

# COVID-19 TOOLKIT

## Dine-In Restaurants



This toolkit provides guidance for dine-in restaurants to support safety for workers and customers.

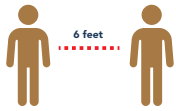


# **This toolkit includes:**

1. COVID-19 Prevention Practices
2. Physical Distancing Requirements
3. Infection Control
4. Protecting Employees
5. Protecting Customers
6. Resources to communicate with your staff and customers.

**To reopen your restaurant  
business, here's what you  
need to know and do:**

# 1. COVID-19 Prevention Practices



Physical distancing of at least 6-feet



Use of face coverings by employees and customers



Frequent handwashing and regular cleaning



Employee training on COVID-19 protocols



# 1. COVID-19 Prevention Practices

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.

In accordance with the State Public Health Officer Order, restaurants and other food facilities that prepare and serve food are limited to outdoor dining, delivery, drive thru or carry out only. **No indoor dining is permitted.**

Restaurants 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, tasting rooms, craft distilleries, and wineries are to remain closed until allowed to resume modified or full operation, unless they possess a moderate or high risk public health permit and are offering outdoor sit-down meals as allowed by the Order.



## 2. Physical Distancing Requirements

- Restaurants and other food facilities that prepare and serve food are limited to outdoor dining, delivery, drive thru, or carry out only. No indoor dining is permitted.
- Do not allow customers to congregate in any areas. Limit contact between and among employees and customers as much as possible.
- Create 6-foot markings to indicate spacing requirements at entrance, customer areas, food ordering and pick-up areas.
- Limit the number of customers at a single table to no more than 6 people in the same party. Outdoor seating ensures at least 6 feet of physical distance between customers at different tables.
- Restaurants may not host receptions, banquets, or large gatherings. Entertainment options, including DJs and live music and entertainment, are prohibited.
- Install physical barriers such as partitions or plexiglass at registers, host stands, and counters where maintaining physical distancing is difficult.
- Utilize contactless processes for ordering, pickup, delivery, and payment where possible.
- View all physical distancing requirements by visiting the [Restaurant Protocols](#).



## 3. Infection Control

### **Prior to reopening**

- Restaurants are cleaned and disinfected/sanitized.
- Dining rooms, host stands and kitchens are equipped with hand sanitizer and sanitizing wipes.
- Ventilation system is in good working order.
- Hot and cold-water fixtures are flushed for 5 minutes.

### **Food Safety**

- All food safety practices are followed and maintained in accordance with the California Retail Food Code.
- Self-serve machines such as soda dispensers are dispersed by a food employee and cleaned and sanitized frequently.
- Self-service food areas or other areas where customers may congregate or touch food and foodware items are closed.
- Refilling beverages at the table or from common containers is not allowed. Clean glassware is provided for customer refills.



## 3. Infection Control

### Facility Requirements

- Frequently touched objects such as tables, doorknobs and credit card readers are disinfected hourly. Payment portals, pens and styluses are disinfected after each use.
- One employee per shift oversees and enforces sanitation and disinfection procedures, as needed.
- Facility is thoroughly cleaned and sanitized/disinfected nightly.
- Restrooms are cleaned and disinfected hourly.
- Hand sanitizers and trash cans are available to the public near the entrance.
- View additional infection control protocols by visiting the [Restaurant Protocols](#).



## 4. Protecting Employees

- All employees are told not to come to work if they are sick or if they are exposed to a person who has COVID-19.
- Screenings are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing, and fever or chills and if the employee has had contact with a known COVID-19 case in the last 14 days. These checks can be done remotely or in person upon employee's arrival. A temperature check should be done at the site if feasible.
- All employees who have contact with others must wear cloth face coverings that are washed or replaced daily. Employees instructed not to wear a face covering by their medical provider should wear a face shield with a drape.
- In addition to cloth face coverings, face shields are provided and worn by wait staff and other employees when servicing customers who are not wearing a face covering while eating and drinking.

## 4. Protecting Employees

- Servers and bussers moving items touched by customers must wear gloves.
- Upon being informed that a worker or contractor tests positive for, or has symptoms consistent with COVID-19, there is a plan in place for the case(s) to isolate at home and for all workers with an exposure to the case(s) to immediately self-quarantine and have access to or be tested for COVID-19.
- If 3 or more cases are identified within the workplace within 14 days, the employer must immediately report this cluster to the Department of Public Health by phone (888-397-3993 or 213-240-7821).
- Ensure hand hygiene practices including allowing employees time to wash their hands, the use of hand sanitizer, and proper glove use.
- Shift schedules and breaks are staggered to maximize physical distancing.
- View additional employee protection protocols by visiting the [Restaurant Protocols](#).



## 5. Protecting Customers

- Customers must wear face cloth coverings whenever they are not eating and/or drinking, including upon arrival, when walking in the facility, and when using restrooms. Only children under 2 and individuals who have been instructed not to wear a face covering by their medical provider are exempt. Face coverings should be made available to visitors who arrive without them.
- Customers who refuse to wear a cloth face covering may be refused service and asked to leave.
- Symptom checks are conducted before visitors may enter the facility, including a check-in concerning cough, shortness of breath, difficulty breathing, and fever or chills. This can be done in-person upon arrival, via online check-in systems, or through signage stating that visitors with these symptoms may not enter the premises.
- Takeout containers are filled by customers and available only upon request.
- Reusable menus are cleaned and disinfected between customers.



## 5. Protecting Customers

- Seating areas are cleaned and sanitized after each use.
- No flatware, glassware, dishware, menus or condiments can be on the table prior to the seating of customers.
- Cashless transactions are encouraged.
- Diners are discouraged from socializing after meals.
- View additional visitor protection protocols by visiting the [Restaurant Protocols](#).



## 6. Resources to communicate with your staff and customers.

### Guidances

Reopening Protocol for Restaurants (must be posted at all public entrances)

Ventilation in Restaurants

Cleaning and Disinfection Matrix

Outdoor Dining

Use of Barriers for Physical Distancing

Workplace Managers Guidance

Responding to COVID-19 in the Workplace Guidance

### Posters

Notice to Customers Poster

Physical Distancing Poster

Cloth Face Covering Poster

Stay Away if Sick Poster



**LOS ANGELES COUNTY DEPARTMENT OF PUBLIC HEALTH**

[www.publichealth.lacounty.gov](http://www.publichealth.lacounty.gov)

