

## Protocol for Breweries, Wineries, and Craft Distilleries: Appendix Y Effective Date: 12:01am on **Monday, April 5, 2021**

**4/2/21: Updated to increase occupancy to 25% maximum capacity or 100 people, whichever is fewer. Breweries, wineries and craft distilleries may be open for beverage service until 10:00pm.**

COVID-19 case rates, hospitalizations, and deaths continue to fall, but **community spread of COVID-19** still remains **moderate**. COVID-19 continues to pose a high risk to communities and requires all people and businesses to take precautions and modify operations and activities to reduce the risk of spread.

Due to Los Angeles County entering the “**Orange** Tier” of the State’s Blueprint for a Safer Economy framework, this protocol has been updated to lift some local activity-specific restrictions. Businesses should proceed with caution and adhere to the requirements in this protocol to reduce the potential spread of COVID-19 within their business operations.

This protocol and its requirements below are specific to the reopening of wineries, breweries and distilleries with a #1, #2, #4, #23, and #74 state alcohol license, that do not possess a restaurant public health permit, and where no on-site meal service (bona fide meal) is provided. Such establishments may **now be open indoors at a 25% maximum capacity, or 100 people, whichever is fewer.**

- Breweries, wineries and distilleries that offer on-site meal service must adhere to the Protocols for Restaurants: Appendix I.
- Breweries, wineries and distilleries that are currently authorized to sell beer, wine or spirits to be consumed off premises are required to also follow Protocols for Retail Establishments: Appendix B.
- Breweries, wineries and distilleries that are producers of beer, wine or spirits are also required to follow Protocols for Warehousing, Manufacturing and Logistic Establishments: Appendix C.
- Breweries, wineries and distilleries must discontinue any entertainment and game operations, including but not limited to bowling alleys, dart boards, and pool tables until these activities are permitted to open in modified or full operation.

Wineries and breweries that produce wine or beer with premises set aside for wine or beer tasting that are exempt from the definition of a food facility by California Health and Safety Code Section 113789(c)(5) and do not require a health permit to operate may be open for outdoor tastings. Distilleries may also be open for outdoor tastings.

All wineries, breweries and distilleries operating pursuant to this protocol may be open for beverage service only during the hours of 11:30 A.M. to **10:00 P.M.** Service for on-site consumption must close by 10:00 P.M. Customers are limited to 90-minute visits. Facilities must plan accordingly to enable customers to exit on-time at **10:00 P.M.** Employees may remain on-site after **10:00 P.M.** for retail operations.

**Please note: This protocol is not intended for Bars (this includes those that have a low-risk restaurant health permit). Refer to Reopening Protocol for Bars: Appendix Y-1 for specific requirements.**

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 any setting where 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/beverage 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/beverage service limited to outdoor seating. Seating capacity reduced to allow tables to be spaced further apart.

- **Higher Risk:** On-site dining/drinking with indoor seating capacity reduced to allow tables to be spaced further apart. And/or on-site dining/drinking with outdoor seating, but tables not spaced further apart.
- **Highest Risk:** On-site dining/drinking with indoor seating. Seating capacity is not reduced, and tables not spaced further apart.

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

In addition to the conditions imposed on Breweries, Wineries and Distilleries by the State Public Health Officer, Breweries, Wineries and Distilleries must also be in compliance with these safety and infection control protocols.

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

This checklist covers:

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

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

**All facilities 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:**

**Prior Maximum Occupancy:**

**Occupancy Limit:**

**Date Posted:**

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

**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.
- 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 vaccinated<sup>2</sup> 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](http://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](http://ph.lacounty.gov/covidisolation)
- 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](#).
- 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. See the public health guidance on [responding to COVID-19 in the workplace](#).
- 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 cluster to the Department of Public Health at (888) 397-3993 or (213) 240-7821 or online at [www.redcap.link/covidreport](http://www.redcap.link/covidreport). If a cluster is identified at the 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.

<sup>2</sup> 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).

- Employees who have contact with others are offered, at no cost, an appropriate face mask that covers the nose and mouth. For more information, see LAC DPH COVID-19 Mask webpage at <http://publichealth.lacounty.gov/acd/ncorona2019/masks>. The face mask is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others. Employees who have been instructed by their medical provider that they should not wear a face mask should 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 should not be used.
- Employees are instructed on the proper use and care of the face mask, including wearing it over both the nose and mouth and the need to wash or replace their face masks daily.
- Face shields are provided and worn by all wait staff and other 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 other's 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.
- The number of employees serving individual customers or groups, should be limited in compliance with wage and hour regulations.
- 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 hand wash 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 of face masks when around others.
- Break rooms, restrooms and other common areas are disinfected hourly during operating hours, 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 Areas:

- The number of customers in indoor seating area is limited to 25% of the indoor occupancy or a maximum of 100 attendees, whichever is lower. Where feasible, parking lots are reconfigured to limit congregation points and ensure proper separation.
  - Maximum number of customers in the 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 “Examples of approved seating arrangements within the allowable occupancy” section 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.

