

Coronavirus Disease (COVID-19)

Guideline for Restaurants, Cafés and Pubs

Version 1
June 3, 2020

Developed by Regional Health Authorities,
Ministry of Health and the BC Centre for Disease Control



KEY Principles Going Forward



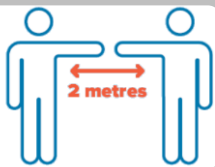
STAY HOME if you are SICK

Stay away from others if you are feeling ill, isolate at home, do not go to work.



PRATICE GOOD HYGIENE

Wash your hands often, avoid touching your face, cough/sneeze into your elbow or a tissue.



MAKE SPACE between PEOPLE

Maintain a distance of at least 2 metres from others and replace close contact greetings like handshakes, hugs or high fives with waves and smiles.



LEARN how to use PERSONAL PROTECTIVE EQUIPMENT as an ADDITIONAL control

Learn how to choose and use PPE correctly, know the limitations of PPE, and always have other controls in place.



MODIFY the ENVIRONMENT

Make your environment safer for interacting with others by reducing common touch surfaces, using non-porous barriers, or by changing room design.



INCREASE SANITATION

Disinfect common touch surfaces frequently using a chemical that will destroy the Coronavirus.



MANAGE INFORMATION

Stay informed, follow public health advice, keep records, and make sure information you communicate is clear, accurate and easy to find.

Guideline for Restaurants, Cafés and Pubs

Under [Phase 2 of British Columbia's Restart Plan](#), operation of dine-in service in restaurants, cafés and pubs is may resume. However, the COVID-19 pandemic continues and in the absence of a vaccine, there is a continued need to reduce the risk of transmission through physical distancing, and ensuring essential hygienic practices and cleaning processes are followed.

In all cases, it remains important for everyone to stay home if you are sick, to wash your hands often, to keep your distance, and to disinfect high touch surfaces often.

All [BC Food Premises Regulation](#) requirements remain unchanged and in place.

Continue to maintain food safety practices: [Clean, Separate, Cook, Chill](#).

You will need to develop and implement a [COVID-19 Safety Plan](#), post a copy on your website (if you have one) and at your workplace so that it is readily available for review by anyone who may attend the site, including the public. A copy must also be available to Environmental Health Officers or WorkSafe BC Officers, upon request.

This document provides guidance for preventing transmission of COVID-19 to operators and customers of restaurants, café and pubs, and will support you when preparing your COVID-19 Safety Plan. It is based upon current knowledge and it should be understood that the guidance is subject to change as new data becomes available and developments arise with this new virus; furthermore, unique situations may require some discretion in adjusting these guidelines which are meant to be supportive, not prescriptive.

PART 1 of this guideline provides general information about COVID-19 and explains why different control measures can be more or less effective at preventing transmission of the virus.

PART 2 of this guideline is organized into the following series of tip sheets:

- Employee Sickness
- Personal Hygiene
- Make Space between People
- Personal Protective Equipment
- Modify the Environment
- Sanitation
- Managing Information
- Staff Scheduling & Meetings

PART 3 includes sample diagrams to illustrate physical distancing requirements.

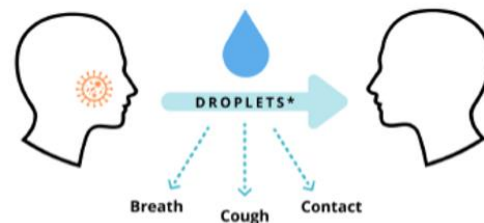
COVID-19 General Information

WHAT is COVID-19?

COVID-19 is a respiratory infection caused by a newly identified virus (SARS-CoV-2). The infection has symptoms similar to other respiratory illnesses, including the flu and common cold: cough, sneezing, fever, sore throat and difficulty breathing. Other symptoms can include fatigue, muscle aches, diarrhea, headache or lost sense of smell. While most people infected with COVID-19 experience only mild illness, severe illness can occur in some people, especially in the elderly and those with chronic medical conditions.

