



## SAN MATEO COUNTY RESTAURANT DINING REQUIREMENTS

### I. SAFE ON-SITE DINING PLAN FOR RESTAURANTS/FOOD FACILITIES

The goal of the guidelines below is to outline the basics required to minimize the risk of spreading COVID-19 while leaving it to individual operators to personalize their approach in ways to make it most effective.

#### A. Please do the following:

1. Review the CDPH Industry Guidance:
  - a. [Covid-19 Industry Guidance: Dine-In Restaurants](#)
  - b. [Covid-19 Industry Guidance: Restaurants, Bars and Wineries](#)
2. **Print, Complete, Review (with employees) and Post**, at all front entrances, the following (4) documents (see below for details):
  - a. [Health Officer's Social Distance Protocol](#) (Appendix A)
  - b. [Required signage listed in Social Distancing Protocol](#)
  - c. [Cal/OSHA COVID-19 General Checklist for Dine-in Restaurants](#)
  - d. [Self-Certification Placard](#)

#### B. All restaurants should verify 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 is discarded.
4. There is no insect or rodent infestation.
5. The facility is thoroughly cleaned.
6. Staff are up-to-date on food handler training or certification.

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

1. **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** the [Health Officer's Social Distance Protocol](#) (Appendix A) and 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. This will be your restaurant's required Health & Safety plan for social distancing. **Post these required documents near each entrance door(s) in a manner that is readily visible to the public and employees. Note: Businesses that have developed documents that have equivalent information on them can use theirs.**
4. **Designate** a COVID-19 supervisor/person in charge to ensure the implementation of the restaurant's Health & Safety Plan. There must be a designated COVID-19 supervisor/person in charge on-site during business hours.



## II. EMPLOYEE HEALTH:

**Incorporate the following measures into your Health & Safety Plan (Appendix A: Social Distance Protocol and General Checklist).**

1. Notify employees not to come to work if sick.
2. Conduct thermal or temperature scans of employees daily.
3. Conduct a health screening of each employee prior to the beginning of each shift that asks:
  - a. Are you ill or experiencing symptoms consistent with COVID-19 within in the past 7 days?
  - b. Does a household/family member have or had a fever or other COVID-19 [symptoms](#) in the past 7 days?
  - c. Have you had close contact with someone who is known to have COVID-19 in the past 14 days?
4. Employees with COVID-19 like [symptoms](#) are not allowed to work and encouraged to contact their medical provider or 2-1-1.
5. Face coverings must be worn by all employees who interact with the public and when unable to social distance with other employees.
6. Clean and disinfect employee restrooms and breakrooms frequently.
7. Employees must frequently wash their hands with soap and warm water for at least 20 seconds.
8. Provide a copy of your restaurant's own COVID-19 safety protocol or give California's [COVID-19 Industry Guidance: Dine-In Restaurants](#) to each employee and ensure they understand and will implement the protocols.
9. Ensure all employees read and understand the San Mateo County Health Officer Orders and local health department guidelines.
10. Notify employees not to share food, beverages, and food-ware.
11. Require employees to avoid handshakes and similar greetings.
12. Consider the use of disposable gloves to supplement handwashing when:
  - a. Conducting employee health screenings.
  - b. Handling items contaminated by body fluids.
  - c. Touching items used by customers (dirty cups, plates, napkins, etc.).
  - d. Handling trash bags.

## III. SOCIAL DISTANCING:

**Implement all appropriate measures to ensure social distancing is being followed in your restaurant.**

1. Adhere to the mandatory State of California requirement to space all tables six feet apart. If tables, chairs, booths, etc., cannot be moved, use visual cues to show that they are not available for use, or install Plexiglass, or other types of impermeable physical barriers, to minimize exposure between customers. **See diagrams at end of this document.**



