

Protocol for Restaurants: Appendix I

Effective Date: 12:01am on Monday, April 05, 2021

Recent Updates: (Changes highlighted in yellow)

4/2/2021: Updated to increase occupancy for indoor dining to 50% of occupancy or 200 people, whichever is less.

Due to the recent decrease in COVID-19 cases and hospitalizations this protocol has been updated. Restaurants and food facilities may provide food and beverage service via indoor and outdoor dining, as well as via delivery, drive thru and carry out. Additionally, wineries, breweries, and distilleries that serve bona-fide meals with any alcohol purchase may open for indoor and outdoor dining in addition to delivery, drive thru, and carry out service. Restaurants that operate within Amusement Parks, Family Entertainment Centers and Cardrooms must adhere to the indoor capacity limits permitted for those establishments.

Indoor dining may only be open at 50% occupancy or 200 people, whichever is less. Occupancy is based on applicable Building or Fire Codes. The Los Angeles County Department of Public Health encourages restaurants to continue to prioritize outdoor dining, pickup, and delivery services for the safety of workers and patrons as these present lower risks of COVID-19 transmission when compared to indoor dining.

In addition to the conditions imposed on restaurants and other food facilities by the State Public Health Officer, these establishments must also be in compliance with these safety and infection control protocols. **Please note:** Breweries, wineries and distilleries that do not serve a bona fide meal are required to adhere to the Protocol for Breweries, Wineries, and Craft Distilleries: Appendix Y. Bars (with a low-risk restaurant health permit) are permitted to operate outdoors in compliance with Protocol for Bars: Appendix Y-1.

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

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

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

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

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

The following requirements apply only to those breweries, wineries and distilleries that are exempt from obtaining a public health permit and will offer meal service with bona fide meals:

Breweries, wineries, and distilleries with a #1, #2, #4, #23 and/or #74 state alcohol license that do not possess a restaurant public health permit (hereafter referred to as “Facility”) may also offer indoor on-premises meal and beverage service provided that the Facility adheres to all the protocols for restaurants detailed below, adheres to the additional requirements for the Facility, and enters into one of the following arrangements to offer meals with on-premises beverage sales:

- 1) The Facility may contract with a caterer or restaurant that has a valid Los Angeles County Health Permit to offer a bona fide meal with alcohol under the host facility requirements outlined in the California Retail Food Code, provided that the Facility obtains a health permit from the Environmental Health Division at the Los Angeles County Department of Public Health prior to operating in such capacity. **ALCOHOL MUST BE PURCHASED IN THE SAME TRANSACTION AS A BONA FIDE MEAL.** The catering operation must provide Standard Operating Procedures to the Environmental Health Division at EHmail@ph.lacounty.gov prior to operating in such capacity; or
- 2) The Facility may work with a mobile food facility (i.e. food truck) permitted by the Los Angeles Department of Public Health to provide bona fide meals. For all arrangements, **ALCOHOL MUST BE PURCHASED IN THE SAME TRANSACTION AS A BONA FIDE MEAL.** The Facility shall notify the Environmental Health Division at EHmail@ph.lacounty.gov prior to operating in such capacity.
- 3) The Facility may not serve any beverages or food to customers that are not seated, and customers are not allowed to consume food or beverages unless seated at a table. **The Facility may not operate for on-site food or beverage consumption between the hours of 10:00 P.M. and 11:30 A.M.**

Additional requirements that apply to all businesses:

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

This protocol is not intended for concert, performance, or entertainment venues that have on-site food facilities. These food facilities are to remain closed until they are allowed to resume modified or full operation through a specific reopening order.

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

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

¹ Los Angeles County Code, Title 22. §22.14.060 - F. Family definition. (Ord. 2019-0004 § 1, 2019.)

https://library.municode.com/ca/los_angeles_county/codes/code_of_ordinances?nodeId=TIT22PLZO_DIV2DE_CH22.14DE_22.14.060F

This checklist covers:

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

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

All restaurants and breweries, wineries, and distilleries serving a bona fide meal covered by this protocol must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.

