



Alameda County Department of Environmental Health

INDOOR/OUTDOOR RESTAURANT OPERATING PROCEDURES

(During COVID-19 - Effective 3/31/2021)

Facility Name:

Facility Address:



Major changes to food service operations, such as addition of dining areas, food preparation areas, cleaning stations, or food storage areas may require advance approval by the Department of Environmental Health. Contact your inspector to discuss proposed changes.

1. PROTECT EMPLOYEE HEALTH:

IMPLEMENT MEASURES TO ENSURE FOOD HANDLERS DO NOT WORK IF ILL AND ARE PROTECTED FROM BECOMING ILL IN THE WORKPLACE.

This Facility uses the following methods to ensure protection of Employee Health in the workplace (Sections in Bold Type are Mandatory):

- Each employee conducts a **Health Self-Assessment** before the beginning of each shift. The facility has told all employees not to come to work if ill.
- Employees who are ill or exhibiting symptoms (such as fever, chills, cough, shortness of breath, difficulty breathing, fatigue, muscle or body aches, headaches, new loss of taste or smell, sore throat, congestion, runny nose, vomiting, nausea or diarrhea) are sent home to **isolate for at least 10 days** after they exhibited symptoms AND can return to work on the 11th day if they did not have a fever in the past 24 hours and symptoms have improved. The facility will notify Public Health at this **link** and the Department of Environmental Health.
- Employees who are suspected or confirmed to have COVID-19 must immediately be separated from other people (e.g., coworkers, customers, etc.) and sent home to **isolate for at least 10 days** from either the date they first exhibited symptoms OR the date they tested positive for COVID-19 (whichever date came first). Employees can return to work on the 11th day if they did not have a fever within the past 24 hours and symptoms have improved. Employees who were in **close contact** with a person diagnosed with COVID-19 must stay home **to quarantine for 10 days**, unless they have been fully vaccinated.
- Employer will provide symptom screening for employees before the beginning of each shift.
- Employer must provide and ensure employees use all required personal protective equipment, including face coverings and gloves where necessary. Staff must wear face coverings that cover the mouth and nose at all times. Alameda County is fully aligned with the California State Face Covering Order, which can be found **here**. If a staff person is exempt from the Face Covering Order, they should be provided with a non-restrictive alternative, such as a face shield with a drape attached to the bottom edge, if feasible and permissible for the specific medical condition.
- Servers, bussers, and other employees who move items used by customers (e.g., dirty cups, plates, napkins, etc.), handle trash bags, or come into contact with any other potentially contaminated items should 1) use disposable gloves, being sure to wash hands before putting them on and upon **glove removal**, and 2) use and change aprons frequently.



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- Dishwashers should use equipment to protect the eyes, nose, and mouth from contaminant splash by using protective glasses, goggles, or face shields in addition to a face covering. Dishwashers must be provided with impermeable aprons and change them frequently. Reusable protective equipment such as face shields and glasses should be properly cleaned and disinfected between uses.
- All restaurant employees should minimize the amount of time spent within six feet of customers.
- Mandatory handwashing occurs on the following timed schedule:

- Employee breakrooms and restrooms are being disinfected frequently, on the following schedule:

Breakrooms:

Restrooms:

- Each employee has received a copy of this procedure to ensure they understand and will implement the procedures.
- Other measures being taken to ensure protection of Employee Health:

2. PHYSICAL DISTANCING:

IMPLEMENT MEASURES TO ENSURE PHYSICAL DISTANCING IS ADHERED TO. RESTAURANT TABLES SHALL BE SIX FEET APART OR IF UN-MOVABLE, A BARRIER OR PARTITION MUST SEPARATE TABLES TO PROTECT THE PUBLIC.



