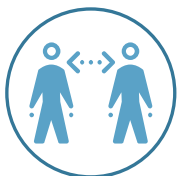


Best Practices for Safe Operations

Restaurants and Bars

The following list contains suggestions for restaurants and bars to safely resume operations. These suggestions should be adapted based on the unique circumstances of each business.

These suggestions are not exhaustive. They will continue to be refined and revised. You can find the latest on [Coronavirus.LACity.org/Business](https://www.coronavirus.lacity.org/business).



Physical Distancing *(continued on next page)*

Los Angeles County Guidance

*****Indoor dine-in service is not currently permitted. Outdoor or al fresco services are permitted*****

- Limit the number of guests at a single table. 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 entire party to the table at one time.
 - On-site seating at a table shall be limited to no more than 6 people that should be members of one household.
- If possible, an employee wearing a cloth face covering is posted near the door but at least 6 feet from the nearest customers, to monitor that physical distancing procedures are adhered to.
- Measures to ensure physical distancing are adhered to where customers or employees are in a queue. This includes check-stands and terminals, deli counters and lines, restrooms, elevator lobbies, host stands and waiting areas, valet drop off and pickup, and any other 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.
- Prioritized outdoor seating and curbside pickup, as allowed by local zoning and planning codes.
- Expand outdoor seating where possible, in compliance with local zoning codes. For outdoor seating, maintain 6 feet physical distancing standards.
- 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.
- Limit occupancy within the restaurant to ensure there is adequate distancing and/or physical barriers between tables that minimizes contact between customers at different tables. See diagram for examples of approved seating arrangements with physical barriers where noted.
 - Indoor in-person dining capacity is not to exceed 60% of pre-COVID-19 seating occupancy to allow sufficient space to social (physical) distancing between groups of customers; distancing should be 6 feet between groups of customers and/or use physical barriers. Occupancy limits will be reevaluated after 21 days to assess timing for additional occupancy increases.
 - Outdoor seating is subject to adhering to the 6 feet physical distancing requirements between groups of customers but is not to be included in the occupancy limit.
 - Bar areas to remain closed.
 - In instances where a restaurant can seat customers at a counter that is at least six feet from employee work or food and drink preparation areas, it may do so.
 - Entertainment operations are prohibited.

Best Practices for Safe Operations

Restaurants and Bars

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Physical Distancing *(continued on next page)*

- Design interaction between customers, delivery drivers and employees to allow for physical distancing.
 - Floors in and outside of the restaurant in areas when customers, delivery drivers or others may wait 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 servers or other employees' interactions and customers are limited to a maximum of five minutes per occurrence, where possible.
- On-site dining made by reservation or customers 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 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.
- 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.
- Limited contact between wait 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.
- Use barriers or increase distance between tables/chairs to separate 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 coverings.

Best Practices for Safe Operations

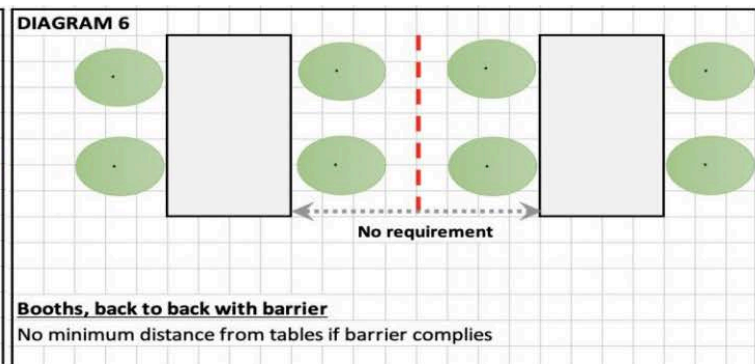
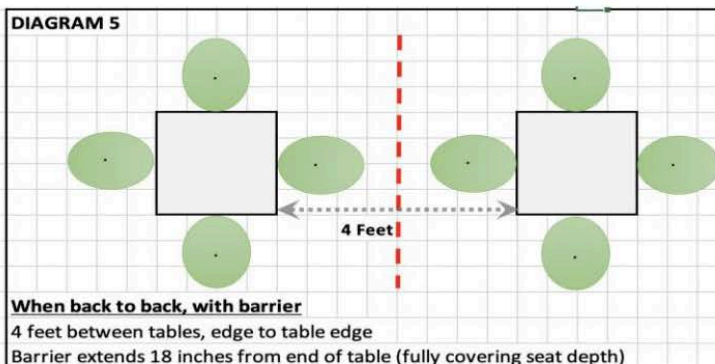
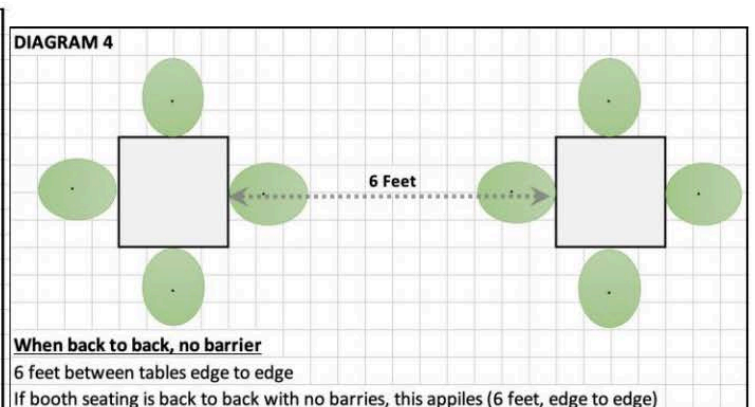
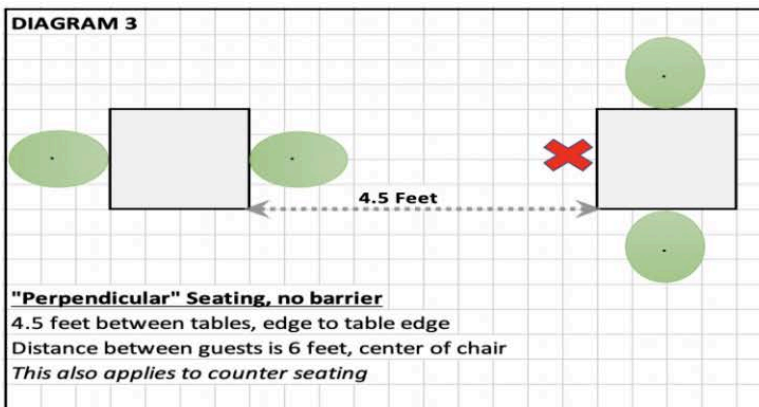
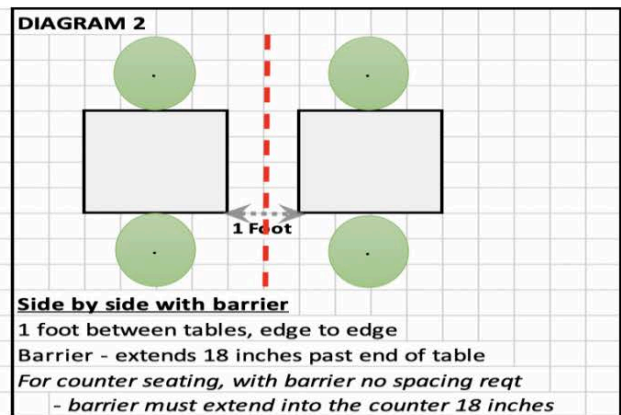
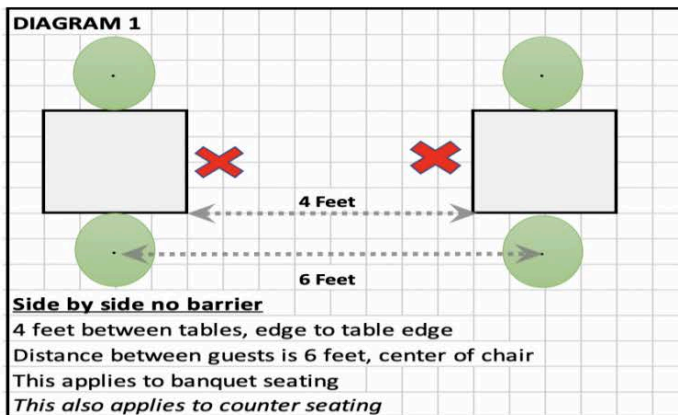
Restaurants and Bars

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Physical Distancing *(continued on next page)*

Examples of approved seating arrangements within the allowable occupancy (Each square is 6" x 6")
Barriers must be made of impermeable, cleanable, and durable materials that can be frequently cleaned and sanitized. Barriers must provide at least six-foot high barrier and must be installed per fire and building codes so as to not interfere with the ventilation or fire protection systems. Barriers must provide 30 inches above the table and other dimensions noted in diagrams.