Business name: _____

Facility Address: _____

Maximum Occupancy: _____

Date Posted: _____

**A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH
(CHECK ALL THAT APPLY TO THE FACILITY)**

- Everyone who can carry out their work duties from home has been directed to do so.
- Vulnerable staff (those above age 65, those who are pregnant, and those with chronic health conditions) are assigned work that can be done from home whenever possible, and should discuss any concerns with their healthcare provider or occupational health services to make appropriate decisions on returning to the workplace.
- All employees have been told not to come to work if sick or if they are exposed to a person who has COVID-19.
- Workers are provided information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on [government programs supporting sick leave and worker's compensation for COVID-19](#), including employee's sick leave rights under the [Families First Coronavirus Response Act](#) and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's [Executive Order N-62-20](#).
- Upon being informed that one or more employees test positive for or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all employees that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures.
- In the event that the owner, manager, or operator knows of three (3) or more cases of COVID-19 within the workplace within a span of 14 days the employer must report this outbreak to the Department of Public Health at (888) 397-3993 or (213) 240-7821 or online at www.redcap.link/covidreport. If a cluster is identified at a worksite, the Department of Public Health will initiate a cluster response which includes providing infection control guidance and recommendations, technical support, and site-specific control measures. A public

health case manager will be assigned to the cluster investigation to help guide the facility response. LACDPH will need the facility's immediate cooperation to determine whether the cluster of cases constitutes an outbreak of COVID-19.

- Entry screenings are conducted before employees, vendors, and delivery personnel may enter the workspace, in accordance with the LACDPH [Entry Screening guidance](#). Screenings must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills and whether the individual is currently under isolation and quarantine orders. These check-ins can be done remotely or in person upon the employees' arrival. A temperature check should also be done at the worksite if feasible.
 - Negative Screen (Cleared). If the person has no symptom(s) and no contact with a known COVID-19 case in the last 14 days, they can be cleared to enter for that day.
 - Positive Screen (Not Cleared):
 - If the person **was not fully vaccinated² against COVID-19 and** had contact with a known COVID-19 case in the last 14 days or is currently under quarantine orders, they may not enter or work in the field and must be sent home immediately to quarantine at home. Provide them with the quarantine instructions found at ph.lacounty.gov/covidquarantine.
 - If the person is showing any of the symptoms noted above or is currently under isolation orders, they may not enter or work in the field and must be sent home immediately to isolate at home. Provide them with the isolation instructions found at ph.lacounty.gov/covidisolation.
- Employees who have contact with others are offered, at no cost, an [appropriate face mask](#) that covers the nose and mouth. The mask is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others. It is strongly recommended that restaurant operators that open for indoor dining provide employees, those who are or may be in contact with customers indoors, masks that are more effective at protecting against small aerosol transmission, including but not limited to fit-tested N95 masks, KN95 masks and double-masks, given the higher risk of COVID-19 spread indoors in a restaurant setting. For more information, see LAC DPH COVID-19 Mask webpage at <http://publichealth.lacounty.gov/acd/ncorona2019/masks>. Employees who have been instructed by their medical provider that they should not wear a face mask must wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves must not be used.
- All employees must wear a face mask at all times except when they are alone in a private office with a closed door or when they are eating or drinking alone. The exception made previously for employees working in cubicles with a solid partition exceeding the height of the employee when standing is overridden until further notice.
- Employees are instructed on the proper use of face masks, including the need to wash or replace their face masks daily.
- Face shields are provided and worn by employees who are or may come into contact with customers (this includes but is not limited to hosts, hostesses, and wait staff who interact with customers as well as other employees like bussers, runners, and others who may enter the front-of-the-house area). The face shield is to be worn in addition to the face mask. Face masks protect others from the wearer's droplets; face shields help protect the wearer from others' droplets.
- Face shields are to be used, cleaned, and disinfected per manufacturer's directions.
- To ensure that face masks are worn consistently and correctly, employees are prohibited from eating or drinking except during their breaks when they are able to safely remove their masks and physically distance from others. At all times when eating or drinking, employees must maintain at least a six-foot distance from others. When eating or drinking, it is preferred to do so outdoors and away from others.