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This Facility uses the following methods to ensure physical distancing is adhered to (Sections in Bold Type are Mandatory):

- Physical distancing protocols must be used in any office areas, kitchens, pantries, walk-in freezers, or other high-density, high-traffic work areas, where possible.
- Indoor dining establishments must limit the number of customers to 50% of the established occupancy for the space but no more than 200 persons total. This limit applies to the number of customers, not employees.
- For indoor dining establishments with multiple rooms, limit the capacity in each room to 50% of the maximum capacity.
- Seating arrangements must spread customers throughout the available interior space to allow for maximum distance between customers.
- Discontinue seating customers in areas where they cannot maintain at least six feet of distance from employee work areas, such as certain checkout counters, bar areas, or food preparation areas.
- All tables and chairs in different parties must be six feet apart or if un-movable, the restaurant must erect a solid and cleanable barrier or partition of at least six feet in height from the finished floor to separate different dining parties.
- Restaurants must obtain all applicable permits from the permitting jurisdiction (city or county) before setting up tables and chairs on sidewalks, streets and public areas.
- Tape or markings of at least six feet separation must be placed in any area where members of the public may form a line. Paths to restrooms or pick-up/take out counters should be clearly marked.
- Prioritize outdoor seating and curbside pickup to minimize cross flow of customers in enclosed environments. Establish directional hallways and passageways for foot traffic, if possible, to eliminate employees and customers from passing by one another.
- Restaurants must use staggered seating times to control traffic flow. Customers may only occupy indoor restaurant facilities for two hours, from entry to departure.
- Restaurants should increase fresh air circulation by opening screened windows or doors in accordance with security and safety protocols when possible, and by ensuring HVAC systems are serviced frequently and functioning properly.
- Where possible, do not clean floors by sweeping or other methods that can disperse pathogens into the air. Use a vacuum with a HEPA filter wherever possible.
- 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.



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- Limit the number of patrons at a single table to a household unit or patrons who have asked to be seated together (customers should comply with the [State's small gatherings guidelines](#)). 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. Parties awaiting all members must wait outside the restaurant, physically distanced from all other customers and employees.
- A reservation process must be used to prevent people from gathering/crowding. A phone reservation system allows customers to queue or wait in cars and enter only when a phone call, text, ordering ahead of time or other method indicates that a table is ready.
- Advise customers that they must wear face coverings any time they are not eating or drinking, including but not limited to: while they are waiting to be seated; while reviewing the menu and ordering; while socializing at a table, waiting for their food and drinks to be served, between courses, or after the meal is complete; and any time they leave the table, such as to use the restroom.
- All customers must be seated at a table to eat or drink. Standing between tables or gathering in other areas of the dining establishment is not permitted. Customers are not allowed to stand, gather, dance, or circulate between tables.
- Customers may not be served food or beverages while waiting to be seated.
- Umbrellas, canopies, and other shade structures, if approved, must follow [State Guidance on Temporary Structures for Outdoor Business Operations](#).
- Outdoor dining proposals must include specific details of any proposed wind screening structure in a written plan and shall also include the specifications for the proposed heating device(s) to be used. Only certain types of heating devices can be used under tents, canopies, sun shelters or other temporary physical structures. Forced air heaters situated outside the structure or electric heaters within the structure may be suitable options—please contact your local Fire Code authority for more information and any needed approval for use. Per California Fire Code, open flames or other devices emitting flame, fire or heat or any flammable or combustible liquids, gas, charcoal or other cooking device or any other unapproved devices are not permitted inside or located within 20 feet of the tent or membrane structures while open to the public unless approved by the fire code official.
- Wind screen walls that include but are not limited to temporary and movable tall potted plants or temporary and moveable physical structures, must have the ability to stand on their own and be braced for wind load, should be no more than four (4) feet in height.
- Any new outdoor seating area must be approved by applicable local jurisdiction (City Zoning / Fire Department).
- Other measures used to ensure physical distancing are adhered to while customers are waiting to be seated:



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3. EDUCATION FOR THE DINING PUBLIC:

IMPLEMENT MEASURES TO ENSURE THE PUBLIC IS EDUCATED ON DINING OUT SAFELY, THROUGH PUBLIC NOTIFICATIONS.

This Facility uses the following methods to ensure education of the dining public. (Sections in Bold Type are Mandatory):

- Signage is posted at each public entrance of the facility to inform the dining public to:
 - Maintain social distancing of six feet
 - Wash hands or use hand sanitizer upon entry into a restaurant
 - Wear face coverings or mask, except when eating or drinking
 - Stay home if they are ill or have symptoms consistent with COVID-19
- Onsite dining establishment should verbally screen all customers upon entry with the questions about COVID-19 symptoms and exposure to COVID-19. Facilities must exclude those who answer yes to any screening questions.
- A copy of the [Alameda County Public Health Site-Specific Protection Plan \(Appendix A\)](#) is posted for public view.
- A copy of the COVID-19 Restaurant Operating Procedures is maintained onsite.
- A contactless payment system is encouraged.
- Non-indoor dining customers are advised to wear a face covering when they enter the food facility only for limited reasons such as using the restroom, to access an outdoor space that is only accessible by traveling through the restaurant, to pay for a meal, or to order or pickup food at an indoor counter.
- Other measures used to ensure education of employees and customers on dining out safely:

4. MEASURES TO INCREASE SANITIZATION AND DISINFECTION:

IMPLEMENT MEASURES TO PROTECT THE PUBLIC THROUGH THE LIMITATION AND FREQUENT DISINFECTION OF HIGH TOUCH SURFACES AND SANITIZATION OF FOOD CONTACT SURFACES.

This Facility uses the following methods to increase sanitization and disinfection. (Sections in Bold Type are Mandatory):



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- No food items or containers – such as condiment bottles, salt and pepper shakers, napkin holders, or breadbaskets – may be shared between tables. These containers must be cleaned and disinfected between dining parties. Facilities should consider providing ketchup, mustard, hot sauce, or other condiments in single-use packets.
- Customer tables, chairs, highchairs and booster seats must be cleaned and disinfected after each use.
- Tables must not be decorated with flowers, vases, or other similar items. Discontinue use of shared entertainment items, such as board games, pool tables, or arcade games.
- Discontinue pre-setting tables with utensils and glassware, provide utensils in a pre-wrapped cloth or paper napkin and use disposable napkins or tablecloths where possible. Tablecloths must be changed after each use.
- 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 employees until ready for use. Use disposable items if proper cleaning of reusable items is not feasible.
- Close areas where customers may congregate, or touch food or touch food service items that other customers may use. Modify service of these foods and items by providing them to customers individually. For example, converting to cafeteria-style service or prepackaging all food items. Discard or clean, disinfect, or sanitize shared items after each use, as appropriate. The areas that should be closed include but are not limited to:
 - Self-service areas with condiment caddies, utensil caddies, napkins, lids, straws, water pitchers, to-go containers, etc.
 - Self-service machines including ice, soda, frozen yogurt dispensers, etc.
 - Self-service food areas such as buffets, salsa bars, salad bars, etc.
 - Candies, mints, snacks, toothpicks, or similar items are not out for self-service.
- No bar service, tableside food preparation, or tableside food presentation (such as food item selection from carts, food on conveyor belts) may take place.
- Non-food items that may be used by multiple customers, such as laminated menus or receipt trays, must be disinfected between each use or replaced with a single service item, such as a disposable paper menu.
- Customer utensils are properly washed, rinsed and sanitized for an adequate contact time (time required for utensils to be submerged in the sanitizer) OR only single-service utensils are used.
- Use disinfectants on frequently touched surfaces, but not for food contact surfaces. For food contact surfaces, continue following state requirements for [Cleaning and Sanitizing of Equipment and Utensils](#).
- Clean first, then disinfect. Disinfectants do not work well on soiled surfaces. EPA approved disinfectants require a minimum contact time to be effective against COVID-19, and the disinfectant must be left on the surface for this amount of time before being wiped off. Don't wipe it off immediately!
- High touch surfaces, such as pens, phones, door handles, light switches, ATM PIN pads, credit card terminals, cash register, bus tubs, service trays, host stands, break rooms, etc. are cleaned and disinfected, using a disinfectant effective against COVID-19, following this schedule:



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- Employees must be trained on how COVID-19 is spread and the importance of self-screening, frequent handwashing, staying home when sick, wearing a mask, disinfecting high touch surfaces and physical distancing.
- Disinfection wipes or hand sanitizer (at least 60% alcohol) are provided at dining area entrances and other areas as needed.
- Liquid soap and paper towels are stored in enclosed dispensers.
- Public restrooms should be disinfected every hour.
- A designated employee is assigned to oversee/verify additional sanitization and disinfection procedures, as needed, such as before opening.
- Provide leftover containers only upon request. Employees should not fill the leftover container. Customers should fill their own leftover containers.
- No food or utensil storage may be in customer dining or common areas.
- The number of employees serving an individual party is limited to one employee, when possible.
- Other measures used to prevent unnecessary contact or cross contamination:

Prepared by:

Title:

Date: