

Protocol for Restaurants, Breweries and Wineries: Appendix I

Recent Updates: (Changes highlighted in yellow)

11/25/20: Restaurants, breweries and wineries may only offer food and beverage via take-out, drive thru or delivery. Wineries and breweries may continue retail sales operations. These limitations are effective November 25 – December 17, 2020.

11/10/20: Workers are enlisted and supported as peer educators, reinforcing instructions around physical distancing and infection control.

Due to the continued increasing spread of the Novel Coronavirus (COVID-19), rapidly increasing case rates and hospitalizations, and the need to protect the most vulnerable members of our community, this protocol has been updated to limit restaurants, other food facilities, and breweries and wineries, as defined below, to provide food and beverage service via delivery, drive thru or carry out only. Any service of food, beverages, and/or alcohol that involves a customer sitting or remaining onsite indoors or outdoors to consume food or beverages is prohibited. In addition to the conditions imposed on restaurants, breweries and wineries by the State Public Health Officer, restaurants, breweries and wineries must also be in compliance with these safety and infection control protocols.

Wineries that produce their own wine with premises set aside for wine 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 retail sales, and must comply with the employee safety and infection control requirements of this protocol and the Protocols for Retail Establishments Opening for In-person Shopping (Appendix B.). Wineries that offer or allow the purchase of glasses of wine must offer a bona fide meal with the purchased glass of wine, via take out, drive thru or delivery.

Breweries and wineries with a #1, #2 and/or #23 state alcohol license that do not possess a restaurant public health permit (hereafter referred to as “Facility”) may offer food and beverage service provided that the Facility adhere to all the protocols for restaurants detailed below, adhere to the additional requirements for the Facility, and enter 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.

“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.

The Facility may only serve beverages or food to customers via take-out, drive thru or delivery. No onsite dining is permitted. The Facility may not operate between the hours of 12:01 AM and 11:30 AM.

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

Bar counters or areas used for the purposes of preparing or serving alcoholic beverages are closed to food and beverage service at the counter. Restaurants and other food facilities may only offer takeout, drive thru and delivery service.

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.

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, breweries and wineries 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:

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. 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. **The Department of Public Health will need the facility's immediate cooperation to determine whether the cluster of cases constitutes an outbreak of COVID-19.**
- [Employee screenings](#) are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills and **whether the individual is currently under isolation and quarantine orders.** These checks can be done remotely or in person upon the employees' arrival. A temperature check should also be done at the worksite if feasible.
- Employees who have contact with others are offered, at no cost, an appropriate face covering that covers the nose and mouth. 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 who have been instructed by their medical provider that they should not wear a face covering 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 need not wear a face covering when the employee is alone in a private office or a cubicle with a solid partition that exceeds the height of the employee when standing.
- Employees are instructed on the proper use of face covering, including the need to wash or replace their face coverings daily.
- Face shields are to be used, 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.
- 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.
- 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 frequently, 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

- 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.
- 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.
- On-site outdoor seating is closed.
 - Bar counters used for the purposes of preparing or serving alcoholic beverages are closed to food and beverage service at the counter.
 - Any service of food, beverages, and/or alcohol indoors that involves a customer sitting indoors or outdoors to consume food, beverages, or alcohol is prohibited.
 - Onsite seating within an indoor or outdoor food court is prohibited.
 - Entertainment operations are prohibited. This includes, but is not limited to, Disk Jockey and live music and entertainment. **Adjust music volume so that workers can maintain distance from customers to hear orders.**
 - Restaurants may not host receptions, banquets, or other large gatherings.
- Restaurants may continue to be open for delivery, take-out and drive thru operations.**
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- Technology solutions where possible have been implemented to reduce person-to-person interaction; mobile ordering and menu tablets, contactless payment options.
- 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 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.
- ❑ 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 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.
- ❑ 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.

C. MEASURES FOR INFECTION CONTROL

PRIOR TO OPENING

- ❑ 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 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 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.

FACILITY CONSIDERATIONS

- Restrooms that were previously open to the public should remain open to the public.
- 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 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 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 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.

CUSTOMER SERVICE AREAS

- 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 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. To support the safety of your employees and other visitors, a face covering should be made available to visitors who arrive without them.
 - o 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.
- 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.
- Employees moving items used by customers 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.
- 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.
- 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 is posted at all public entrances to the facility.
- 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.
- 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.

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:
