

PUBLIC HEALTH REOPENING PROTOCOL RESTAURANTS AND BREWERIES

Recent Updates (Changes highlighted in yellow):

12/08/2020:

- Restaurants may only offer food and beverage via take-out, drive thru or delivery.
- Breweries that do not have a permitted kitchen may only operate as a retail establishment.

Due to the continued increasing spread of the Novel Coronavirus (COVID-19), rapidly increasing case rates and hospitalizations that strain healthcare resources for all, 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 take-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, the facilities must also be in compliance with these safety and infection control protocols. This new Order is effective for a minimum of three weeks and will be amended once additional services are allowable.

At this time, in the Southern California Region, in **Tier 1 (Purple Widespread)** the following restrictions apply:

- **Restaurants with Permitted, Commercial Kitchens** – Restaurants that provide sit-down meals prepared in-house can open for take-out, delivery, and drive-thru only. Follow this guidance. Alcohol may only be served on the same transaction as a [bona fide meal](#) in accordance with guidance outlined by the [California Department of Alcoholic and Beverage Control](#).
- **Breweries** – Breweries may continue retail sales operations only, and must comply with the Retail Public Health Protocol.
- **Bars** – Bars that do not have a commercial kitchen equipped to prepare sit-down, bona fide meals must remain closed.
- **Concert, Live Performance, DJ, or Entertainment Venue** – Live entertainment venues must remain closed until specific reopening order or guidance allows operation.
- **Billiards, Arcades, Darts or Other Gaming Establishment** – Gaming establishments must remain closed until specific reopening order or guidance allows operation. Establishments providing meals prepared in-house must close gaming areas and may only offer food and beverage via take-out or delivery.

PROTECTING EMPLOYEES AND CUSTOMERS FROM COVID-19

In the midst of the COVID-19 pandemic, establishments must take steps to reduce the risk of an outbreak occurring employees. Depending on the situation, public notification of an exposure to COVID-19 may be required. Help ensure employees are enrolled in health insurance and have an established relationship with a primary care doctor prior to reopening. Employees can call 211 for information on health insurance and primary care physicians.

- **Establishments are required to make an immediate report to the Pasadena Public Health Department any time an employee with COVID-19 (confirmed by a lab test or physician diagnosis) was at the establishment while sick or up to 48 hours before showing symptoms.** Operators must email nursing@cityofpasadena.net or call (626) 744-6089 and provide all information requested by the Health Department. The employer is expected to provide or ensure testing for all employees that have had a possible exposure and must follow the US Centers for Disease Control and Prevention (CDC) [guidance](#) for cleaning and disinfecting the facility. Testing resources can be found through the employee’s physician, and also at <https://www.cityofpasadena.net/covid-19/> and <https://covid19.lacounty.gov/>.
- **Educate employees to contact their supervisor if they are feeling sick.** The supervisor should send the ill employee home immediately, taking care to maintain that person’s privacy and observing physical distancing. If the person cannot leave the premises right away, utilize a safe, designated space for isolation (6 feet or more away from others). If the illness is work-related, the employer should facilitate appropriate care for the employee, the worker’s compensation process, leave time, and California Occupational Safety and Health Administration (OSHA) record keeping.
- **Work with the Pasadena Public Health Department to investigate any COVID-19 illness.** Prepare employee records, facility floor plans, and shift/attendance logs to provide information as quickly as possible to the Health Department, including accurate contact information (phone, address, email) of all employees and visitors (if possible) who were in contact within 6 feet of the infectious employee for 15 minutes or more. Implement measures recommended by the Health Department.

Key Practices



COVER YOUR COUGH WITH YOUR ELBOW OR TISSUE (THEN DISPOSE AND WASH YOUR HANDS)



STAY HOME IF YOU ARE SICK



PRACTICE PHYSICAL DISTANCING OF 6 FEET OR MORE



WASH YOUR HANDS WITH SOAP AND WATER FOR 20 SECONDS, FREQUENTLY



COVER NOSE AND MOUTH WITH CLEAN FACE COVERING



PERFORM DAILY HEALTH SCREENINGS

Steps to Reopen

- ✓ Complete and implement the Public Health Reopening Protocol Checklist.
- ✓ Provide a copy of the Public Health Reopening Protocol to each employee and conduct education.
- ✓ Post a copy of Public Health Reopening Protocol in a conspicuous location that is visible to employees and customers and post to your website.

Helpful Contact Information

- If you have questions, or if you observe a violation, you can request information or submit a complaint through the Citizen Service Center. Call 626-744-7311 or visit <https://www.cityofpasadena.net/CSC>.
- Additional resources, including a printable COVID-19 Business Toolkit Signage, is available at <https://www.cityofpasadena.net/covid-19/#info-for-businesses>.

PUBLIC HEALTH REOPENING PROTOCOL CHECKLIST

RESTAURANTS AND BREWERIES

REDUCING RISK OF COVID-19 TRANSMISSION

Establishments must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is inapplicable to the facility. All policies described in this checklist, other than those related to terms of employment, are applicable to delivery staff and other third party companies on the premises.

Designate one individual to be in charge of planning and implementation of all items. Submission of Protocol to a City Department is not required unless explicitly requested.

PERSON RESPONSIBLE FOR IMPLEMENTING PROTOCOL	
Establishment Name: <input type="text"/>	
Person in Charge: <input type="text"/>	
Title: <input type="text"/>	
Phone Number: <input type="text"/>	Date: <input type="text"/>

ADDITIONAL PROTOCOLS IN ORDER TO REOPEN (if applicable)

Additional protocols relevant to operations must also be followed:
<https://www.cityofpasadena.net/covid-19/#guidance-faq-protocols>

- Office Workspace – Public Health Reopening Protocol
- Retail – Public Health Reopening Protocol

MEASURES THAT ENSURE EQUITABLE ACCESS TO SERVICES

- Where possible, accommodations have been made for vulnerable populations to be able to access services (e.g., senior-only hours).
- 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.

EXTERNAL COMMUNICATION

- Post signage reminding customers to maintain a distance of at least 6 feet at all times. If helpful, post diagrams or maps of how people should flow through the site.
- Post signage instructing customers to wear a face covering at all times, and to remain at home if experiencing any symptoms including fever of 100°F or above, cough, shortness of breath or difficulty breathing, fatigue, sore throat, chills, headache, muscle or body aches, a new loss of taste or smell, congestion or runny nose, nausea, vomiting, or diarrhea. Consult the CDC website for the most current list of COVID-19 [symptoms](#).
- Communicate the establishment's new protocols by posting information on your website and social media pages regarding new protocols, including physical distancing measures, use of smaller, consistent groups of visitors, and the use of face coverings.
- Post a copy of this Protocol in a conspicuous location that is easily visible to employees, customers, and the public.
- Provide copies of the Protocol to all employees.

INTERNAL COMMUNICATION, TRAINING AND RECORDS

- Provide training to employees on all sections of the public health protocol including:
 - Information on [COVID-19](#).
 - How to identify [symptoms](#) of COVID-19 and how to self-screen and conduct symptom checks.
 - The importance of not coming to work if they are experiencing symptoms of COVID-19, or if someone they live with has been diagnosed with COVID-19.
 - Proper use and care of face coverings ([Face Covering FAQs](#)).
 - Physical distancing measures, sanitization, and handwashing.
 - Proper safety protocols for use of disinfecting solutions.
 - Information on employer or government sponsored leave benefits the employee may be entitled to receive that would provide financial support to stay at home while ill. Provide additional information on [government programs](#) supporting sick leave and workers' compensation for COVID-19, including employee's sick leave rights under the [Families First Coronavirus Response Act](#), the 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](#).
- Maintain records of each employee's schedule and work area or assignment.
- Consider posting signs for the national distress hotline: 1-800-985-5990, or text TalkWithUs to 66746.

GENERAL OPERATIONS

Operating Restrictions

- Close indoor dining areas **and outdoor dining areas**.
- Do not host receptions, banquets, or any gathering.
- Do not seat the bar counter.

- Do not serve standing customers.
- Require employees not to use handshakes and similar greetings that break physical distance.
- Close self-service stations such as buffets, salad bars, soda machines, salsa bars and soft-serve yogurt machines. Remove all self-serve straws, utensils, condiments, cups, lids, water pitchers, and napkins.
- Remove board games, books, toys, arcade games, and vending machines. Close entertainment areas such as bowling alleys and pool tables.
- Prop doors and gates open where possible and applicable to reduce touching of handles, consistent with the California Retail Food Code, fire codes and accessibility standards.
- Encourage online ordering of meals. Make purchased meals available for curbside pickup or delivery. Designate a clearly marked curbside or outside pickup area that maintains physical distance.
- Provide no-contact methods of payment.
 - For counter transactions, utilize a customer-facing credit card terminal, or instruct customers to place cash or card on the counter rather than directly onto the employee's hand. Provide the credit card receipt or change using the same process. Ask customers if they would like to use their own pen to sign. Disinfect the counter, credit card terminal, check presenter, and shared pen after each use.
 - Employees must avoid touching their face when handling credit cards and cash.
 - Offer any transactions or services that can be handled remotely online.
- Install hands-free devices wherever possible such as trashcans, soap and paper towel dispensers, door openers, and light switches.

Take-Out

- For take-out only:** Establish an outdoor reception area where customers can check in while still following physical distancing guidelines. Equip the host stand with Plexiglas or other impermeable barriers to minimize the interaction. Implement virtual, touchless check-in tools, if possible.
- For take-out only:** Provide menus that are single-use, accessible on the customer's personal electronic device, or viewable on a poster board or chalkboard if possible. Reusable menus in cleanable, plastic sleeves may be used but must be disinfected after each use.
- Provide single portions of mints, candies, snacks, and toothpicks only upon request.
- Disinfect check presenters after each use.
- Provide a staging area for take-out and provide no-contact pickup. Offer Prepayment options and stage food in sealed packaging labeled with the customer's name.

Dining Area

- Not currently allowed.**

Back-of-House

- Provide regular training for dishwashing employees on the 3-step ware washing process (WASH-RINSE-SANITIZE), and instruct dishwasher to verify sanitizer concentration at the ware washing machine and 3-compartment sink every 1-2 hours.

- Assign employees their own tools, equipment, and defined workspace with 6 feet of physical distance when possible.

PROTECTION OF EMPLOYEE HEALTH

Health Screening

- Conduct daily symptom checks (fever of 100°F or above, cough, shortness of breath or difficulty breathing, fatigue, sore throat, chills, headache, muscle or body aches, a new loss of taste or smell, congestion or runny nose, nausea, vomiting, or diarrhea) before or upon arrival. Consult the CDC website for the most current list of COVID-19 [symptoms](#). The screening must include asking if the employee has had contact with a person known to be infected with COVID-19 in the last 14 days, and whether the individual is currently under isolation or quarantine orders.
- Send employees home immediately if they arrive sick or become sick during the day. Encourage sick employees to contact their medical provider. Employees who need information on health insurance or providers can call 211.
- Notify all employees that they are not to come to work if sick or if they are exposed to a person who has COVID-19. The local Health Officer Order requires everyone to self-isolate when sick with COVID-19 and self-quarantine for 14 days from last contact with someone with COVID-19. Quarantine must be maintained for 14 days, even if test results are negative (no virus detected).
- Require a sick employee to stay home for at least 10 days, or until 24 hours after fever and symptoms resolve (without use of fever-reducing medications), whichever is longer.
- Review and modify workplace leave policies to ensure employees are not penalized when they stay home due to illness.
- Institute a plan in the event that one or more employees is diagnosed (by a physician or lab test) with COVID-19. The plan should include immediate isolation of the employee at home and self-quarantine of everyone that came into contact (within 6 feet for a cumulative total of 15 minutes or more over a 24-hour period, regardless of whether a mask was worn) with the ill employee. The plan should also include options for all employees identified as contacts to be tested for COVID-19 with an FDA-approved PCR test (not a blood test). However, contacts must still maintain quarantine for 14 days, even with a negative test.
- Screen customers for symptoms upon arrival, ask customers whether they are currently under isolation or quarantine orders, and ask them to use hand sanitizer and to wear a face covering.

Scheduling Employees

- Limit the number of employees who are on-site to the minimum number necessary, and institute alternate or staggered shift schedules to maximize physical distancing.
- Allow employees who can carry out their work duties from home to continue to work from home, especially those at higher risk (65 or older or with underlying medical conditions). Reconfigure work processes to the extent possible.
- Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing.

- Provide time for employees to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the employees' job duties. Procure options for third-party cleaning companies to assist with the increased cleaning demand, as needed.

Face Coverings*

- Provide, at no cost, a cloth face covering for all employees who have contact with the public or other employees, and instruct employees to wear a clean (washed daily), cloth face covering over the nose and mouth at all times during the workday. 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 may not be used. Face coverings are optional when alone in a room or private office.
- Require customers to wear face coverings when not seated.
- Prohibit employees from eating or drinking anywhere inside the workplace other than designated break areas (staying at least 6 feet apart) to ensure face coverings are worn consistently and correctly.
- Provide face shields for employees, and instruct employees (servers, bussers, food runners, hosts, etc.) to wear a clean, disinfected face shield when servicing customers who are not wearing face coverings. The face shield is to be worn by the employee in addition to the cloth 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 used, cleaned and disinfected per manufacturer's directions.

** Individuals with chronic respiratory conditions, or other medical conditions that make use of a face covering hazardous are exempted from this requirement. Children under age 2 years should not wear a face covering. Refer to the [Face Covering FAQs](#) document for additional information on use and care of the face covering.*

Hand Hygiene

- Provide access to handwashing sinks stocked with soap, paper towels, and hands-free trash receptacles.
- In addition to handwashing already required during the food handling process, instruct employees to wash hands upon arrival and at departure, before and after eating, before rolling silverware or shining glassware, and after transactions, washing dishes, and bussing tables.
- Allow employees time during their shift to wash their hands frequently.
- Provide hand sanitizer effective against COVID-19 (at least 60% alcohol) in customer areas, and also in employee areas where a hand sink is not available. Hand sanitizer, tissues, and trashcans must be made available to the public at or near the entrance.

Gloves and Protective Equipment

- Provide disposable gloves for employees handling items used by customers such as dirty dishes and linens, for workers using cleaners and disinfectants, for employees who handle commonly touched items, and for employees who provide temperature screenings.
- Provide impermeable aprons and face shields to dishwashers. Change reusable aprons and face shields or disinfect frequently.

Restrooms

- Restrooms normally open to customers must remain open.
- Place trashcan near the door if the door cannot be opened without touching the handle, so restroom users may use a paper towel to cover the doorknob. Maintain compliance with accessibility standards and fire code.
- Increase frequency of cleaning and disinfection of restrooms.
- Designate an employee to ensure restrooms stay operational and stocked at all times.

PHYSICAL DISTANCING

Physical distancing must be observed and enforced by the establishment.

- Reconfigure customer waiting areas, office spaces, workstations, breakrooms, etc., to allow for at least 6 feet of physical distancing between individuals. Implement measures to physically separate individuals by at least 6 feet using physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate where individuals should stand).
- Where 6 feet of physical distance is not possible such as cashier counters and host stands, install protective, plastic barriers.
- Instruct employees to maintain at least 6 feet of distance from customers and from each other, except employees may momentarily come closer when necessary to accept or deliver food.
- Where possible, provide outdoor break areas with shade covering and seating, and encourage employees to take breaks alone and away from the establishment.
- Assign an employee to manage the flow of customers at the entrance and exit during peak times. Designate a separate entrance and exit if possible.
- Enlist employees as peer educators to reinforce physical distancing and infection control.

Deliveries and Vendors

- Review work flows and make changes if needed to permit physical distancing during pickups and deliveries.
- When other parties (truck drivers, delivery agents, vendors) play a role in the work flow, instruct them to wear face coverings and to comply with symptom checks and physical distancing.

CLEANING AND DISINFECTION

High Touch Surfaces

- Develop a disinfection plan that identifies the surfaces to be disinfected, the frequency, and the person assigned to the task.
- Use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)](#) list and follow product instructions and Cal/OSHA requirements.
- Disinfect high traffic areas and items that might attract children including display cases, fish tanks, and decorative fountains.
- Frequently disinfect commonly touched surfaces such as doorknobs, railings, light switches, handles, faucets, trashcans, fixtures, and dispensers.
- Disinfect share equipment between shifts or between users, whichever is more frequent, including printers, phones, keyboards, staplers, fax machines, counters, and protective barriers.
- Disinfect equipment that passes between employees and customers, such as pens and credit card machines, after each use.
- Clean and disinfect the server stations and back of house areas between shifts including refrigerator handles, beverage dispensers, coffee machines, sink faucets, counters, time clocks, headsets, tablets, oven doors, carts, and other kitchen equipment.
- Provide disinfection supplies in multiple locations readily available to employees.

Linens

- Replace soiled linen receptacle bag before it becomes full to avoid overflowing.
- Ensure dirty linens are stored in a sealed bag at the end of each day until they are picked up for laundering.
- Launder items either by a commercial service or a laundering process that includes immersion in water of at least 160 degrees Fahrenheit for at least 25 minutes.
- Ensure workers who handle dirty laundry wear gloves, and avoid shaking unwashed laundry.

Delivery Vehicles

- Disinfect delivery vehicles and equipment before and after delivery routes. Delivery vehicles are to carry additional disinfectant supplies.

BUILDING SAFETY

- Stagnant water in pipes increases the risk for growth and spread of legionella bacteria. When reopening a building, it is important to flush both hot and cold water lines through all pipes and points of use including faucets and showers. Appropriate PPE including an N95 respirator must be worn. Information regarding this process can be found at the [CDC website](#).
- Consider HVAC upgrades to improve air filtration and increase fresh air ventilation. Clean HVAC intakes and returns daily and maintain systems to increase ventilation.
- If fans such as pedestal fans or hard mounted fans are used, take steps to minimize air from fans blowing from one person directly at another individual.
- Properly dispose of liquid waste inside the establishment in a janitorial sink.
- Store outdoor trash in a container with a liner and properly fitting lid, and dispose of all trash in a secure dumpster at the end of each day or more frequently as needed.