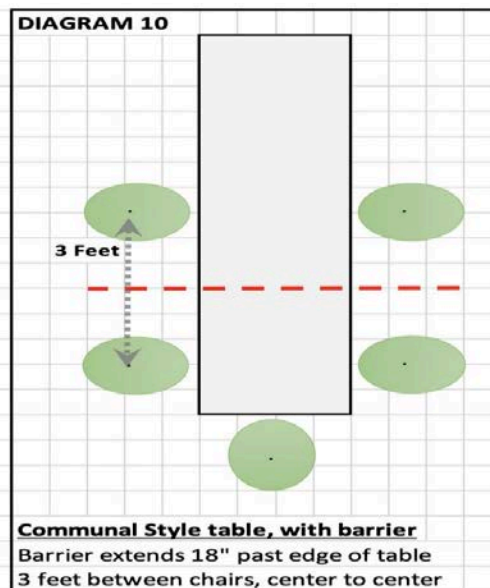
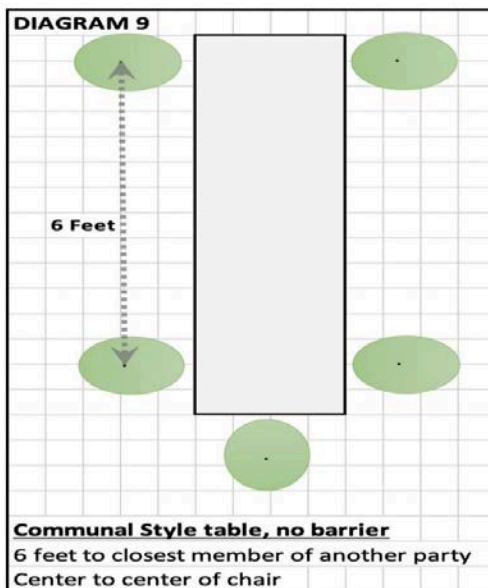
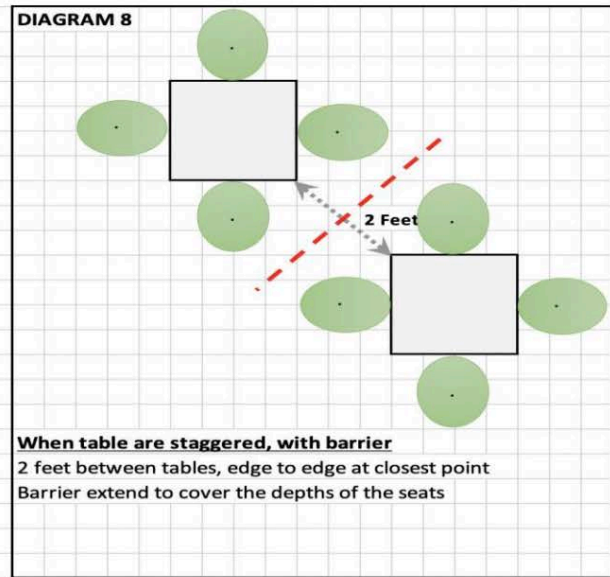
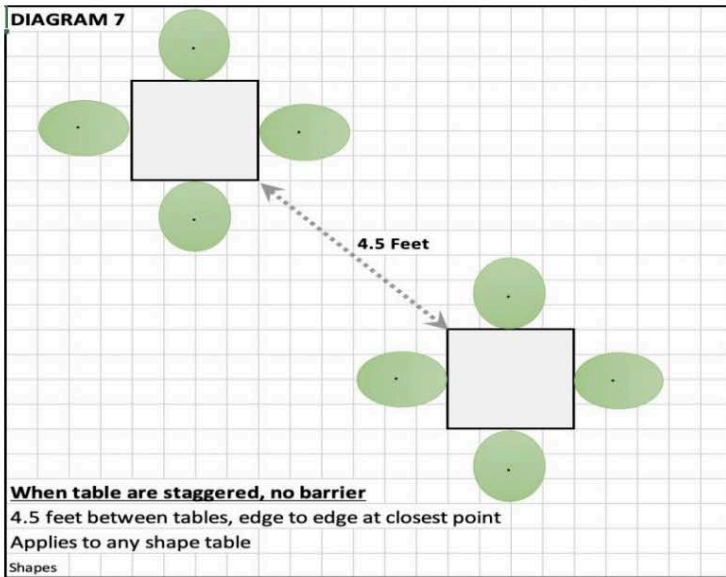
Best Practices for Safe Operations