HOW COVID-19 Spreads

COVID-19 is spread through liquid droplets when an infected person coughs or sneezes. The virus in these droplets can enter the body directly through the eyes, nose or mouth of another person if they are in close contact with the person who coughed or sneezed. COVID-19 is not transmitted through viral particles floating in the air and is not something that can enter the body through the skin.



Resources:

- Video: [Transmission of the COVID-19 coronavirus](#)
- Video: [Cough & sneeze etiquette](#)

WHERE can I get more Information about COVID-19?

The province of British Columbia has created a phone service to provide non-medical information about COVID-19 which is available from 7:30 a.m. - 8 p.m. at 1-888-COVID19 (1-888-268-4319) or via text message at 604-630-0300.

More information on COVID-19 can also be found online:

- BC Centre for Disease Control
<http://www.bccdc.ca/health-info/diseases-conditions/covid-19>
- BC Provincial Health Officer – Orders, Notices, and Guidance
<https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/current-health-topics/covid-19-novel-coronavirus>
- WorkSafe BC - Restaurants, cafés, and pubs: Protocols for returning to operation
<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/restaurant-cafes-pubs>

How to use this Guideline

This guideline contains suggested protocols for reducing the risks of Covid-19 transmission for restaurants, cafés and pubs. Each business must assess and understand their own risks when developing their COVID-19 Safety Plan, and then implement their protocols accordingly.

Understanding the Risk

The virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, and from touching a contaminated surface before touching the face. Higher risk situations require adequate protocols to address the risk.

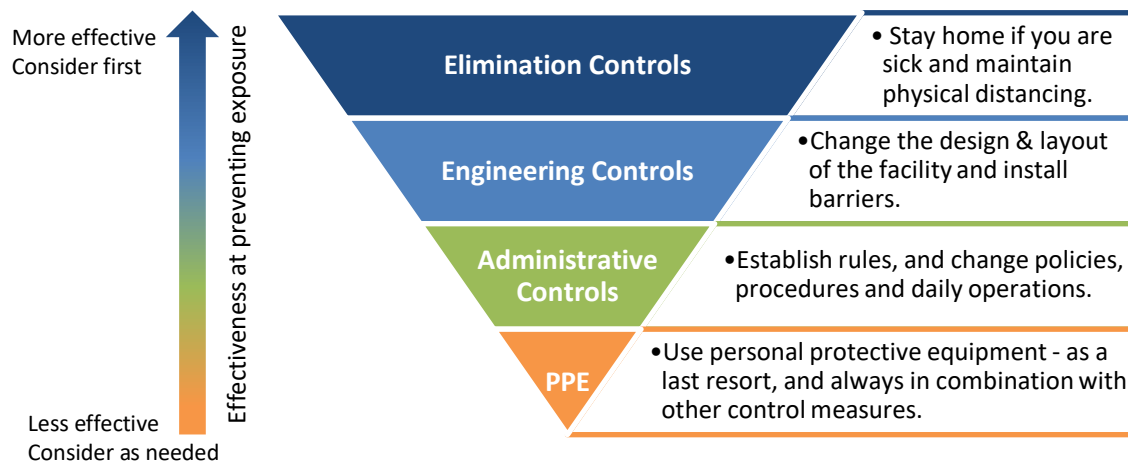
- The risk of person-to-person transmission can vary depending on the closer you come to other people, the amount of time you spend near them, and the number of people you come near. Physical distancing measures help mitigate this risk.
- The risk of surface transmission is increased when many people contact same surface, and when those contacts happen in short intervals of time. Effective cleaning and hygiene practices help mitigate this risk.

Selecting Protocols for your Workplace

When selecting the appropriate combination of protocols for your workplace, it may be helpful to understand the relative impacts each can have on controlling the risk of transmission in your workplace. Some controls will be more difficult to implement but provide a greater level of protection, while other controls will be easier to implement but provide less overall protection.

Levels of Protection

Control measures throughout this document will be divided based on this model:



Elimination and engineering controls are designed to prevent people from coming into contact with an infectious person or contaminated surface in the first place and should be considered first. Following this model normally leads to the implementation of inherently safer systems, where the risk of illness exposure and/or transmission can be substantially reduced.

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Tip Sheet – Employee Sickness

Goal: To prevent sick employees from spreading the virus to the public by ensuring employees stay home if they are ill.

Elimination Controls

- Tell your employees if they are sick with any symptoms consistent with cold, influenza or COVID-19, even if symptoms are mild, they must remain at home, and contact their family physician/primary care provider or Health Link BC at 8-1-1 for further assistance.

Administrative Controls

- Thoughtfully plan your sick leave policy to create an environment where employees feel supported in staying home when they are sick, and communicate the policy to all staff.
- Have operational contingency plans in cases where employees must remain home when sick (e.g. modifying systems to operate with fewer employees).
- If while at work, an employee starts experiencing symptoms of respiratory illness consistent with COVID-19, even if symptoms are mild, ask the employee to don a mask, to leave work immediately, go straight home, and contact their a family physician/primary care provider or Health Link BC at 8-1-1 for further guidance.
- Ensure that objects and surfaces touched by sick employees who have gone home are cleaned and disinfected before being used by others.
- Sick employees should use the BC COVID-19 self-assessment tool.
- Anyone with symptoms can now be assessed and receive a COVID-19 test.
- Testing is not recommended for people who do not have symptoms.
- If an employee has a COVID-19 diagnosis, the local public health department will identify any co-workers who may have been exposed to the sick employee.
- The employer and employees should be reassured that if they haven't been contacted by public health then there is no issue or concern that was identified by public health.

Resources:

- [BC COVID-19 Self-Assessment Tool](#)

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Tip Sheet – Personal Hygiene

GOAL: To limit spread of the virus by promoting good personal hygiene including hand washing, hand sanitizing, and cough/sneeze etiquette.

Elimination Controls

- Replace physical greetings such as handshakes and hugs with non-contact greetings.

Engineering Controls

- Provide alcohol-based hand sanitizer at entrances and posters reminding of the importance for handwashing/sanitizing following contact with common touch surfaces.
- Washrooms and dedicated hand washing sinks must have liquid soap, paper towels and warm running water at all times.
- Provide designated uniforms laundered by a service, or encourage workers to wear clothes that can be washed frequently.

Administrative Controls

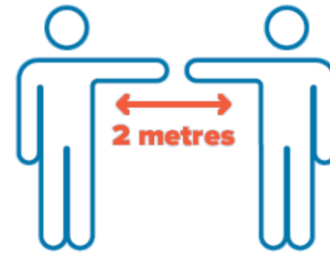
- Employees must wash their hands with soap and water at the start and end of their shift, after using the bathroom, before eating, after returning from a break, and when hands are visibly soiled.
- Employees should avoid the use of hand sanitizer when handling food.
- Employees must practice good hygiene throughout their shift including proper hand hygiene and cough/sneeze etiquette.
- Employees must avoid touching their face without washing hands first.
- There should be no sharing of cigarettes or vaping equipment.
- Educate employees about the virus so they know how to minimize its spread.
- Consider providing electronic COVID-19 resources to all employees.

Resources:

- Poster: [BCCDC Handwashing](#)
- Video: [Hand Washing](#)
- Video: [Cough and Sneeze Etiquette](#)
- Link: [BCCDC Vaping, Smoking and COVID-19](#)

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Tip Sheet – Make Space between People

Goal: To increase space between people and avoid unnecessary contact to eliminate transmission of the virus through respiratory droplets.

Order by Provincial Health Officer (mandatory elimination controls)

- There must be no more than 50% of the usual capacity of patrons present at one time in order to disperse patrons and maximize social distancing.
- There must be no events held at the establishment that include more than 50 people.
- People sitting (or standing) at the same table must be able to maintain a distance of at least 2 metres from each other, unless they are in the same party.
- People sitting (or standing) at different tables, or at a counter/bar, must be able to maintain a distance of at least 2 metres from people at other tables, and other people at the counter/bar, unless they are in the same party.
- There must be no more than six people seated at one table.
- Patrons must be able to maintain a distance of two meters from staff.