2. Adjust maximum occupancy rules inside the establishment as needed based on its size to limit the number of people inside and/or use impermeable barriers between service tables to protect customers from each other and employees.
3. Implement measures to ensure social distancing is adhered to while customers are waiting to be seated, during ordering, and pick-up of food.
4. Place tape or other easily visible markings on the floor at least 6 feet apart in any area where members of the public may form a line.
5. Limit the number of patrons at a single table to a household/living unit or “social bubble.” People in the same party seated at the same table do not have to be six feet apart. All members of the party should be present before seating and the host should bring the entire party to the table at one time
6. All restaurant workers should minimize the amount of time spent within six feet of guests.
7. Reconfigure kitchens to maintain physical distancing in those areas where practical, and if not, stagger shift work, if possible, to perform some work ahead of time in order to minimize the number of employees in the kitchen at once.
8. Ensure tables are spaced six feet away from all food preparation areas, including beverage and server stations, unless barriers are used.
9. Use of barriers as an alternative to social distancing may obstruct ventilation and effectiveness of fire sprinkler systems and should be used sparingly.

#### IV. EDUCATION FOR THE DINING PUBLIC:

**Implement measures to ensure the public is educated on dining out safely.**

1. **Post** all required signs described in the Social Distancing Protocol, including those reminding customers to maintain social distancing of six feet, wash hands or use sanitizer upon entry into a restaurant, wear face coverings, and to stay home if they are ill or have symptoms consistent with COVID-19. (**Signage required by Social Distancing Protocol.**)
2. **Post** restaurant’s Health & Safety Plan ([General Checklist](#)) near each entrance door(s) in a manner that is readily visible to the public and employees. **Post** [Self-Certification Placard](#), once you have posted and follow your Health & Safety Plan. Face coverings must be worn by customers except while dining at their table.

#### V. 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.**

##### **Prohibited:**

- a. 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.



- b. Self-service stations, such as buffets, salsa and salad bars.
- c. Self-service beverage dispensers (unless levers and buttons can be cleaned and sanitized with increased frequency).
- d. Tableside food preparation and presentation of foods, such as food selection carts and table-side guacamole.
- e. 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.
- f. 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-use utensils or foodware should be used.
- g. Disinfect high contact touch points, such as phones, door handles, and credit card terminals using a disinfectant that is effective against COVID-19, at an increased frequency.
- h. Disinfect restrooms at an increased frequency.
- i. Do not provide community containers of after-meal mints, candies, snacks, or toothpicks for customers. Provide individually upon request.
- j. 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.
- k. 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.
- l. 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.
- m. Leftover food must be packaged by the customer for takeout.

## VI. Additional Recommendations:

### Implement additional safety measures as appropriate.

- a. Provide disinfection wipes or hand sanitizer (at least 60% alcohol) for customers.
- b. Use equipment that has touch free motion detectors, such as hands-free soap and towel dispensers.
- c. Provide contactless payment systems or, if not feasible, sanitizing payment systems as often as necessary.
- d. 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.
- e. 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.



- f. 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.
- g. Lounge areas, like fire pits, can be occupied by members of the same living units or “social bubbles”, maintaining six-foot distancing at all times from other guests or “social bubbles.”
- h. Facilities that are now open for dining must continue to offer curbside pickup, takeaway, and/or delivery service alternatives.
- i. The host stand must be located at the entry of the dining area to prohibit patrons from unnecessarily walking through the dining area.
- j. Patrons queuing for seating should be encouraged to wait outside in open air if possible.
- k. Guardians of children twelve or younger are required to ensure the children always adhere to social distancing guidelines.
- l. 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.
- m. Alcohol must be sold to patrons in conjunction with a meal.
- n. Entertainment events are not allowed at this time at restaurants.

**Examples of seating arrangements that meet the intent of Social Distancing requirements.**

(Each square is 6’ x 6’)

Barriers, if used, must be made of impermeable, cleanable, and durable materials that can be frequently cleaned and sanitized, such as plexiglass. Barriers must be installed per fire and building codes so as not to interfere with the ventilation or fire protection systems. Barriers must be **at least 30 inches in height** from the table/counter top and other dimensions noted in diagrams.