² People are considered fully vaccinated against COVID-19 two (2) weeks or more after they have received the second dose in a 2-dose series (e.g., Pfizer-BioNTech or Moderna), or two (2) weeks or more after they have received a single-dose vaccine (e.g., Johnson and Johnson [J&J]/Janssen).

- Occupancy is reduced and space between employees is maximized in any room or area used by employees for meals and/or breaks. This has been achieved by:
 - Posting a maximum occupancy that is consistent with enabling a distance of at least six feet between individuals in rooms or areas used for breaks;
 - Staggering break or mealtimes to reduce occupancy in rooms or areas used for meals and breaks; and
 - Placing tables at least eight feet apart, removing, or taping seats to reduce occupancy, placing markings on floors to assure distancing, and arranging seating in a way that minimizes face-to-face contact. Use of partitions is encouraged to further prevent spread but should not be considered a substitute for reducing occupancy and maintaining physical distancing.
- Employees are directed to ensure hand hygiene practices including handwash frequency, use of hand sanitizer and proper glove use are adhered to.
- Employees are allowed time to wash their hands frequently.
- Employees are reminded to cover coughs and sneezes with a tissue. Used tissue should be thrown in the trash and hands washed immediately with soap and warm water for at least 20 seconds.
- All employees, vendors and delivery personnel have been provided instructions regarding maintaining physical distancing and the use face masks when around others.
- Workers are enlisted and supported as peer educators, reinforcing instructions around physical distancing and infection control.
- Breaks are staggered, in compliance with wage and hour regulations, to ensure that six (6) feet between employees can be maintained in break rooms at all times.
- Break rooms, restrooms and other common areas are disinfected hourly, on the following schedule:
 - Break rooms _____
 - Restrooms _____
 - Other _____
- Disinfectant and related supplies are available to employees at the following location(s):

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

- Copies of this Protocol have been distributed to all employees.
- Optional—Describe other measures:

B. MEASURES TO ENSURE PHYSICAL DISTANCING

Indoor Dining Areas:

- The number of customers in a restaurant's indoor seating area is limited to 50% of the restaurant's indoor occupancy or a maximum of 200 attendees, whichever is lower. Where feasible, parking lots are reconfigured to limit congregation points and ensure proper separation.
 - Maximum number of customers in the restaurant's indoor dining area is limited to: _____
- To ensure physical distancing of at least 6 feet between customers seated at different tables, tables must be spaced at least 8 feet apart when measured from one table edge to the next table edge. This also allows for passing room between tables and accounts for chairs being pushed out and occupied by customers seated

at the table. Plexiglass or other barriers do not substitute for the required 8 feet distance between tables and 6 feet distance between diners. See the “Examples of approved seating arrangements within the allowable occupancy” below.

- On-site indoor seating at a table shall be limited to no more than 6 people in the same party. All people seated at an indoor table must be members of the same household and, thus, do not have to sit six feet apart from each other. Prior to seating, 1) all members of the party must be present, and 2) the host shall verbally inform the party that everyone sharing an indoor table must be from the same household.
- Facilities offering on-site indoor dining service must also adhere to the following:
 - Bar counters used for the purposes of preparing or serving alcoholic beverages are closed to food and beverage service at the counter.
 - **Restaurants may not host receptions, banquets, or other coordinated, organized or invited events, or gatherings of any type.**

Outdoor Dining Areas:

- The number of customers in an outdoor seating area is low enough to ensure physical distancing. To ensure physical distancing of at least 6 feet between customers seated at different tables, tables must be spaced at least 8 feet apart when measured from one table edge to the next table edge. This also allows for passing room between tables and accounts for chairs being pushed out and occupied by customers seated at the table while maintaining physical distancing between customers seated at different tables. Plexiglass or other barriers do not substitute for the required 8 feet distance between tables and 6 feet distance between diners. See the “Examples of approved seating arrangements within the allowable occupancy” below.
- On-site outdoor seating at a table shall be limited to no more than 6 people in the same party. All people seated at an outdoor table may be from no more than three different households Prior to seating, 1) all members of the party must be present, and 2) the host shall verbally inform the party that everyone sharing a table may be from no more than three households.
- Maximum number of customers in the outdoor seating area is limited to: _____, as determined by the total number of seats available after tables are spaced at least 8 feet apart from any other table and with a maximum of six (6) seats at each table.
- Televisions or other screens located in designated outdoor dining areas may be used for viewing by customers located outdoors.**
- Facilities offering on-site outdoor dining service must also adhere to the following:
 - To qualify as “outdoor operations”, the facility’s dining area and any temporary structures used for it must comply with the State’s criteria for an outdoor setting, as specified in the California Department of Health’s mandatory guidance on [Use of Temporary Structures for Outdoor Business Operations](#).
 - Outdoor structures that do not meet the State’s criteria for an outdoor setting are classified as indoor settings, and any customers within them will be counted and included as part of the establishment’s **50%** total indoor occupancy limit.
- Bar counters used for the purposes of preparing or serving alcoholic beverages are closed to food and beverage service at the counter.
- Restaurants may not host receptions, banquets, or other coordinated, organized or invited events, or gatherings of any type.

General Requirements for all Facilities:

- The establishment must strictly and continuously meter the entry and exit of customers at all entrances in order to track occupancy to ensure compliance with capacity limits. Establishments that are insufficiently or not metering or appear to be over-capacity, may, at the discretion of the public health inspector, be temporarily closed until these issues are rectified as determined by the onsite public health inspector.
- Where possible, provide a single, clearly designated entrance and separate exits to help maintain physical distancing.
- Measures to ensure physical distancing are adhered to where customers or employees are in a queue. This includes check-stands and terminals, counter lines, restrooms, elevator lobbies, host stands and waiting areas, valet drop off and pickup, and any other areas where customers congregate.
 - Placing tape or other markings at 6-foot intervals in any area where members of the public may form a line or stand.
 - Establish directional hallways and passageways for foot traffic, if possible, to eliminate employees and customers from passing by one another.

If possible, an employee wearing both a face shield and face mask is posted near the above areas, but at least 6 feet from the nearest customers, to monitor that physical distancing procedures are adhered to.

- Live entertainment** operations are prohibited. This includes, but is not limited to, Disk Jockey (DJ), live dancers or dancing, comedians, live music, or other entertainment. Recorded music is allowed, but volume must be low enough so that workers can hear customers while maintaining their distance.
- Indoor** televisions or any other screens that are used to broadcast programming or other entertainment must be removed from the area or turned off. This provision is effective until further notice.
- Food facilities offering food pick-up options or delivery are to ensure physical distancing practices are implemented for those customers in the queue when ordering or during pick-up and by staff during delivery.
- Restaurants may continue and are encouraged to be open for delivery, take-out, and drive thru operations.
- Technology solutions, such as mobile ordering and menu tablets, contactless payment options, among others, have been implemented to reduce person-to-person interaction, whenever possible.
- Design interaction between customers, delivery drivers and employees to allow for physical distancing.
 - Floors in and outside of the restaurant in areas when customers, vendors, delivery personnel or others may wait for are marked to enable and enforce physical distancing.
 - The use of contactless processes for pickup and delivery and other electronic systems for guest interactions have been implemented, where possible.
 - Interactions between employees and customers are limited to a maximum of five minutes per occurrence, where possible.
- On-site dining is encouraged to be made by reservation or customers are notified to call in advance to confirm outdoor seating/serving capacity, where possible. Contact information for a party is collected, if practicable in the normal course of business operation, either at the time of reservation booking or on-site to allow for contact tracing should this be required.
 - Consider a phone reservation system that allows people to queue or wait in cars and enter only when a phone call, text, or other method, notifies the customer that a table is ready.
 - Consider options for outdoor dining customers to order ahead of time to limit the amount of time spent at the establishment.
- If the establishment has capacity and chooses to offer on-site ordering, customers should be offered a menu (posted or a single-use handout), to allow for ease of ordering, and items orders should be gathered, packaged and picked up by the customer as soon as possible; customers should be notified of the estimated pick-up time. Customers waiting for items may not congregate within the business. They should either remain in their car or return at the appropriate time to obtain their order.

