City of Eastvale

Reopening Toolkit for Restaurants & Food Facilities COVID-19 Guidelines

How to Prepare for Safe Onsite Dining Operations to Resume

May 27, 2020

City of Eastvale Suggested COVID-19 Reopening Toolkit for Restaurants &Food Facilities

To meet the requirements of the public health measures issued by the Governor of California and to prepare for measures to be issued by Riverside County, the steps outlined in this document are suggestions to prepare your restaurant/food facility to resume safe onsite dining of customers. ***Please note the County's regulations and protocol shall supersede any guidance provided in this document.***

1. EMPLOYEE HEALTH:

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

- Notify employees not to come to work if sick.
- Conduct thermal or temperature scans of employees daily, especially upon arrival to the business.
- Conduct a health screening of each employee prior to the beginning of each shift that asks:
  - Are you ill or experiencing symptoms consistent with COVID-19 within in the past 7 days?
  - Does a household/family member have or had a fever or other COVID-19 symptoms in the past 7 days?
  - Have you had close contact with someone who is known to have COVID-19 in the past 14 days?
- Employees with COVID-19 like symptoms should not be allowed to work and encouraged to contact their medical provider.
- Face coverings must be worn by all employees that interact with the public and when unable to social distance with other employees.
- Clean and disinfect employee restrooms and breakrooms frequently.
- Employees must frequently wash their hands with soap and warm water for at least 20 seconds.
- Provide a copy of the COVID-19 Restaurant Operating Protocol to each employee and ensure they understand and will implement the protocols, including signing acknowledgement.
- Ensure all employees read and understand the most recent Riverside County Health Order (see Public Health Order history).
- Notify employees not to share food, beverages, and food-ware.
- Remind employees to avoid handshakes and similar greetings.

2. SOCIAL DISTANCING:

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

- Adhere to the State mandatory requirement to space all tables six feet apart or if un-movable, install a barrier or partition to separate tables.
- Implement measures to ensure social distancing is adhered to while customers are waiting to be seated, during ordering and pick-up of food.
- Suggest customers wait outside to be called into the restaurant.
- Encourage dining by reservation to manage capacity. Use a line queue system with an ability to text or call guests when their table is ready, to avoid "waiting" in groups.

- Consider using a restaurant greeter to manage the entry/exit door to ensure the safety, health and welfare of guests and employees.
- Place tape or install markings on the floor at least six feet apart in any area where members of the public may form a line.
- Consider limiting the number of patrons at a single table to a household unit or patrons who have asked to be seated together. 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 the host must bring the entire party to the table at one time.
- Ensure tables are spaced six feet away from all food preparation areas, including beverage and server stations.
- Consider installing physical barriers, such as sneeze guards and partitions at cash registers, or other food pickup areas where maintaining physical distance of six feet is difficult.
- Restrict the number of employees in shared spaces, including kitchens, break rooms, and offices to maintain at least a six-foot distance between people.
- Rotate or stagger shifts to limit the number of employees in the workplace at the same time.

The City of Eastvale is supporting local restaurants by encouraging outdoor dining and expanded dining areas. The City is expediting the permitting process and to allow businesses to transition as quickly as possible.

For more information, please contact the Planning Team at (951) 703-4460 or planningdept@eastvaleca.gov.

The Department of Alcohol Beverage Control (ABC) is offering temporary relief measures to allow the on-site consumption of alcoholic beverages in these expanded dining areas under the COVID-19 Temporary Catering Authorization Application. To be eligible for this temporary authorization the business must already be a licensee and bona fide meals must be served. For more information, please visit www.abc.ca.gov/fourth-notice-of-regulatory-relief/

3. EDUCATION FOR THE DINING PUBLIC:

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

- Post signs to remind customers to maintain social distancing of six feet, to 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 (see attached sample).
- Face coverings should be worn by customers when not seated at their table.

4. MEASURES TO INCREASE SANITIZATION AND DISINFECTION:

IMPLEMENT MEASURES TO PROTECT THE PUBLIC THROUGH THE AVOIDANCE OR FREQUENT DISINFECTION OF MULTIPLE TOUCH POINTS AND SANITIZATION OF FOOD CONTACT SURFACES.

