COVID-19 RECOVERY:
TRI-CITIES BUSINESS GUIDANCE

Conditions are imposed on businesses by the Governor and, in order to reopen, businesses must also be approved to and be in compliance with the Los Angeles County Safer At Home Order and conditions laid out by LA County in Reopening Protocol Checklists. LA County must follow State guidelines and have the latitude to impose guidelines that are stricter than the State. As of May 26, in Los Angeles County all retail establishments can open for in-person shopping at no more than 50% maximum occupancy.

LOS ANGELES COUNTY REOPENING PROTOCOLS: meet these requirements to reopen.

- **Retail Establishments Opening for In-Person Shopping Protocol** (5/26/20)
  - Before any retail businesses can reopen, they must implement and post the protocol checklist
- **Office Worksites Protocols** (5/26/20)
- **Food Facilities Guidance** (4/18/20)
- **Delivery and Pickup of Food Guidance** (4/9/20)

CALIFORNIA DEPARTMENT OF PUBLIC HEALTH & CAL/OSHA GUIDANCE:
Not allowed to open yet, but use this guidance in advance of LA County orders to prepare for reopening

- **Dine-In Restaurants Guidance** (5/12/20)
  - Dine-In Restaurants Checklist (5/12/20)

More guidance and resources for reopening can be found at [https://www.bchd.org/covidreopening](https://www.bchd.org/covidreopening).
The County of Los Angeles Department of Public Health is adopting a staged approach, supported by science and public health expertise, to allow certain retail businesses to safely reopen. The requirements below are specific to retail establishments permitted to reopen for in-person shopping by the Order of the State Public Health Officer on May 26, 2020. In addition to the conditions imposed on these specific retail businesses by the Governor, these types of businesses must also be in compliance with the conditions laid out in this Checklist for Retail Establishments Opening for In-Person Shopping.

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/](http://www.ph.lacounty.gov/media/Coronavirus/) regularly for any updates to this document.

This checklist covers:

1. Workplace policies and practices to protect employee health
2. Measures to ensure physical distancing
3. Measures to ensure infection control
4. Communication with employees and the public
5. Measures to ensure equitable access to critical services.

These five key areas must be addressed as your facility develops any reopening protocols.

**All businesses covered by this guidance 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.**

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**Recent updates**
5/26/20: Updated to include protocols that allow for in-person shopping at all lower-risk retailers.

**Business name:**

**Facility Address:**

**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 with chronic health conditions) are assigned work that can be done from home whenever possible.

☐ All employees have been told not to come to work if sick and to follow DPH guidance for self-isolation if applicable.

☐ Work processes are reconfigured to the extent possible to increase opportunities for employees to work from home.

☐ 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 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.

☐ Symptom checks are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing. These checks can be done remotely or in person upon the employees’ arrival. A temperature check should also be done at the worksite if feasible.

☐ All employees who have contact with the public or other employees during their shift(s) are offered, at no cost, a cloth face covering. The covering 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 need not wear a cloth face covering when the employee is alone in a private office or a walled cubicle.

☐ Employees are instructed to wash their face coverings daily.

☐ Employers should consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for employees who are screening others for symptoms or handling commonly touched items.

☐ All workstations are separated by at least six feet.

☐ Distribution areas (for curbside pickup), break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:

☐ Distribution area

☐ Break rooms

☐ Restrooms

☐ Other

☐ In compliance with wage and hour regulations, breaks are staggered to ensure that six (6) feet between employees can be maintained in break rooms at all times.

☐ Employees are prohibited from eating or drinking anywhere inside the workplace other than designated break rooms to assure that masks are worn consistently and correctly.

☐ 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):

Employees are allowed frequent breaks to wash their hands.

A copy of this protocol has been distributed to each employee.

To the extent possible, each worker is assigned their own tools, equipment and defined workspace. Sharing held items is minimized or eliminated.

Workers are provided time during their shifts to implement cleaning practices. Cleaning assignments should be assigned during working hours as part of the employee’s job duties.

All policies described in this checklist other than those related to terms of employment are applied to staff of delivery and any other companies who may be on the premises as third parties.

Optional—Describe other measures:

B. MEASURES TO ENSURE PHYSICAL DISTANCING

The number of customers in an indoor retail store is low enough to ensure physical distancing but in no case more than 50% of the maximum occupancy of the retail store capacity.