Restaurants and Bars

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Physical Distancing *(continued on next page)*



Best Practices for Safe Operations

Restaurants and Bars

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Physical Distancing *(continued from previous page)*

Additional Guidance

- Within food and drink preparation environments (e.g., kitchen), consider how physical distancing can be maximized (e.g., increasing space given to preparation stations)
- Stagger positions of stationary workspaces so employees can avoid sitting directly next to or opposite one another
- Use floor markings to promote physical distancing and mark tables and chairs not in use
- Consider closing shared spaces in which physical distancing would be difficult to enforce or maintain (e.g., break rooms)
- Develop plan to reduce congestion around time clocks or other congregation points
- Provide and use face masks or face shields per LA City and CA state guidance
- Require waitstaff to wear face coverings per LA City and CA state guidance if they have direct contact with customers
- Stagger employee schedules/ shifts to limit crowding during start / end / break times
- Consider an exit from the facility separate from the entrance to allow for one-way foot traffic
- Avoid in-person meetings as much as possible
- Discourage handshaking and engaging in any forms of unnecessary physical contact
- If offering takeout / delivery, use "no touch" or contactless methods where possible

Best Practices for Safe Operations

Restaurants and Bars



Cleaning and Sanitizing

- Use EPA-registered sanitation and disinfectant products
- Complete thorough and detailed cleaning of entire facility prior to resuming operations, with focus on high-touch areas
- Complete frequent sanitization of high-touch surfaces and shared items, per CDC guidelines (e.g., kitchens, door handles, tables, chairs, restrooms, points of sale)
- Disinfect all reused or shareable material between each use (e.g., shared food or drink preparation tools or items, table condiments, digital ordering devices, laminated menus, receipt trays, pens)
- If offering delivery, ensure transport containers are cleaned & sanitized
- Avoid all food contact surfaces when using disinfectants
- Discard paper menus after each customer use, if possible post menu on wall
- Make hand sanitizer readily available, including at room/building entrances
- All employees should clean hands often, including immediately after removing gloves and after contact with a person, by washing hands with soap and water for 20 seconds
- Ensure sanitary facilities are operational and stocked with soap, hand sanitizer, and paper towels at all times
- Cleaning staff should wear appropriate PPE for all cleaning tasks, including dishwashing and handling trash
- Launder all towels, tablecloths, uniforms, etc. frequently, using the warmest appropriate water setting
- If cloth face coverings are being used, face coverings should be washed after each shift
- Consider reducing business hours for extra deep cleaning
- Provide enough time for workers to clean before, during and after shifts; workers should be compensated for time spent on additional cleaning tasks they are assigned
- If an individual tests positive, close off areas used by sick person until any areas affected can be cleaned and disinfected per CDC guidelines

Best Practices for Safe Operations

Restaurants and Bars



Employee Health and Personal Hygiene *(continued on next page)*

Los Angeles County Guidance

- 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 that the employee may be entitled to receive, which would make it financially easier to stay at home, including employee's sick leave rights under the Families First Coronavirus Response Act.
- 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.
- Symptom checks are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing. These checks can be done remotely or in person upon the employees' arrival. A temperature check should be done at the worksite if feasible.
- All employees who have contact with the public or other employees during their shift(s) are offered, at no cost, a cloth face covering. The covering is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others. Employees need not wear a cloth face covering when the employee is alone.
- Employees are instructed on the proper use of face covering, including the need to wash their face coverings daily.
- Face shields are provided and worn by wait staff and other employees when servicing customers that have removed their cloth face covering to eat and drink. The face shield is to be worn in addition to the cloth face covering. As on-site dining is now being allowed, wait staff and employees are at higher exposure to respiratory droplets produced from customers not wearing a cloth face covering and who are also within six feet of the wait staff or employee. Face shields, like plexiglass, help to reduce the risk of respiratory droplets, produced by customers not wearing a face covering, landing on the employee's face, eyes, and face covering. Cloth face coverings protect others from the wearer's droplets; face shields help protect the wearer from other's droplets.
- Face shields are to be cleaned and disinfected per manufacturer's directions.
- Employees are directed to ensure hand hygiene practices including handwash frequency, use of hand sanitizer and proper glove use are adhered to.

