



SAN MATEO COUNTY OUTDOOR DINING REQUIREMENTS

SAFE ON-SITE DINING PLAN FOR RESTAURANTS/FOOD FACILITIES

To meet the requirements of the public health measures issued by the Governor of California, San Mateo County will implement the measures outlined in this document. The goal of the guidelines below is to outline the basics required to minimize the risk of spreading the virus while leaving it to individual operators to personalize their approach in ways to make it most effective.

A. **Determine the current operational status of your restaurant.**

1. If your restaurant has been completely closed in the last 30 days, as a result of shelter-at-home orders issued by the State and/or County, and you are re-opening, then **complete Sections B and C** below.
2. If your restaurant has been operating to provide food service via curbside, pick-up, or delivery and you only need to restart sit-down meal service, then **complete Section C** below.

B. **If a restaurant closed completely as a result of these Orders to address the COVID-19 pandemic and is now reopening, prior to opening the operator will ensure the following:**

1. All equipment, plumbing, and ventilation systems are operational.
2. All food stored on-site during closure has been maintained at proper temperatures and is not contaminated (if in doubt, food shall be discarded).
3. All expired food shall be discarded.
4. Any insect or rodent infestation is abated.
5. The facility is thoroughly cleaned.
6. Staff are up-to-date on food handler training or certification.
7. Complete the [Health Officer's Social Distance Protocol](#) (Appendix A) and post at customer entry.

Once this is complete, proceed to **Section C**. Criteria for all food facilities is below.

C. **Criteria for all restaurants to re-open outdoor sit-down meal services to customers:**

1. If not previously performed, clean and sanitize dining areas and all other areas that have not been in use.
2. Review the guidance provided in the State of California's [COVID-19 Industry Guidance: Dine-In Restaurants](#). Implement the guidance criteria applicable to the specific restaurant operation. This includes employee training, employee health monitoring, use of physical separation methods or barriers, use of personal protective equipment (PPE) such as face coverings in customer areas, increased cleaning and sanitation, and other applicable guidance criteria.
3. Print out the [Cal/OSHA COVID-19 General Checklist for Dine-in Restaurants](#) and check the applicable boxes for the guidance criteria being implemented at your restaurant. Attach the completed General Checklist to your Appendix A: Social Distancing Protocol. This will be your restaurant's written plan for social distancing (Written Plan). Post Appendix A and General Checklist near each entrance door(s) in a manner that is readily visible to the public and employees.



4. Designate a COVID-19 supervisor/person in charge to ensure the implementation of the restaurant's Written Plan. The designated COVID-19 supervisor/person in charge shall always be present on-site during business hours.

EMPLOYEE HEALTH:

Incorporate the following measures into your Written Plan (Appendix A: Social Distance Protocol and General Checklist).

- Notify employees not to come to work if sick.
- Conduct thermal or temperature scans of employees daily.
- 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](#) are not allowed to work and encouraged to contact their medical provider or 2-1-1.
- 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 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.
- Ensure all employees read and understand the San Mateo County Health Officer Orders and local health department guidelines.
- Notify employees not to share food, beverages, and food-ware.
- Require employees to avoid handshakes and similar greetings.
- Consider the use of disposable gloves to supplement handwashing when:
 - Conducting employee health screenings.
 - Handling items contaminated by body fluids.
 - Touching items used by customers (dirty cups, plates, napkins, etc.).
 - Handling trash bags.

SOCIAL DISTANCING:

Implement measures to ensure social distancing is being followed.

- Adhere to the mandatory requirement to space all tables six feet apart.
- Implement measures to ensure social distancing is adhered to while customers are waiting to be seated, during ordering and pick-up of food.
- Place tape or other easily visible markings on the floor at least 6 feet apart in any area where members of public may form a line.



- Limit the number of patrons to six at a single table to a household unit. 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
- All restaurant workers should minimize the amount of time spent within six feet of guests.
- Reconfigure kitchens to maintain physical distancing in those areas where practical and if not, practical staggers shift if possible, to do work ahead of time.
- Ensure tables are spaced six feet away from all food preparation areas, including beverage and server stations.

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, 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.
- Post facility Written Plan (Appendix A and General Checklist) near each entrance door(s) in a manner that is readily visible to the public and employees.
- Face coverings shall always be worn by customers except while seated and not eating or drinking at their table.

MEASURES TO INCREASE SANITIZATION DISINFECTION & DISEASE PREVENTION:

Implement measures to protect the public through the avoidance or frequent disinfection of multiple touch points and sanitization of food contact surfaces.

- Food items that can be touched by multiple customers or be shared between tables such as condiment bottles, salt and pepper shakers, or breadbaskets are prohibited.
- Self-service buffets and salad bars are prohibited.
- Self-service beverage dispensers are prohibited (unless levers and buttons can be cleaned and sanitized as often as necessary). If possible, a designated employee may dispense food items for customers to prevent increased transmission.
- Non-food items that may be used by multiple customers, such as menus, must be disinfected in an approved manner, between each use 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.
- Disinfect high contact touch points, such as phones, door handles, and credit card terminals using a disinfectant that is effective against Coronavirus, as often as necessary.
- Disinfect restrooms as often as necessary.
- Tableside food preparation and presentation of foods, such as food selection carts and table side guacamole are prohibited.



- Do not provide community containers of after-meal mints, candies, snacks, or toothpicks for customers. Provide individually upon request.
- Shared entertainment items such as board games, arcade games, and vending machines are prohibited. Close off 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.
- Stage takeout food items in a method that does not allow for person-to-person pick-up, such as setting on a designated table in a sealed bag, labeled with the order number or customer name.
- Leftover food must be packaged by the customer for takeout.

Additional Requirements:

Implement additional safety measures.

- Provide disinfection wipes or hand sanitizer (at least 60% alcohol) for customers.
- Use equipment that has touch free motion detectors, such as hands-free soap and towel dispensers.
- Providing for contactless payment systems or, if not feasible, sanitizing payment systems as often as necessary.
- 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.
- Outdoor dining, placement of outdoor seating arrangements, and food service shall follow local laws, regulations, and permitting requirements. Consult with local planning and zoning departments.
- Tables must be arranged to ensure six feet distance between each table.
- Lounge areas, like fire pits, can be occupied by up to 6 members of the same households or living units, maintaining six-foot distancing at all times from other guests.
- Facilities that open for outdoor dining must offer curbside pickup, takeaway, and/or delivery service alternatives.
- The host stand must be located at the entry of the outdoor dining area to prohibit patrons from unnecessarily walking through the outdoor dining area.
- Guardians of children twelve or younger are required to ensure the children always adhere to social distancing guidelines.
- If dogs are allowed in the outdoor dining area, the owner is responsible for ensuring the dog adheres to social distancing guidelines and always remains on a leash.
- Bar areas must remain closed to customers. Alcohol may be sold to patrons in conjunction with a meal.
- Entertainment events are not allowed at this time.