### Outdoor Areas:

- The number of customers in an outdoor seating area is low enough to ensure physical distancing. Tables in the outdoor seating area must be arranged to allow for eight (8) feet distance between tables, measured from one table edge to the next table edge to ensure that physical distance of at least 6 feet between customers and workers is achieved while customers are seated and to allow for passing room between tables and to account for chairs being occupied by customers and pushed out while at the table. Plexiglas or other barriers do not substitute for the required 8 feet distance between tables and 6 feet distance between customers. See “Examples of approved seating arrangements within the allowable occupancy” section below.
- 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 eight (8) feet apart from any other table and with a maximum of six (6) seats at each table.
- On-site outdoor seating at a table shall be limited to no more than six (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.
- Facilities utilizing any outdoor structures 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 are currently prohibited.

**General Requirements for all Facilities:**

- Breweries, wineries and distilleries may not host receptions, banquets, or other coordinated, organized or invited events, or gatherings of any type.
- All customers arriving on-site must have a reservation. The establishment's reservation system should be notified to call in advance to confirm seating/serving capacity, where possible. Contact information for each party is collected either at time of reservation booking or on site if practicable in the normal course of business operations to allow for contact tracing should this be required.
- Customers visiting the establishment are limited to a 90 minute on-site **visit**. Establishments must develop a system for tracking customers and/or parties to ensure that they do not exceed their time limit at the establishment.
- Bar counters used for the purposes of preparing or serving alcoholic beverages are closed to beverage service at the counter.
- Customers may only eat or drink while seated at a table in a designated dining area. All customers must wear a mask while on-site, unless they are eating or drinking while seated at a dining table.**
- Live** entertainment operations are prohibited. This includes, but is not limited to, Disk Jockey (DJ), live dancers or customers 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.
- Televisions or any other screens that are **located indoors and** used to broadcast programming or other entertainment **indoors** must be removed from the area or turned off. **Televisions or other screens located outdoors may be used for outdoor customer viewing.**
- Facilities may not host receptions, banquets, or other coordinated, organized or invited events, or gatherings of any type.
- 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.
- Technology solutions where possible have been implemented to reduce person-to-person interaction; mobile ordering and menu tablets, text on arrival for seating, contactless payment options.
- Design interaction between customers, delivery drivers and employees to allow for physical distancing.
  - Floors in and outside of the **establishment** 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.

- 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.
- 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.

### ADDITIONAL CONSIDERATIONS FOR TASTINGS

- Provide a clean glass for each tasting and, if possible, do not pour beverages into a glass that a customer has already used (smelled, tasted from, etc.)
- The use of communal dump buckets, spit buckets, spittoons, etc. must be discontinued.
  - Provide individual, disposable cups to each guest instead to avoid splash contamination between guests.
- Do not touch beverage container necks to cups, glasses, etc., when pouring wine, beer, or spirits.
- Take measures to ensure that tasting group appointment times do not overlap to minimize interaction of people from different groups and places.
- Discontinue tours that combine individuals from different households into the same tour group. Tour guides must maintain at least six feet of physical distance from customers/visitors.

## C. MEASURES FOR INFECTION CONTROL

### PRIOR TO OPENING

- The HVAC system has been inspected by an HVAC Specialist within 30 days of reopening 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 masks (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 **indoor and** outdoor seating areas, host stands, and beverage preparation areas 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.

### FACILITY CONSIDERATIONS

- Restrooms that were previously open to the public should remain open to the public.
- An 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 after each use.
- Facility is thoroughly cleaned and sanitized/disinfected (using products approved for use against COVID-19) nightly. A log is kept to monitor for 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 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.
- Hand sanitizer and trash cans are available to the public at or near the entrance of the outdoor beverage service area.

### CUSTOMER AREAS/SERVICE AREAS

- Customers are instructed that they must wear face masks whenever they are not drinking; this includes upon entry to the outdoor seating area, when walking anywhere in the outdoor seating area, and when using the outdoor restrooms. This applies to all adults and to children over age 2. Individuals 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. 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 while seated at a table and drinking.
- Customers must be seated to consume any beverages. Customers may not walk around or stand while drinking.
- Customers who refuse to wear a 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 customers by following our simple guidelines:

- Keep your mask on until your 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!”

An example COVID-19 Table Top Safety Graphic is available for download at:

<http://publichealth.lacounty.gov/media/Coronavirus/docs/food/TableTop.pdf>.

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

- Music or TV volume is adjusted to ensure that wait staff are able to hear customer orders without having to lean into the customer.
- Symptom checks are conducted before customers 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](http://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](http://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 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 prevents potential contamination.
  - Takeout containers are filled by customers and available only upon request.
  - Cashless transactions are encouraged. If reasonable for the facility, customers are enabled to swipe their own credit/debit cards, and card readers are fully sanitized between each guest use.
  - Dirty linens used at customer tables such as tablecloths and napkins should be removed after each customer use and transported from beverage service areas in sealed bags. Employees should wear gloves when handling dirty linens.
  - Optional - Describe other measures (e.g., providing senior-only hours, incentivizing non-peak sales):
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#### **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 customers 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.
- Online outlets of the establishment (website, social media, etc.) provide clear information about facility hours, required use of face masks, 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.