Elimination Controls

- Increase empty floor space by removing unnecessary materials, equipment, and merchandise displays, especially in foyers, high traffic areas, and other small spaces.
- Mark 2 metre increments on floors where crowds normally form (e.g. line-up areas inside and outside the restaurant, payment areas etc.).
- Only essential personnel required to run the business must be allowed in the kitchen.
- Consider extending operating hours to compensate for reduced total capacity. This may have implications on your liquor license. Check with your liquor inspector.
- Where feasible, consider expanding outdoor patios to further spread out seating, and encourage guests to sit outside. Check with local government for requirements.
- Continue offering delivery or take-out services as an alternative to dine-in options.
- Provide “drop at the door service” for delivery, to avoid close contact with individuals who may be in isolation or who are symptomatic.
- Develop a policy for receiving deliveries and supplies that reduces contact between people.

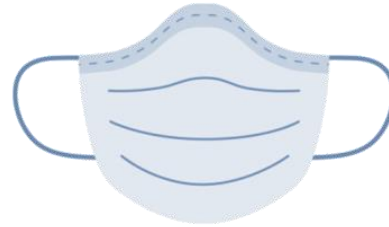
Resources:

- Poster: [BCCDC Physical Distancing](#)

- Video: [Why do we need to socially distance?](#)

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TIP Sheet – Personal Protective Equipment

Goal: To understand the limitations of using personal protective equipment and to ensure that if used, PPE is selected and used appropriately.

Personal Protective Equipment

- Service employees and food handlers are not required to wear masks unless they are normally used to perform job duties.
- Masks should never be relied upon as a sole protective measure.
- In situations where the other controls cannot be maintained, service employees and food handlers may choose to wear non-medical masks.
- Employees who choose to wear a mask must be aware of the following:
 - Masks can become contaminated on the outside when touched by hands so employees should avoid touching or adjusting them often.
 - Masks that become wet, soiled or damaged are less effective and must be replaced immediately.
 - Masks must be put on and taken off correctly, including not touching the front of the mask, and washing hands.
 - Cloth masks must be washed every day using the warmest water setting, and stored in a clean dry place to prevent contamination.
 - Never share masks with others.
 - If a non-cloth mask is used (e.g. medical mask), ensure employees know these items are single-use. In addition to following safe procedures for putting them on and taking them off, they cannot be cleaned or reused.
- Gloves for service employees and front-of-house staff are not recommended.
- If food handlers wear gloves for cleaning, if they have a cut, or for any other reason, the gloves must be taken off correctly (see video below), they must be changed between tasks, and hands must be washed between glove changes.
- Glove use is not substitute for hand hygiene.

Resources:

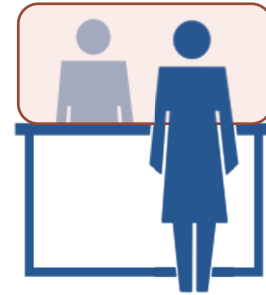
- Video: [How to remove disposable gloves](#)

- WorkSafe BC: [Selecting and Using Masks](#)
- World Health Organization: [How to Put on, Use, and Take off a Mask](#)

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TIP Sheet – Modify the Environment



Goal: Change the environment to reduce common touch points and make interacting with others safer.

Engineering Controls

- Physical distancing is a requirement between patrons who are not in the same party, and between patrons and staff. Protective shields of non-porous materials like plexiglass may be used in addition to physical distancing measures at the following public locations:
 - At customer service areas
 - At point of sale areas
- Where physical distancing cannot be maintained between employees, barriers of non-porous materials like plexiglass may be used between employee work stations.
- Eliminate communal storage areas for employees' personal belongings, and instead provide separate sealable bins or lockers.
- If possible, increase the amount of outdoor air being brought in, and/or natural ventilation. Open windows where possible, but be cautious about not allowing pests to gain entrance.
- Keep all dining room tables clear of utensils, menu boards and shared condiment containers, and provide only those needed by customers.
- Consider using single-use condiments and replacing re-usable menus with single-use menus or touchless menu options (e.g. online menus, sandwich board displays etc.).