- Remove food items that can be touched by multiple customers or be shared between tables such as condiment bottles, salt and pepper shakers, or breadbaskets.
- Per the California guidelines discontinue self-service buffets and salad bars.

- Per the California guidelines close self-service machines, such as soda and frozen yogurt machines.
- Non-food items that may be used by multiple customers, such as menus, should be disinfected between each use if possible, or modified to be a single use item, such as a disposable paper menu.
- Ensure that all utensils and food-ware are properly washed, rinsed and sanitized. Verify the required contact time (the time the utensils must be submerged in the sanitizer) for the sanitizer to be effective occurs. If this cannot be reasonably accommodated, only single-service utensils or food-ware should be used.
- Frequently disinfect high contact touch points, such as phones, door handles, and credit card terminals using a disinfectant that is effective against Coronavirus.
- Disinfect and clean restrooms frequently.
- Designate a team member each shift to oversee the implementation of additional sanitization and disinfection procedures.
- Per the California guidelines discontinue tableside food preparation and presentation of foods, such as food selection carts and table side guacamole.
- Per the California guidelines do not provide community containers of after-meal mints, candies, snacks, or toothpicks for customers to help themselves. Provide individually with check or only upon request.
- Per the California guidelines discontinue shared entertainment items such as board games, arcade games, and vending machines. It is recommended to block access to game and entertainment areas where customers may share items such as pool tables or darts.
- Eliminate person-to-person contact for deliveries whenever possible. Designate drop-off locations to receive deliveries away from high traffic areas. Maintain a physical distance of at least six feet from delivery drivers.
- Avoid using food and beverage containers or utensils brought in by customers.
- Ensure that ventilation systems operate properly and increase circulation of outdoor air as much as possible such as by opening windows and doors. Do not open windows and doors if doing so poses a safety risk to employees, children, or customers.
- If possible prop open or automate entrance doors to minimize customer contact with doorknobs or handles.
- Eliminate person-to-person contact for delivery of goods whenever possible, such as setting items on a designated table in a sealed bag, labeled with the order number or customer name.
- Leftover food should be packaged by the customer for takeout.

5. RECOMMENDATIONS:

CONSIDER IMPLEMENTING THESE ADDITIONAL RECOMMENDED SAFETY MEASURES.

- Provide a hand sanitizer dispenser/station or disinfection wipes (at least 60% alcohol) for customers.
- Use equipment that has touch free motion detectors, such as hands-free soap and towel dispensers.
- Use a payment system that does not require person-to-person contact.
- Encourage reservations or advise customers to call in advance to confirm seating availability. Consider a reservation system that allows customers to queue six feet apart or wait in cars and enter only when a phone call, text, or other method of notification indicates that a table is ready for seating.
- Limit the number of employees who serve individual parties. Consider assigning the same employee to each party for entire dining experience while ensuring mandatory employee meal and rest breaks.
- Expand outdoor seating where possible.

- Consider the use of disposable gloves to supplement handwashing when:
    - Conducting employee health screenings.
    - When handling items contaminated by body fluids.
    - When touching items used by customers (dirty cups, plates, napkins, etc.).
    - When handling trash bags.

Be Our Guest for SAFE DINING

WHAT YOU CAN EXPECT FROM US

Healthy Team Members
daily temperature checks

Clean Restaurants
tables disinfected after each visit

Social Distancing
reconfigured layouts

Protective Equipment
masks on every team member

Frequent Handwashing
hand sanitizer is available

WHAT WE ASK OF YOU

Stay Home if You Have Symptoms
of fever, coughing, or shortness of breath

Do Not Congregate
in the lobby or bar

Give Fellow Guests Their Space
at least six feet

Wear a Mask
when not at your table

Utilize Mobile Pay
when possible

Welcome Back!

For more information or updates on Riverside County's Health Order, please visit **www.rivcoccsd.org/reopening-guidelines**