Maximum number of customers in the facility limited to: ________________________________

The retail store monitors all entrances in order to track occupancy. Where possible, provide a single, clearly designated entrance and separate exist to help maintain physical distancing.

Be prepared to queue customers outside while still maintaining physical distance, including through the use of visual cues. If necessary, an employee (or employees if there is more than one entrance) wearing a cloth face covering may be posted near the door but at least 6 feet from the nearest customers to track occupancy and to direct customers to line up six feet apart outside the entrance if the establishment has reached its occupancy limit.

Measures are implemented to ensure physical distancing of at least six feet between employees and customers. This can include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate where workers and/or employees should stand.)

Provide a single, clearly designated entrance and separate exit to help maintain physical distancing where possible.

Measures have been taken at check-out stations to minimize exposure between cashiers and customers, such as Plexiglas barriers. Signs are posted near entrances, check-out lanes and registers to remind customers of physical distancing.

Tape or other markings identify both a starting place for customers entering the check-out line and 6 foot intervals for subsequent customers who are joining the line.

Employees have been instructed to maintain at least a six (6) feet distance from customers and from each other in all areas of the store. Employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.

Employee restrooms are not available for customer use.

Employee workstations are separated by at least 6 feet and common areas are configured to limit employee gatherings to ensure physical distancing of at least 6 feet.

Break rooms and other common areas are configured to limit employee gatherings to ensure physical distancing of at least 6 feet. Where possible, outdoor break areas with shade covers and seating are created to help ensure physical distancing. In compliance with wage and hour
regulations, employee breaks are staggered to help maintain physical distancing protocols.

- Physical distancing requirements are implemented at loading bays and contactless signatures have been implemented for deliveries.
- Non-employee truck drivers, delivery agents, or vendors who are required to enter retail locations to wear cloth face coverings.

C. MEASURES FOR INFECTION CONTROL

- 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 offices and other spaces.
- Contactless payment systems are in place or, if not feasible, payment systems are sanitized regularly. Describe:

- Common areas and frequently touched objects in the customer pickup and payment (e.g., tables, doorknobs or handles, credit card readers) are disinfected on an hourly basis during business hours using EPA approved disinfectants.
- Workspaces and the entire facility are cleaned at least daily, with restrooms and frequently touched areas/objects cleaned more frequently.
- Retail store hours have been adjusted to provide adequate time for regular deep cleaning and product stocking. Stagger stocking so that employees are in different aisles.
- Where possible, encourage the use of debit or credit cards by customers, encourage customers to clean their reusable bags frequently, and require customers who bring reusable bags to bag their own purchases.
- Customers are instructed that they must wear cloth face coverings to be served. 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 use of a mask hazardous are exempted from this requirement.
- Customers arriving at the site with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are masked if age permits.
- In-store bars, bulk-bin options and product sampling have been discontinued.
- Purchases are given to customers in sealed packages or bags with receipt attached.
- Where possible, hands-free devices, including motion sensor lights, contactless payment systems, automatic soap and paper towel dispensers and timecard systems have been installed.
- Hand sanitizer, tissues and trash cans are available to the public at or near the entrance of the facility.
- All payment portals, pens, and styluses are disinfected after each use by a different person.
- 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 is posted at all public entrances to the facility.

☐ Signage at the entry and/or where customers line up notifies customers of options for and advantages preordering and prepayment.

☐ Online outlets of the establishment (website, social media, etc.) provide clear information about store hours, required use of face coverings, policies in regard to preordering, prepayment, pickup and/or delivery and other relevant issues.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

☐ Dedicated shopping hours for vulnerable populations, including seniors and those medically vulnerable have been instituted, if appropriate, preferably at a time following a complete cleaning.

☐ 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: _______________________________
Protocols for Office Worksites: Appendix D

The Los Angeles County Department of Public Health (Public Health) is calling on the public, all business owners and community organizations to support the safe reopening of businesses and public spaces. Through our collective Safer at Home efforts, we have successfully slowed the number of new COVID-19 cases and hospitalizations, allowing for a phased reopening of many aspects of regular life with adaptations and infection control measures.

To aid in this transition, Public Health asks all businesses and institutions to take appropriate steps to plan for reopening, in alignment with the Recovery Plan. The following issues are critical and must be addressed to ensure that workers and consumers remain reduce the risk of spread as we transition to a more open phase:

1. Protecting and supporting employee and customer health
2. Ensuring appropriate physical distancing
3. Ensuring proper infection control
4. Communicating with the public
5. Ensuring equitable access to services

These five key areas must be addressed as your facility develops any reopening protocols.

All businesses 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, per Fire Code: ___________
Approximate total square footage of space open to the public: ______________

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.

☐ Work processes are reconfigured to the extent possible to increase opportunities for employees to work from home.

☐ Alternate, staggered or shift schedules have been instituted to maximize physical distancing.

APPENDIX D: Reopening Protocol for Office-Based Worksites
Revised 5/26/2020
Additional protections like shifts in job duty that allow employees that are vulnerable to work from home have been provided whenever possible.

All employees have been told not to come to work if sick, or if they are exposed to a person who has COVID-19.

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.

Symptom checks are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing. These checks can be done remotely or in person upon the employees’ arrival. A temperature check should be done at the worksite if feasible.

In the event that 5 or more cases are identified within the workplace within a span of 14 days the employer should report this outbreak to the Department of Public Health at (888) 397-3993 or (213) 240-7821.

All employees who have contact with the public or other employees during their shift(s) are offered, at no cost, a cloth face covering. The covering 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 need not wear a cloth face covering when the employee is alone in a private office or a walled cubicle.

Employees are instructed to wash their face coverings daily.

All occupied desks, individual workstations or individuals on production lines are separated by at least six feet unless there are extenuating circumstances that require closer contact for brief periods of time.

In compliance with wage and hour regulations, breaks are staggered to ensure that physical distancing can be maintained in break rooms.

All employees, vendors and delivery personnel have been provided instructions regarding maintaining physical distancing and the use face coverings when around others.

Break rooms, restrooms and other common areas are disinfected frequently, 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):

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

- Employees are allowed frequent breaks to wash their hands.
Workers are provided time during their shifts to implement cleaning practices. Cleaning assignments should be assigned during working hours as part of the employee’s job duties.

Each worker is assigned their own tools, equipment and defined workspace whenever possible. Sharing of workspaces and held items is minimized or eliminated. Where items must be shared, they are disinfected between shifts or uses, whichever is more frequent, including the following: shared office equipment such as copiers, fax machines, printers, telephones, keyboards, staplers, surfaces in reception areas, shared work stations, etc. with a cleaner appropriate for the surface.

Copies of this Protocol have been distributed to all employees.

Optional—Describe other measures:

B. MEASURES TO ENSURE PHYSICAL DISTANCING (CHECK ALL THAT APPLY TO THE FACILITY)

The number of employees in the building is limited at any one time such that employees can easily maintain at least a six-foot distance from one another at all practicable times.

Maximum number of employees in facility limited to:

Maximum number of employees in facility per floor is limited to:

Tape or other markings have been placed at least six feet apart anywhere where individuals may have to line up, both inside the workplace and outside its public entrances, with signs directing employees and visitors to use the markings to maintain distance.

Employees have been instructed to maintain at least six feet distance from customers, guests and from each other; employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.

Elevator capacity is limited to the number of people that can be accommodated while maintaining a 6-foot physical distance between riders; during peak building entry and exit times, this number can be adjusted to 4 individuals or fewer at a time for any elevator that does not allow for 6-foot physical distance between riders. All riders are required to wear cloth face coverings. Consider elevator sizes, number of building floors, and daily number of employees and visitors to establish physical distancing guidelines appropriate for elevator riders.

To ease elevator traffic, stairwells have been opened for “up” or “down” traffic with increased cleaning of stairwells.

Furniture in areas that are open to the public (e.g., lobby, reception areas, or waiting rooms) is separated to support physical distancing.

Customer service windows or reception counters have been separated by 6 feet to allow for physical distancing.

Workspaces, cubicles, etc. are redesigned to ensure for six feet between employees.

Common areas (e.g., break rooms and kitchenettes) are closed or restricted, using barriers, or by increasing physical distance between tables/chairs in breakrooms and kitchenettes where personnel are likely to congregate and interact.

Employees are discouraged from congregating in any area, but especially common areas or high traffic areas such as break rooms, bathrooms, hallways and stairwells.
☐ To the extent possible, flow of traffic within the workplace is modified to minimize contacts (e.g., doors for entry or exit only; directional hallways or passageways have been established for foot traffic in a way that prevents employees from passing by one another).