- Limit contact between staff and customers.
 - Install physical barriers such as partitions or plexiglass at registers, host stands, ordering counters, etc., where maintaining physical distance of six feet is difficult.
 - Limit the number of employees serving individual parties.
- Discourage employees and customers from congregating in high traffic areas such as bathrooms, hallways, bar areas, reservation, and credit card terminals, etc.
 - Require employees to avoid handshakes and similar greetings that break physical distance.
- Increase distance between tables to at least 8 feet and between seats to at least six feet to maintain physical distancing between employees in employee breakrooms. Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.
- Operations have been redesigned, where possible, to achieve physical distancing between employees.
 - Kitchen and other back of house area's floors are marked to reinforce physical distancing requirements.
- Physical distancing protocols should be used in any office areas, kitchens, pantries, walk-in freezers, or other high density high-traffic employee areas.
 - Incidental contact is to be expected, however, the goal is to limit this to less than 15 minutes, preferably 10 minutes, and the employees are always wearing their face masks.

C. MEASURES FOR INFECTION CONTROL

PRIOR TO OPENING

- The HVAC system has been inspected by an HVAC Specialist within 30 days of reopening for indoor dining and is in good, working order; to the maximum extent possible, ventilation has been increased. Effective ventilation is one of the most important ways to control small aerosol transmission.
 - 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.
 - See California Department of Public Health [Interim Guidance for Ventilation, Filtration and Air Quality in Indoor Environments](#) for detailed information.
 - Please Note: Ventilation and other indoor air quality improvements are an addition to, and not a replacement for, mandatory protections including wearing face coverings (except in certain high-risk environments that require using proper respiratory protection), maintaining at least six feet of distance between people, washing hands frequently, and limiting activities that bring together people from different households.
- For facilities that have not been operating, flush each of the hot and cold-water fixtures for five minutes prior to reopening to replace stale water in the facility's plumbing with a fresh and safe water supply.
- Facility has been thoroughly cleaned and sanitized/disinfected (using products approved for use against COVID-19), especially if it's been closed.
 - Procure options for third-party cleaning company to assist with the increased cleaning demand, as needed.
- Spaces such as dining rooms, host stands, and kitchens have been equipped with proper sanitation products, including hand sanitizer and sanitizing wipes for all employees directly assisting customers.
 - Ensure sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.

- Recommend installing touchless dispensers for hand sanitizer, soap dispensers, paper towel and trash dispenser.
- Drop-off locations are designated to receive deliveries away from high traffic areas. Person-to-person contact for delivery of goods has been eliminated whenever possible.

FOOD SAFETY CONSIDERATIONS

- All food safety practices outlined in the California Retail Food Code (CRFC) are being followed and maintained.
 - Keep hot food hot (135 °F or above) and cold food cold (41 °F or below).
 - Thoroughly cook foods as required in the CRFC.
 - Clean and sanitize utensils and equipment at the required frequency outlined in the CRFC.
 - Adhere to employee health and hygiene practices: Don't work when ill; wash hands frequently; gloves used as required in the CRFC.
 - Ensure all food and food ingredients are from an approved food source.
 - Food preparation employees are discouraged from changing or entering others' workstations during shifts.
- Self-service machines, such as soda and frozen yogurt machines are dispensed by a food employee and contact surfaces are cleaned and sanitized on an hourly basis.
- Areas where customers may congregate or touch food or food ware items that other customers may use have been closed. These items are provided to customers individually and discarded or cleaned and disinfected after each use, as appropriate. This includes but is not limited to:
 - Self-service areas with condiment caddies, utensil caddies, napkins, lids, straws, to-go containers, etc.
 - Self-service food areas, such as salsa bars, salad bars or buffet-style, including food sampling.
 - Tableside food preparation (e.g. guacamole preparation), and presentation of uncovered food items on selection carts and conveyor belts. Carts and conveyor belts can be used only if the food is fully covered with covers that are cleaned and disinfected after each use or are disposable and immediately discarded after use.
 - After-meal mints candies, snacks, or toothpicks for customers. These are offered with the check or provided only on request.
- A designated food employee is assigned the task of wrapping silverware prior to providing to the customer, rather than multiple employees handling uncovered silverware prior to customer use.
- Refilling beverages at the table or from common containers (e.g., pitchers, carafes, decanters, bottles) is not allowed. Clean glassware is provided for customer refills.

FACILITY CONSIDERATIONS

- Hand sanitizer and trash cans are available to the public at or near the entrance of the facility. Restrooms that were previously open to the public should remain open to the public.
- Restrooms are checked regularly and cleaned and disinfected on an hourly basis using approved EPA disinfectants.
- A food employee per shift is designated to oversee and enforce additional sanitization and disinfection procedures, as needed.
- A cleaning and disinfection plan for high-touch surfaces and access areas has been developed and is followed.

- Common areas and frequently touched objects related to customer pickup and payment (e.g., tables, doorknobs or handles, credit card readers) are disinfected on an hourly basis during business hours using EPA approved disinfectants.
- All payment portals, pens, and styluses are disinfected on an hourly basis.
- ❑ Facility is thoroughly cleaned and sanitized/disinfected (using products approved for use against COVID-19) nightly. A log is kept for monitoring completion wherever possible.
- ❑ Audio headsets and other equipment are not shared between employees unless the equipment is properly disinfected after each use. Consult equipment manufacturers to determine appropriate disinfection steps.
- ❑ Dishwashers that wash multi-use customer utensils are provided with equipment to protect their eyes, nose, and mouth from contamination due to splash using a combination of face masks, protective glasses, and/or face shields. Dishwashers are provided impermeable aprons and required to change frequently. Reusable protective equipment such as face shields and glasses are to be properly disinfected between uses.

CUSTOMER SERVICE AREAS

- ❑ To provide indoor dining service, a facility's indoor dining area must, to the maximum extent possible, allow for the free flow of outdoor air through the entire space to reduce the risk of COVID-19 transmission for customers and staff. This may include leaving doors and windows open during operating hours.
- ❑ Customers should enter through doors that are propped open (this will be evaluated for approval based on overall vermin exposure) or automated if possible. Hand sanitizer should be available for guests who must touch door handles.
- ❑ To operate outdoor dining service with no occupancy limits, a facility's outdoor dining area must allow for the free flow of outdoor air through the entire space and must follow the State's parameters, as specified in the California Department of Health's mandatory guidance on [Use of Temporary Structures for Outdoor Business Operations](#). Outdoor structures that do not meet the State's criteria for an outdoor setting are classified as indoor settings, and any customers within them will be counted and included as part of the establishment's 25% total indoor occupancy limit.
 - Partitions or barriers may be used in outdoor dining operations and do not qualify as closed sides so long as they are no more than 3 feet in height as measured from the floor and do not impede the free flow of air through the entire facility. A partition or barrier that is greater than 3 feet in height is considered a closed side of an outdoor structure.
 - Fences and screens that do not impede airflow are not considered closed sides for purposes of determining whether an area is outdoors.
- ❑ Customers are instructed that they must wear face masks upon entry to the facility, when walking anywhere in the facility, when using the restrooms, and as per the instructions described in Section D. This applies to all adults and to children over the age of 2. Only individuals who have been instructed by their medical provider that they should not wear a face covering mask must wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves must not be used. To support the safety of your employees and other visitors, a face mask should be made available to visitors who arrive without them.
 - Customers may remove face masks as per the instructions described in Section D.
 - Customers must be seated to consume any food or beverages. Customers may not walk around or stand while eating or drinking.
 - Customers who refuse to wear a cloth face mask may be refused service and asked to leave.
- ❑ **Customer Instructions.** Establishments must place a sign or card (no smaller than 3 x 5 inches) at the table with at least the following or substantially similar instructions after sanitizing each table between customer parties:

"Help us keep our business open, protect our staff, and protect fellow diners by following our simple

guidelines:

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

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

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

- Customers arriving at the site with children must ensure that their children stay next to a parent/guardian, avoid touching any other person or any item that does not belong to them, and are wearing face masks if their age permits.
- Symptom checks are conducted before visitors may enter the facility. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills, and whether the individual is currently under isolation or quarantine orders. These checks can be done in person or through alternative methods such as on-line check in systems or through [signage](#) posted at the entrance to the facility stating that visitors with these symptoms should not enter the premises.
 - Negative Screen (Cleared). If the person has no symptom(s) and no contact with a known COVID-19 case in the last 14 days, they can be cleared to enter for that day.
 - Positive Screen (Not Cleared):
 - If the person has had contact with a known COVID-19 case in the last 14 days or is currently under quarantine orders, they may not enter and must return home immediately to quarantine. Provide them with the quarantine instructions found at ph.lacounty.gov/covidquarantine.
 - If the person is showing any of the symptoms noted above or is currently under isolation orders, they may not enter and must be sent home immediately to isolate at home. Provide them with the isolation instructions found at ph.lacounty.gov/covidisolation.
- Servers, bussers, and other employees moving items used by customers (dirty cups, plates, napkins, etc.) or handling trash bags use disposable gloves (wash hands before putting gloves on and after removing them) and are provided aprons which they must change frequently.
- Reusable menus are cleaned and disinfected between customers. If using paper menus, discard after each customer use. Alternatives such as stationary menu boards, electronic menus, or mobile device downloadable menus should be considered.
- Outdoor customer seating areas are cleaned and sanitized after each use. Seating, tables, and other items on table must be single-use or cleaned/sanitized between customers. Each table has either a top cloth replaced between guests or a hard-non-porous surface which is cleaned and sanitized between guests.
- No flatware, glassware, dishware, menus, condiments, or any other tabletop item is present on tables prior to the seating of customers. All such items are fully sanitized between seat changes and stored during non-use in a location that prohibits potential contamination.
- Takeout containers are filled by customers and available only upon request.
- Cashless transactions are encouraged. If reasonable for the food facility, customers are enabled to swipe their own credit/debit cards, and card readers are fully sanitized on an hourly basis.
- Optional - Describe other measures (e.g. providing senior-only hours, incentivizing non-peak sales):

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- A copy of this protocol or the facility's printed Los Angeles County COVID-19 Safety Compliance Certificate is posted at all public entrances to the facility. For more information or to complete the COVID-19 safety compliance self-certification program, visit <http://publichealth.lacounty.gov/eh/covid19cert.htm>. Facilities must keep a copy of the Protocols onsite at the facility for review, upon request.
- Signage is posted at all entrances that reminds the dining public to maintain physical distancing of six feet, wash hands or use sanitizer upon entry into a restaurant, to wear a face mask when not eating or drinking, and to stay home if they are ill or have symptoms consistent with COVID-19. See the [County DPH COVID-19 Guidance webpage](#) for additional resources and examples of signage that can be used by businesses.
- All establishments must also post signage at all entrances and verbally inform customers arriving for indoor dining that everyone sharing a table must be from the same household.
- For restaurants located inside another business or an indoor or outdoor shopping center or mall, signage is posted indicating that customers may not eat or drink anywhere on the premises of the business or mall.
- Signage is posted that reminds the dining public to maintain physical distancing of six feet, wash hands or use sanitizer upon entry into a restaurant, and to stay home if they are ill or have symptoms consistent with COVID-19.
- Online outlets of the establishment (website, social media, etc.) provide clear information about facility hours, required use of face masks, the need for everyone sharing a table to be from the same household, and policies in regard to preordering, reservations, prepayment, pickup and/or delivery and other relevant issues.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- Services that are critical to the customers/clients have been prioritized.
- Transactions or services that can be offered remotely have been moved on-line.
- Measures are instituted to assure access to goods and services for customers who have mobility limitations and/or are at high risk in public spaces.

Any additional measures not included above should be listed on separate pages, which the business should attach to this document.

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

Business Contact Name:

Phone number:

Date Last Revised:

Examples of approved seating arrangements within the allowable occupancy

Barriers may not be used to decrease distance between customers and to increase seating capacity. Separating tables by 8 feet edge to edge should ensure physical distancing of at least 6 feet between customers.

