



**PREVENTIVE
GUIDELINES FOR**

RESTAURANTS

This document provides guidelines to dine-in restaurants, brewpubs, craft distilleries, breweries, bars, pubs, and wineries related to food safety, cleaning and sanitizing. It also lays out the important points regarding employee health monitoring, personal hygiene and social distancing to be kept in mind when reopening.

OVERALL PRECAUTIONARY MEASURES

- Establish a written, worksite-specific COVID-19 prevention plan at every location. Perform a comprehensive risk assessment of all work areas and designate a person at each establishment to implement the plan. Train and communicate with employees and employee representatives on the plan.
- Since restaurant has been shut for extended periods, thoroughly inspect facilities for any damages / issues caused by extended vacancy such as but not limited to mechanical, air, electrical and water systems.
- Implement a regular cleaning regime (after every few hours) for frequently touched surfaces, which are most likely to cause transmission of communicable diseases. It is recommended to clean surfaces with 1% sodium hypochlorite or phenolic disinfectants.

GENERAL

- Light and other power switches

POINT OF SALE (POS) /CHECKOUT:

- Keyboards and other computer peripherals such as mice and scanning guns
- Cabinet pulls
- PIN Pads (touch screens, keypads, and pens)
- Card swipe machines
- Pins and bands used to bind cash and bills and other paper

RESTROOMS

- Door handles and flush levers
- Sinks and faucets
- Toilet bowls and toilet paper holders
- Paper towel holders and air dryers

DINING AREA

- Table tops
- Digital ordering devices
- Chairs

- Place sanitising hand rub dispensers at prominent places (e.g. restaurant entrances, on the dining tables, inside the restrooms) for customers and employees and ensure that they are regularly refilled.

- Ensure availability of sufficient cleaning 'kits' including disinfectant wipes or sprays, disposable gloves, paper towels, masks, hand sanitizers and other cleaning supplies.
- Install no-touch trash bins.
- Place signage at prominent locations throughout the restaurant, particularly in areas such as entrances and exits, restrooms, etc. Message on the signage may include:
 - Asking customers and employees not to enter the store if they are sick or have felt sick within the last 72 hours
 - Encouraging customers and employees to maintain six feet of distance at all times
 - Floor markers located six feet apart any place where customers are likely to queue
- Consider programming audio messaging inside the restaurant to frequently remind employees and customers to follow guidelines on hygiene and physical distancing.
- Employees should not open the doors of cars or taxis.
- Sanitise car keys after car parking by the valet. Also, disinfect car keys before handing over to the customer from valet.

EMPLOYEES

- Identify Who Returns to Work and When: Consider timing schedules (e.g., bringing back all employees, or staggering return to work dates), how many employees will be allowed in a restaurant at once (including any applicable occupancy limits required by law). Determine if individual employees are safe to return to work by implementing screening measures and consider plans for "at-risk" employees.
- Encourage employees who feel sick to stay home.
- Provide temperature and/or symptom screenings for all workers at the beginning of their shift and any vendors, contractors, or other workers entering the establishment. Make sure the temperature/symptom screener avoids close contact with workers to the extent possible.
- Designate a room or area where someone who is feeling unwell or has symptoms can be safely isolated.
- Create a Rapid Response Team of at least 2 managers who will monitor employees with infections / symptoms and will take necessary actions.
- Ensure every staff member has registered on the Aarogya Setu app. Also, ensure that each employee does a self-assessment on Aarogya Setu app every day along with the submission of Employee Health Declaration Form.

- Mandate employees (servers, chefs and staff) to wear face masks, gloves at all times (if possible). Provide the necessary masks, gloves to employees if needed. Make sure employees are trained on how to properly use and safely dispose these items.
- Always wash hands with soap and water. If soap and water are not readily available, then use an alcohol-based hand sanitizer with at least 70% alcohol.
- Train/Educate employees on the following:
 - Social distancing guidelines and expectations.
 - How to monitor personal health and body temperature.
 - How to properly wear, remove, and dispose of face masks, gloves
 - Cleaning protocol, including how to safely and effectively use cleaning supplies
- Employ virtual / digital means for staff training.
- Update employees on the latest safety protocol through regular communication and easy-to-access resource documents. This will ensure guidelines are understood and followed.
- Encourage employees to use their private vehicles while commuting to work, consider providing fuel allowance wherever feasible.
- Ensure that restaurant personnel are updated for Government advisory issued from time to time and that they comply with the same.
- Conduct pre-shift meetings and trainings virtually or in areas that allow for appropriate physical distancing between employees. Do not allow sharing of food, beverages and food ware.
- Stagger employee breaks to maintain physical distancing protocols.
- Make face coverings compulsory for employees who must be within six feet of customers (e.g., server, manager, busser, food runner, etc.). Encourage workers to spend minimum amount of time with guests.
- Discourage food preparation employees from changing workstations or entering others' workstations during shifts.
- Discourage employees from congregating in high traffic areas such as bathrooms, hallways, bar areas, reservation and credit card terminals, etc.
- Discourage handshakes and similar greetings among employees that break physical distance.