☐ Employees have been instructed to discontinue handshakes or other forms of greeting that break physical distance.

☐ In-person meetings are strongly discouraged in favor of virtual meetings. If in-person meetings are essential, they are limited to 10 or fewer participants and all participants must wear cloth face coverings and are held in rooms large enough to maintain physical distancing.

☐ Nonessential travel is discontinued.

### C. MEASURES TO ENSURE INFECTION CONTROL (CHECK ALL THAT APPLY TO THE FACILITY)

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<td>☐</td>
<td>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 offices and other spaces.</td>
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<td>Shared materials or objects (e.g., staplers, three-hole punches pens, coffee mugs etc.) have been eliminated, to the greatest extent possible.</td>
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<td>Deep cleaning of entire office space is completed on a regular basis by a professional cleaning service.</td>
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<td>To the extent possible, doors, trash cans, etc. are contactless.</td>
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<td>Common areas and frequently touched object such as tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, elevator switches and buttons, touch screens, printers/copiers, and handrails are regularly disinfected using EPA approved disinfectants and following the manufacturer’s instructions for use.</td>
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<td>Disinfectant and related supplies are available to all employees at the following location(s):</td>
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<td>Contactless payment systems are in place or, if not feasible, payment systems are sanitized regularly. Describe:</td>
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<td>If possible, customer service or reception areas have plastic barriers installed to limit contact between employees and visitors.</td>
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<td>To the extent possible, visitors to the worksite are by appointment only and are pre-registered in a visitor log that includes a visitor’s name, phone number and email address. Visitors are instructed to come to their appointments alone. If a visitor must be accompanied by another person (e.g., for translation assistance, or because the visitor is a minor, or has minor children) their information is captured in the visitor log.</td>
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<td>Visitors are instructed that they must wear cloth face coverings during their visit. 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 use of a mask hazardous are exempted from this requirement.</td>
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<td>To the extent possible, movement of visitors to the worksite is limited to designated areas such as the reception or lobby area, customer service area, conference or meeting rooms, and public rest rooms.</td>
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<td>If necessary, staff are available to direct guests to meeting rooms upon entry to office space rather than congregating in lobbies or common areas.</td>
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Visitors arriving at the worksite with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are masked if age permits.

Restrooms normally open to the public remain open to the public if the public can enter the facility.

Hand sanitizer, soap and water, tissues and trash cans are available to the public at or near the entrance of the facility, at reception, and anywhere else inside the workplace or immediately outside where people have direct interactions.

Use of digital files rather than paper formats (e.g., documentation, invoices, inspections, forms, agendas) is encouraged.

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

- Break rooms:
- Restrooms:
- Other:

Building infrastructure that supports bike commuting is open and capacity for bike storage increased if possible.

Building fitness centers remain closed.

Sharing of communal food is prohibited.

Optional—Describe other measures (e.g. providing senior-only hours):

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- A copy of this protocol is posted at all public entrances to the facility.
- Signage has been posted to provide clear guidance to the public about how to maintain safety within the facility (e.g., maintaining physical distance, wear face covering, etc.).
- Signage is posted at each public entrance of the facility to inform all employees and visitors that they should: Avoid entering the facility if they have a cough or fever.
- Online outlets of the workplace (website, social media, etc.) provide clear information about hours, required use of face coverings, policies in regard to making appointments, 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 visitors 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: ___________________________
In order to appropriately respond to the COVID-19 (novel coronavirus) outbreak, the County of Los Angeles Health Officer issued the Safer At Home Order on March 21, 2020. This Order, issued by the Department of Public Health, placed new requirements on retail food facilities, including grocery stores and restaurants. Public Health is issuing this guidance to assist retail food facilities in remaining in compliance with the Order and lowering the risk of exposure to both customers and employees.

The Order requires retail food facilities to take the following actions:

**Social Distancing / Risk Reduction**

- Enforce social distancing by requiring members of the public to be separated by at least six (6) feet from others, as much as possible. Persons who are family members or household contacts, may stand or move together but must be separated from others by at least six (6) feet.
- Provide public access to handwashing facilities with soap and water or to hand sanitizer that contains at least 60 percent alcohol.
- **Post a sign** in a visible place at all public entries that instructs members of the public to not enter if they have symptoms of respiratory illness, including fever or cough.
- Follow communicable disease control recommendations provided by the Los Angeles County Department of Public Health, including guidance for cleaning and disinfecting the site. See guidance posted at [www.publichealth.lacounty.gov/media/Coronavirus/](http://www.publichealth.lacounty.gov/media/Coronavirus/).

**Dine-in Food Facilities**

- All restaurants and retail food facilities are not allowed to serve food for dining on-site either indoors and outdoors. No table service is permitted.
- Restaurants and retail food facilities may continue to operate for purposes of preparing and offering food to customers via delivery service, to be picked up, or for drive-thru.
- Bars that do not have a food facility permit may not remain open.
- Breweries or wineries that also have a food facility permit may remain open for purposes of continuing to prepare and offer food to customers via delivery service or to be picked up. Wineries and breweries may not offer tastings to the public but may continue non-public wholesale and production operations.
- For food facilities offering food pick-up options or delivery, food facility operators are to establish social distancing practices for those patrons in the queue when ordering or during pick-up.
- Restaurants offering grocery type products (e.g. raw ingredients, products, etc.) for retail sale may only include them on their menu for delivery or take-out. They are not allowed to set-up a grocery store in their dining room for customer self-selection as this defeats the purpose of closing dining rooms to customers and is outside of their existing permit.
  - Public Health will not enforce labeling of packaged products that are packaged for convenience purposes, provided they are able to provide ingredients to customers upon request.
  - Restaurants are strictly prohibited from engaging in high-risk packaging:
    - Reduced-oxygen packaging that has not been approved by CDPH.
    - Bottles of sanitizer solution being sold without any of the required EPA labeling.
If a restaurant is using a portion of their dining room as back-up storage for non-food items, they must prohibit customer self-selection of these items. These products are to be provided as part of the delivery or take-out purchase.

*Cafeterias, commissaries, and restaurants located within hospitals, nursing homes, or similar facilities are exempt from the prohibition on on-site consumption; however, Public Health strongly recommends that these facilities ensure that diners practice appropriate social distancing requirements (6 feet from other customers) while present.*

**Grocery Stores and Convenience stores**
- Ensure there is a way to sanitize shopping cart and basket handles – either by making wipes easily accessible to customers or by having employees manage the process and sanitize between each customer use.
- Monitor customer capacity to ensure customer social distancing. This is especially important for wait lines such as check-out counters. In areas of high-volume traffic, utilize spacing tools for checks and lines. Put tape on the floor to keep customers adequately spaced.
- Grocery stores with on-site consumption areas may not provide any dine-in options, either indoors or outdoors.
- Grocery stores and convenience stores that offer self-service of unpackaged food (e.g. salad bar, soup bar, bulk bins of food) must discontinue allowing customer self-service.
- Prohibit product sampling.

**Mobile Food Facilities (e.g. food trucks, food carts)**
- Only mobile food facilities that have a valid health permit are allowed to offer food for off-site consumption or take-out.
- Monitor customer capacity to ensure customer social distancing. This is especially important for wait lines such as ordering counter lines.

**Customer Service Considerations**
- Recommend designating an employee that will ensure the social distancing requirements to any lines that form inside or outside of the store are met. In areas of high-volume traffic, utilize spacing tools for checks and lines. Put tape on the floor to keep customers adequately spaced.
- Recommend providing customers with additional napkins or tissues to use when they cough or sneeze.
- Ensure that restrooms are fully stocked with soap, single-use towels/hand dryers, and no-touch trash receptacles.
- Recommend providing alcohol-based hand sanitizer with at least 60% alcohol for customers to use in common areas, such as entering the facility.
- Consider offering free delivery services for high-risk customers so they can avoid coming into grocery stores.
- Recommend limiting conversations at ordering counter and check-out lines between food employees and customers.
Food Facility Employees

- Daily check employees for illness (either self-check or employer check) and ensure employees stay home when they are sick.
- Employees with fever or respiratory illness are advised to stay home and not return to work until at least 3 days (72 hours) after recovery, which means fever has resolved without the use of fever-reducing medications and there is improvement in respiratory symptoms (e.g., cough, shortness of breath), AND at least 7 days have passed since symptoms first appeared.
- Employees who appear to be ill upon arrival to work or become sick during the day should be sent home immediately.
- Recommend scheduling employees to the same shift and not shifting employees between shifts to minimize spread in the event that an employee is diagnosed with COVID-19.
- Consider temporarily assigning employees at high risk for serious illness due to COVID-19 to duties that limit their exposure to the public. High risk refers to older adults, pregnant women, and those with compromised immune systems or underlying medical problems.
- Instruct wait staff and counter staff, as much as possible, to keep a 6-foot distance between themselves and customers.