Best Practices for Safe Operations

Restaurants and Bars



Employee Health and Personal Hygiene *(continued from previous page)*

- 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.
- Employees are prohibited from eating or drinking anywhere inside the food facility other than designated break rooms.
- All employees, vendors and delivery personnel have been provided instructions regarding maintaining physical distancing and the use face coverings when around others.
- 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 frequently, on a schedule.

Additional Guidance

- Require employees who have COVID-19 CDC-defined symptoms to remain home until they are symptom-free for three days without medication
- If an employee tests positive for COVID-19, inform coworkers and customers if applicable and ensure all other coworkers are tested before returning to work; if testing is not possible inform coworkers that had close contact to self-quarantine and self-monitor for symptoms per public health guidance
- Explore non-punitive sick leave options to allow employees to stay home when ill
- Consider making special modifications for vulnerable employee and customer populations (e.g., special hours of operation for customers ages >65 yr, low-contact roles for vulnerable employees)
- Encourage use of face coverings and gloves, where safe to do so and per LA City guidance; note that face coverings do not replace the need for physical distancing and are not PPE
- Require employees to frequently wash hands or frequently change out disposable gloves
- If using gloves, wash hands before putting on and after taking off and follow CDC guidelines on how to take off gloves
- Train all employees on the importance of frequent handwashing and the use of hand sanitizers with at least 60% alcohol content, and give employees clear instruction to avoid touching hands to face
- Train all employees on symptom detection, sources of high risk to COVID-19, COVID-19 exposure prevention measures, and employee leave benefits/policies
- Reinforce employee training on health and safety guidelines with periodic refresher trainings
- Establish a safety team or designate employees to monitor workplace safety, conduct safety trainings, and carry out health screenings
- Consider how to document all COVID-19 related trainings, training completions, and communications to employees regarding operational changes or positive cases in workplace
- Provide a copy of your COVID-19 related safety and health plan to employees and document receipt

Best Practices for Safe Operations

Restaurants and Bars



Facility Safety *(continued on next page)*

Los Angeles County Guidance

- The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased.
 - Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in all working areas.
- 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 cleaned and sanitized frequently.
- Areas where customers may congregate or touch food or foodware 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.

Best Practices for Safe Operations

Restaurants and Bars



Facility Safety *(continued on next page)*

- Tableside food preparation and presentation such as food item selection carts and conveyor belts, guacamole preparation, etc.
- 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.
- A food employee per shift is designated to oversee and enforce additional sanitization and disinfection procedures, as needed.
- 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 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 coverings, 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.
- Restrooms are checked regularly and cleaned and disinfected on an hourly basis using approved EPA disinfectants.
- Hand sanitizer and trash cans are available to the public at or near the entrance of the facility.
- 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.
- Customers are instructed that they must wear cloth face coverings whenever they are not eating and/or drinking; this includes upon entry to the facility, when walking anywhere in the facility, and when using the restrooms. This applies to all adults and to children over the age of 2. Only individuals with chronic respiratory conditions or other medical conditions that make the use of a face covering hazardous are exempted from this requirement.
 - Customers may remove cloth face coverings while seated at a table and eating and/or drinking.
 - Customers who refuse to wear a cloth face covering may be refused service and asked to leave.
- Customers arriving at the site with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are wearing face coverings if age permits.

Best Practices for Safe Operations

Restaurants and Bars



Facility Safety *(continued from previous page)*

- 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.
- 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 nonuse in a location that prohibits potential contamination.
- Takeout containers are filled by customers and available only upon request.
- Dirty linens used at dining tables such as tablecloths and napkins should be removed after each customer use and transported from dining areas in sealed bags. Employees should wear gloves when handling dirty linens.
- 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 between each guest use.