Administrative Controls

- Encourage customers to book reservations as much as possible.
- If a table is not immediately available, instead of having clients wait in the lobby, consider sending them off site and using electronic notification when their table is ready (e.g. recommend text messages instead of common-touch pagers).
- Consider temporarily suspending any valet parking or coat check services.
- Close buffets, salad bars, beverage stations, and any other self-service areas.
- Only offer bulk foods if they are safely dispensed by staff.

- Consider allowing children to keep coloring crayons, rather than re-using.
- Encourage use of touch-free payment options. When cash is the only payment option, staff must avoid touching their eyes, mouth or nose before washing their hands.

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Tip Sheet – Sanitation

Goal: Increase cleaning and disinfection of common high touch points to prevent COVID-19 from spreading through contaminated surfaces.

Engineering Controls

- Keep separate cleaning supplies for front of house and back of house areas.
- Provide multiple plastic lined waste containers to dispose of used tissues, wipes, gloves, and other cleaning materials.

Administrative Controls

- In addition to following your regular [sanitation plan](#), create a checklist of high-touch surfaces that must be cleaned and disinfected more frequently throughout the day. Examples include: door handles, light switches, debit machines, counters, coat racks, break room appliances, railings, trollies, faucets, menus, and condiments etc.
- Post daily disinfection schedules in high-visibility areas.
- Assign team members specific disinfection responsibilities, and have them sign off.
- Make sure any person required to clean has received the appropriate training.

Personal Protective Equipment

- Ensure employees responsible for cleaning are equipped with any required personal protective equipment depending on chemicals used (e.g. gloves, goggles, apron and mask).

SELECTION and USE of DISINFECTANTS for NON-FOOD CONTACT SURFACES:

- Most disinfectants approved for use in restaurants are sufficient to kill COVID-19 as long as manufacturer's instructions are followed; special products are not necessary.
- Disinfectants will have a DIN (drug identification number) and clear set of instructions.
- Make sure the appropriate contact time is met (i.e. surfaces must remain wet with disinfectant for the correct length of time in order to destroy any contamination).
- Surfaces that are dirty must be cleaned with soap and water first, before disinfecting.

Resources:

- [Health Canada approved disinfectants for COVID-19](#)
- [BCCDC Guideline for Cleaning and Disinfecting](#)

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Tip Sheet – Managing Information



GOAL: To stay informed, follow public health advice, keep records, and make sure information you share is clear, accurate and easy to find.

Order by Provincial Health Officer

If in the ordinary course of business you collect information from patrons for the purpose of making reservations or seating patrons, you must collect the first and last name and phone number or email address of one member of every party of patrons and retain this information for thirty days, in the event that there is a need for contact tracing on the part of the Medical Health Officer.

Engineering Controls

- Place signs on front doors to tell anyone entering not to enter if they are feeling ill.
- Post physical distancing signs in common areas.
- Place hand hygiene posters near to all bathroom and kitchen sinks.

Administrative Controls

- Add a table numbering system and track which table patrons are seated at. This can also assist with contract tracing, should it be necessary.
- Have team members or a manager keep daily records of the people who worked together and retain these records for at least 30 days.
- Maintain up-to-date and consistent messaging on websites, social media, emails, press releases, and when speaking with customers so details are aligned, timely and accurate.
- Encourage team members to provide regular feedback on any issues with COVID-19 prevention measures. Consider providing a means for employees to do this anonymously.

TIPS for EFFECTIVE SIGNAGE:

- Communicate information in multiple languages and use diagrams or pictures.
- Ensure the font size on signage is large enough for everyone to read from a distance (i.e. if the person was standing 2 metres away from the sign).
- Put posters in plastic sleeves to protect them from water damage in wet areas or outside.
- Place important signage in conspicuous areas and away from other posted information so it is clearly visible (i.e. avoid posting signs by to product advertisements, coupon boards etc.).