Confirmed COVID-19 Requirements

Upon notification that a food employee has tested positive for COVID-19 or is presumed positive based on symptoms associated with COVID-19, the food operator is required to take the following actions:

1. Ensure affected employee is excluded from the food facility and adheres to the Health Officer Order (HOO) for the Control of COVID-19:
   
   **http://publichealth.lacounty.gov/media/Coronavirus/HOO_Coronavirus_BlanketIsolation_03.25.20.pdf**

   ➞ Additional guidance for those confirmed with COVID-19 can be found at
   
   **http://publichealth.lacounty.gov/acd/docs/HomeisolationenCoV.pdf**

   Identify all potential “close contacts” and require that they adhere to the HOO quarantine orders: Close contacts include all household members, any intimate contact, and all individuals who were within 6 feet of the ill employee for more than 10 minutes, starting 48 hours before the employee’s symptoms began until their isolation period ends. In addition, anyone who had contact with the employee’s body fluids and/or secretions (such as were coughed on/sneezed on, shared utensils or saliva should be in quarantine.

   **http://publichealth.lacounty.gov/media/Coronavirus/HOO_Coronavirus_Blanket_Quarantine_03.25.20.pdf**

   ➞ Additional guidance for close-contacts can be found at
   
   **http://publichealth.lacounty.gov/acd/docs/COVHomeQuarantine.pdf**

2. Clean and sanitize the facility according to CDC guidance at
   

   ➞ Existing cleaning and sanitizing requirements for food-contact surfaces are effective

3. Retail food facilities should not require doctors notes for persons identified as close contacts of an employee identified as a COVID-19 case, as that exposed person is required to self-quarantine for 14-days from the date of last exposure in compliance with the Order.

The Department of Public Health’s Environmental Health Division will work with the food operator to provide guidance and ensure that all required actions are completed.
Handwashing Instructions for All Employees

- Ensure employees wash hands and arms with soap and warm water for at least 20 seconds upon first arriving to work, after using the restroom, before and after eating, frequently throughout the day and as specified in the California Retail Food Code (CRFC), Section 113953.3. Avoid touching your eyes, nose or mouth.
- Recommend assigning an employee at every shift to ensure that handwashing sinks are stocked with soap and paper towels at all times.
- Recommend using gloves appropriately as an additional tool, but it is important to remember that gloves do not replace the need to wash hands and practice good hand hygiene.

Adhere to Basic Food Safety Practices

- 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 and wash hands frequently and when required as noted above.
- Ensure all food and food ingredients are from an approved food source.

Special Considerations

- Restrict the use of refillable containers that customers bring in for beverages or food.
- Beverage dispensers that are used to refill self-serve beverages shall be cleaned and sanitized frequently.
- Maintain single-use items such as cups, cutlery, plates, and packaged condiments behind the counter and provide upon request.

Enhanced Cleaning Practices

- Designate employees to clean and disinfect all “high-touch” surfaces such as serving counters, tabletops, refrigeration doors handles, cash register counters, credit card machines, bathroom fixtures, toilets, doorknobs, trash cans, and phones, frequently.
- Use an Environmental Protection Agency (EPA)-registered product that cleans (removes germs) and disinfects (kills germs). Always follow the instructions on the labels of cleaning products and disinfectants.

Effective Disinfectants (For use on non-food contact surfaces)

- To make a bleach solution, mix 4 teaspoons of bleach to 1 quart (4 cups) of water. For a larger supply, add 1/3 cup of bleach to 1 gallon (16 cups) of water. Use the solution within 20 minutes.
- Other EPA-approved disinfectants may be used if they are effective against Coronaviruses. Consumers may contact the “1-800” number on the product label for its effectiveness against “COVID-19”.

Los Angeles County Department of Public Health
www.publichealth.lacounty.gov
04/18/20 Food Facilities Guidance (English)
Proper Handling of Disinfectants, Items, and Waste

- Use chemicals in a well-ventilated area.
- Avoid mixing incompatible chemicals (read label).
- Prevent chemical contact with food during cleaning.
- Manage waste safely and dispose in a secure trash container.
- Store chemicals in an approved manner.

For more information on preventing a communicable illness in a food facility setting, contact Consultative Services at (888) 700-9995. For more information on COVID-19, visit http://publichealth.lacounty.gov.
Proper food handling during the preparation, holding, pick-up, and delivery of food is essential in ensuring that the food is safe for consumption. Food facilities along with food delivery drivers play a key role in ensuring that food remains safe for consumers during the delivery process.

### PERSONAL HYGIENE

- Wash your hands with soap and water for at least 20 seconds between each delivery and before picking up and dropping off food to a consumer.
- If soap and water are not available, use a hand sanitizer that contains at least 60% alcohol.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Do not provide delivery services if sick. Sick employees are advised to stay home and not return to work until at least 3 days (72 hours) after recovery, which means fever has resolved without the use of fever-reducing medications and there is an improvement in respiratory symptoms (e.g., cough, shortness of breath), AND at least 7 days have passed since symptoms first appeared.
- If you do become ill be sure to tell all of your close contacts that they need to be in quarantine for 14 days after their last contact with you. Close contacts include all household members, any intimate contact, and all individuals who were within 6 feet of you for more than 10 minutes, starting 48 hours before your symptoms began until your isolation period ends. In addition, anyone who had contact with your body fluids and/or secretions (such as were coughed on/sneezed on, shared utensils or saliva or provided care to you without wearing protective equipment) needs to be in quarantine.

### PROPER FOOD HANDLING AND HOLDING

- Food should be packaged in tamper-evident packaging and maintained so that it is not exposed to potential contamination during delivery.
- Delivered food must be transported or held in containers made of smooth, washable and impervious materials that are able to withstand frequent cleaning.
- Maintain clean, insulated carriers in the vehicle for the storage of food during transportation. Carriers should be leak-proof and maintain food at proper holding temperatures.
- When delivery time exceeds 30 minutes, food must be maintained at either cold (below 41°) or hot (above 135°) temperatures.
**PICK UP AND DELIVERY**

- Restaurants should have all to-go items packaged and bagged, including utensils, napkins, and condiments. This ensures drivers do not need to touch any additional items during the pick-up transition.
- Advise drivers to maintain social distancing of six feet away from consumers while awaiting orders.
- Provide cloth face covering for all staff and ensure they wear them at all times when interacting with each other or with clients.
- Drivers must maintain the interior of vehicles in a clean and sanitary manner, including the trunk and/or rear storage areas.
- Drivers must store food inside a clean and disinfected secondary container for transportation.

**DELIVERY OF FOOD**

- Drivers should never touch food, all food must remain in its original packaging.
- Avoid close contact with consumers.
- Recommend drivers arrange with the consumer to leave the food at the doorstep so that consumer can retrieve food once the delivery driver has stepped away.

**OTHER GUIDANCE FOR DELIVERY DRIVERS**

- Drivers should use a disinfectant approved by the EPA in accordance with label directions to clean and disinfect common touchpoints.
- Areas that should be cleaned regularly in the vehicle include the steering wheel, radio buttons, gear shift, and door handles.
- Drivers picking up food are allowed to use a restaurant’s restroom to perform proper handwashing procedures prior to picking up food for delivery.

**REMINDERS FOR CONSUMERS**

- Remove packaged food from delivery bags and dispose of delivery bags or boxes.
- Wash hands with soap and warm water for 20 seconds before handling food and before eating.
- Refrigerate all perishable foods as soon as possible and always within two hours after purchase or delivery if it has not been consumed.
- Food should only be delivered/received from food facilities permitted by a local health jurisdiction.
For more information please contact Consultative Services at (888) 700 – 9995. For more information on COVID-19 visit: http://publichealth.lacounty.gov or call the Los Angeles County Information line 2-1-1 which is available 24 hours a day.
COVID-19 INDUSTRY GUIDANCE:
Dine-In Restaurants

May 12, 2020

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. 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](https://www.cdc.gov)).

• 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](https://www.cdc.gov), including employee’s sick leave rights under the [Families First Coronavirus Response Act](https://www.cdc.gov), and the Governor’s [Executive Order N-51-20](https://www.cdc.gov), 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](https://www.cdc.gov).

**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](https://www.cdc.gov), 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:
  
  o 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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1Additional 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.
Cal/OSHA COVID-19 General Checklist for Dine-in Restaurants

May 12, 2020

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 & 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/cover.

### 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.