*****Please note that bars, breweries, brewpubs, tasting rooms, craft distilleries and wineries are not currently permitted to operate in Los Angeles County*****

Additional Los Angeles County guidance for bars, breweries, brewpubs, tasting rooms, craft distilleries and wineries

- Indoor in-person occupancy capacity is not to exceed 50% of prior maximum seating capacity to allow sufficient space for social (physical) distancing between groups of customers; distancing should be 6 feet between groups of customers and/or use physical barriers. Occupancy limits will be reevaluated after 21 days to assess timing for additional occupancy increases.
- Customers are prohibited from purchasing and consuming beverages while standing in the facility.
- Customers may order and drink at the bar if they can remain seated, and if they can maintain six feet of distance from one another and from the bartender as well as six feet of distance from employee work or drink preparation areas.
- Customers are not allowed to order and pick up drinks at the bar and transport them to their tables. Any drinks ordered at a table will be brought to the table by wait staff.
- Discontinue seating of customers in areas where customers cannot maintain six feet of distance from employee work or food and drink preparation areas.
- Entertainment operations, including but not limited to, karaoke, dancing, open mic performances, trivia activities, mixers, pub crawls, and performances are prohibited.
- Services and activities that carry an increased risk of contamination from sharing and splashing such as drinking games and/or contests, and drop shots, among others, are not allowed.
- Discontinue the use of shared entertainment items that are difficult to properly clean and disinfect such as board games, and books, among others.
- Limit excessive consumption of alcohol that could deter guests' compliance with these guidelines.

Best Practices for Safe Operations

Restaurants and Bars



Facility Safety *(continued from previous page)*

Additional Guidance

- Log all employees that come on-premise for purposes of supporting public health contact tracing
- Consider providing documented temperature and/or symptom screenings for all workers at the beginning of their shift or upon entering the establishment, per LA County guidelines; if requiring self-screening at home, ensure that screening was performed prior to the worker leaving the home for their shift and follows CDC guidelines
- Use no-touch common-use items where possible (e.g., trash cans, water fountains, hand sanitizer dispensers)
- Limit use of re-usable goods (e.g., bags, silverware, pens, non-disposable condiments, menus)
- Per CA state guidance, modify use of self-service areas / machines (e.g., condiment or utensil caddies, buffets, salad bars, drink dispensers); provide these items to guests individually and discard or clean and disinfect after each use, as appropriate
- Where applicable, discontinue pre-setting tables with napkins, cutlery, glassware, food ware, etc. These should be supplied individually to customers as needed
- Provide and encourage use of contactless payment options where possible (e.g., card, phone app, online order)
- Per CA state guidance, keep play areas closed and modify or discontinue use of shared entertainment items such as pool tables, arcade games, board games, vending machines, etc.
- Confirm HVAC system is operating correctly; regularly clean and replace HVAC filters
- Increase air flow / ventilation (via HVAC or other means) where possible
- Explore outdoor options for breaks and lunch times, if available and safe
- Ensure adequate storage of necessary materials to meet PPE (gloves, etc.) and cleaning requirements
- Communicate health and safety guidelines to all employees, including available contact to report guideline violations
- Post signs for employees and customers to remind them of physical distancing, PPE recommendations (e.g., gloves, face coverings), and to use hand sanitizer provided

Best Practices for Safe Operations

Restaurants and Bars



Customer Expectations

Los Angeles County Guidance

- A sign notifying customers to use hand sanitizer and to wear a face covering when not eating or drinking is also posted at all entrances.
- 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.
- Signage is posted that notifies customers that while it may be common practice for diners to socialize after the meal, this practice will be discouraged during the pandemic.
- Online outlets of the establishment (website, social media, etc.) provide clear information about facility hours, required use of face coverings, policies in regard to preordering, reservations, prepayment, pickup and/or delivery and other relevant issues.

Additional Guidance

- Have visible signage throughout the workplace on health and safety guidelines (including proper hygiene and sanitization, physical distancing, PPE guidance including proper use of face coverings)
- Make customer safety guidelines publicly available
- Consider using social media to educate customers on site guidelines and what to expect when visiting
- Per LA City and CA state guidance, guests and visitors should bring and wear a face covering when not eating or drinking



Employee Support

- Identify employee stressors; mitigate employee anxiety when going back to work through clear and transparent communication, listening, and surveying employees regularly
- Provide training and updates to employees on new and pre-existing wellness programs, people policies, etc.