Resources:

- Link: [Translated training materials and signage](#)
- Poster: [BCCDC Do Not Enter if Sick](#)

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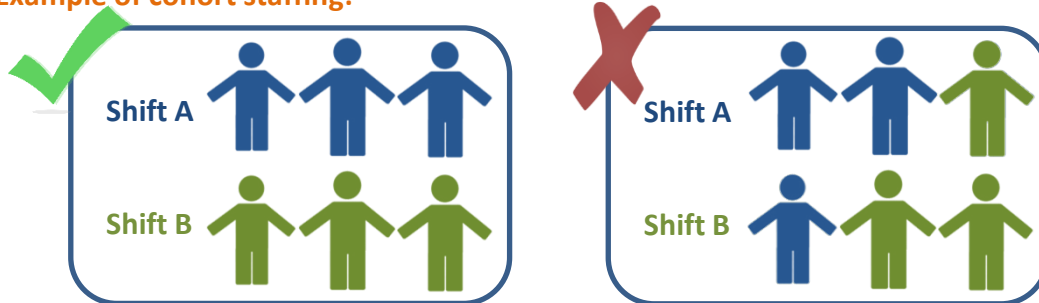
TIP Sheet – Staff Scheduling & Meetings

Goal: To adjust schedules, rotations and shift activities to limit contact between team members.

Elimination Controls

- Team members who can work from home should do so.
- Consider implementing ‘cohort staffing’ – this means forming small groups of team members who will consistently work together without crossover.

Example of cohort staffing:



- Stagger breaks for individuals or cohorts, and maintain a predictable break schedule.
- If prep shifts are scheduled, consider staggering start times so there is no overlap with service shifts to minimize the number of employees on site at one time.

Engineering Controls

- If possible, designate extra rooms or areas for breaks; encourage use of outdoor spaces.
- Use large rooms, outdoor spaces, or virtual options for team meetings.
- Staff training should be done in small groups with social distancing, or online.
- Clearly demarcate employee-only areas and do not allow clients to enter these spaces.

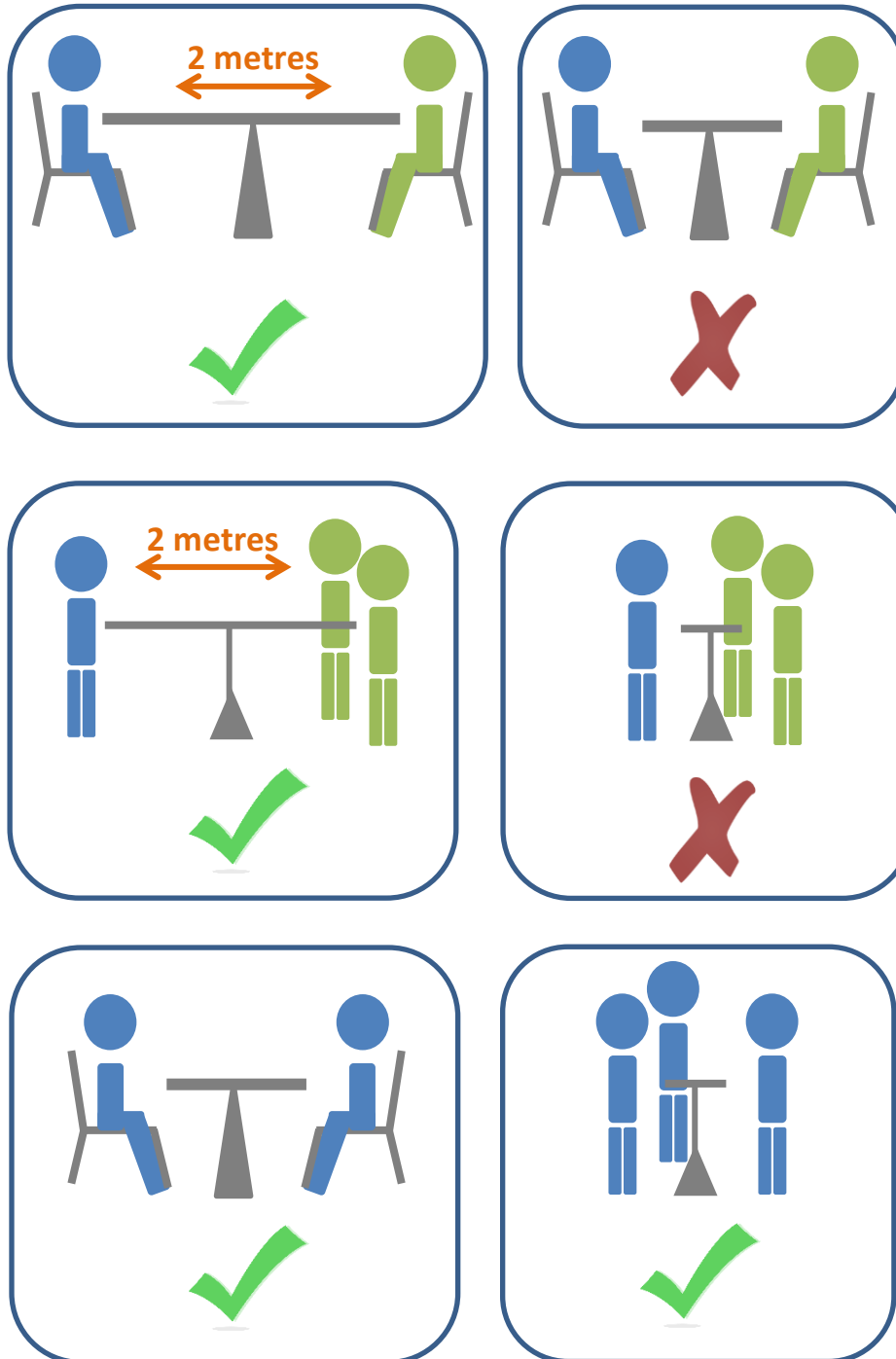
Administrative Controls

- If your company owns multiple restaurant outlets, identify team members who work at multiple outlets and find a way to eliminate or reduce travel between sites

PHYSICAL DISTANCING

Order by Provincial Health Officer (mandatory elimination controls)

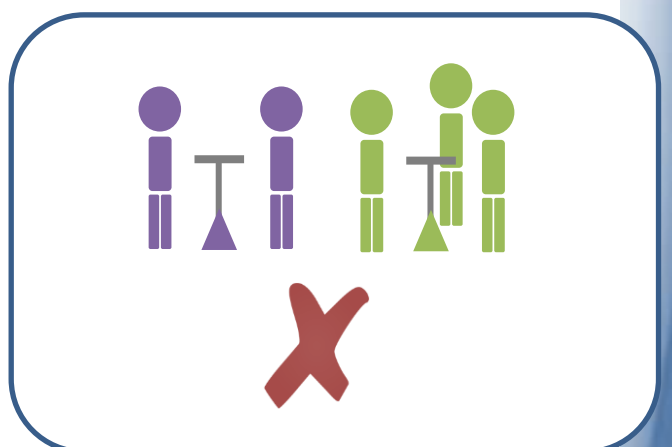
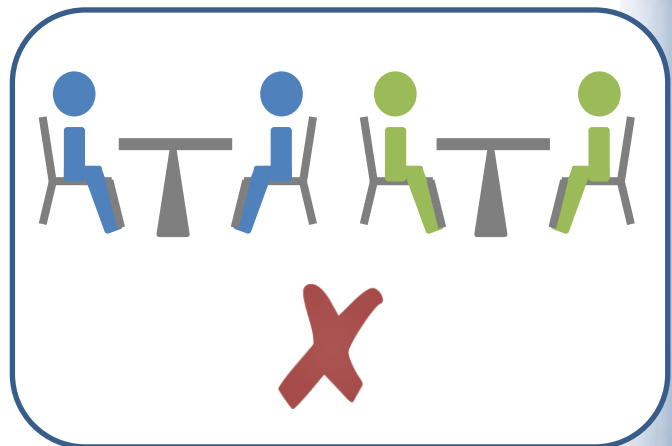
People sitting (or standing) at the same table must be able to maintain a distance of at least 2 metres from each other, unless they are from the same party.



PHYSICAL DISTANCING

Order by Provincial Health Officer (mandatory elimination controls)

People sitting (or standing) at different tables must be able to maintain a distance of at least 2 metres unless they are in the same party.



PHYSICAL DISTANCING

Order by Provincial Health Officer (mandatory elimination controls)

People sitting or standing at counters or bars must be able to maintain a distance of two metres from other patrons, unless they are in the same party.

