(CDPH\)](#). Additionally, employers should be prepared to alter their operations as those guidelines change.





SAN MATEO COUNTY HEALTH

**ENVIRONMENTAL  
HEALTH SERVICES**

**Environmental Health Services**

**Food Program**

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## **ALCOHOLIC BEVERAGE SALES IN CONJUNCTION WITH FOOD SERVICE DURING COVID-19**

### **BACKGROUND**

On May 22, 2020, The California Department of Alcoholic Beverage Control (ABC) announced that bars, wineries, distilleries, and breweries that do not have their own kitchens but that partner with meal providers will be able to sell alcoholic beverages to-go, as long as they are in a sealed container and in conjunction with a meal.

[May 22, 2020 ABC Press Release](#)

### **TEMPORARY RELIEF MEASURES**

**Can a bar, brewery, winery (with no food service) serve alcohol, to-go or delivery?**

Yes, if **ALL** of the following conditions are met:

1. The establishment meets the criteria of businesses allowed to operate in [the current Health Order](#).
2. The establishment qualifies for [temporary relief measures](#) under the current ABC regulations.
3. A [COVID-19 TEMPORARY CATERING AUTHORIZATION APPLICATION](#) has been approved and submitted to ABC.

**Do food providers/caterers need to be permitted in order to sell food in conjunction with a bar/brewery/winery?**

Yes. Any food facility\* that offers or distributes food for consumer consumption needs to have a permit with the local health department, whether there is a fee charged for the food or not.

**Can I expand the area where my license permits alcohol consumption?**

Yes, however certain restrictions apply. Check with your local Planning Department and refer to the ABC guidelines and FAQs.

**Where I can find more information about special COVID-19 relief and allowances for my bar?**

[ABC Frequently Asked Questions](#)

\*Note: "food facility" means a retail food establishment that prepares, serves, and vends food directly to the consumer. (CRFC 114379.10)