CUSTOMERS

- Ensure that every customer is screened using infrared thermometers or thermal scanners; only allow customers with normal reading into the restaurants.
- Post signs at entrances notifying customers to STOP if they are sick and ask them not to enter the restaurant.
- Ensure limited customer occupancy inside a restaurant basis the size of the restaurant to ensure a distance of six feet or more between customers.
- Display a set of clearly visible rules for customers and restaurant personnel at the restaurant entrance(s) that are to be a condition of entry. The rules could include instructions to use hand sanitizer, maintain physical distance from other customers, avoid unnecessary touching of restaurant surfaces, contact information for the local health department, and changes to restaurant services. Whenever possible, the rules should be available digitally, include pictograms, and included on/with menus.
- Screen guests/customers for symptoms upon arrival, request them to use hand sanitizer, and wear a face mask when not eating or drinking. Appropriate signage should also be prominently displayed outlining proper face covering usage and current physical distancing practices in use at all entrances and throughout the property.
- Try not to allow guests to congregate in waiting areas or bar areas. Design a process to ensure guests stay separate while waiting to be seated. The process can include floor markings, outdoor distancing, waiting in cars, etc. Consider an exit from the facility separate from the entrance. Determine ingress/egress to and from restrooms to establish paths that mitigate proximity for guests and staff.
- Prop open doors or automate door opening if possible) so guests do not touch door handles. Make hand sanitizers available for guests who must touch door handles.
- Stay connected with your customers/guests. Let them know you are listening through Q&As, polls, etc.
- Engage with them on social media by posting videos and images that highlight the measures and precautions been taken at restaurant to create safe and hygienic environment.

DINING AND KITCHEN AREA

RESTORATION GUIDELINES

- Update floor plans for common dining areas, redesigning seating arrangements to ensure at least six feet of separation between table setups.
- Limit party size at tables to no more than the established “maximums approved” as recommended by or approved by government.

- Conduct an evaluation of your facility to identify and apply operational changes in order to maintain social distancing if offering take-out/carry-out option by maintaining a 6-foot distance from others, when possible.
- Where practical, especially in booth seating put up physical barriers. Consider a reservations-only business model or call-ahead seating to better space diners.
- Reconfigure lobbies, beverage bars, kitchens and workstations and other spaces wherever possible to allow for at least six feet of distance between people dining, working, and passing through areas for entry and exit.
- Remove tables and chairs from dining areas so that six feet of physical distance can be maintained for customers and employees. If tables, chairs, booths, etc., cannot be moved, use visual cues to show that they are not available for use or install Plexiglas or other types of impermeable physical barriers to minimize exposure between customers.

MENU/FOOD ORDERING

- Provide disposable menus to guests and make menus available digitally so that customers can view on a personal electronic device, if possible.
- If disposable menus cannot be provided, properly disinfect menu cards before and after customer use. Consider options for customers to order ahead of time online.

CLEANLINESS AND HYGIENE

- Discontinue pre-setting tables with napkins, cutlery, glassware, food ware, etc. These should be supplied individually to customers as needed.
- Do not leave card stands, flyers, napkin holders, or other items on tables.
- Suspend use of shared food items such as condiment bottles, salt and pepper shakers, etc. and provide these foods in single serve containers, if possible. Where this is not possible, shared items such as condiment bottles, shakers, etc., should be supplied as needed to customers and disinfected after each use.
- Pre-roll utensils in napkins prior to use by customers. Employees must wash hands before pre-rolling utensils in napkins. The pre-roll should then be stored in a clean container. After customers are seated, the pre-roll should be put on the table by an employee who recently washed their hands.
- Wash, rinse, and sanitize reusable items including utensils, food ware, breadbaskets, etc.,. Store cleaned flatware, stemware, dishware, etc., properly away from customers and personnel until ready for use. Use disposable items if proper cleaning of reusable items is infeasible.

- Remove dirty linens used at dining tables such as tablecloths and napkins after each customer use and transport them from dining areas in sealed bags. Employees handling dirty linen should wear gloves.
- Thoroughly clean each customer dining location after every use. This will include disinfecting tables, chairs, booster seats, highchairs, booths, etc. and allowing adequate time for proper disinfection, following product instructions.
- Close areas where customers may congregate or touch food or food ware items that other guests may use. Provide these items to guests individually and discard or clean and disinfect after each use, as appropriate. This includes but is not limited to:
 - Self-service areas with condiment caddies, utensil caddies, napkins, lids, straws, water pitchers, to-go containers, etc
 - Self-service machines including ice, soda, etc
 - Self-service food areas such as buffets, salad bars, etc
- Discontinue tableside food preparation and presentation such as food item selection carts and guacamole preparation, etc.
- Do not leave out after-meal mints, candies, snacks, or toothpicks for customers. Offer them with the check or provide only on request.
- Install hand sanitizer dispensers, touchless if possible, at guest and employee entrances and contact areas such as reception areas, in dining rooms, near elevator landings, etc.
- Discontinue use of shared entertainment items such as board games, foosball table, vending machines, etc.
- Use disposable gloves and aprons when moving items used by customers (dirty cups, plates, napkins, etc.) or handling trash bags. Wash hands before putting them on and after removing them.
- Provide equipment to dishwashers to protect the eyes, nose, and mouth from contaminant splash using a combination of face coverings, protective glasses, and/or face shields. Dishwashers must be provided impermeable aprons and change frequently. Reusable protective equipment such as shields and glasses should be properly disinfected between uses.
- Observe established food safety practices for time/temp control, preventing cross contamination, cleaning hands, no sick workers, and storage of food, etc.
- Place hand sanitizers on every table with encouraging labels that remind guests to use them.

➤ Kitchen Operations

- Sanitise the entire kitchen premise and different surfaces like counter tops, shelves, electrical and non-electrical equipment etc. at regular intervals.
- Avoid bringing back used served plates and cutlery inside the kitchen. Designate a separate place for them to be cleaned. And wash them with hot water.
- Prepare a designated area and a staff member to handle the orders. Servers interacting with diners should also collect orders from kitchen entrance itself.
- Limit the number of employees working simultaneously in the kitchen area.

PHYSICAL DISTANCING

- Prioritize outdoor seating and curbside pickup to minimize cross flow of customers in enclosed environments. Restaurants can consider expanding outdoor seating wherever possible, and alcohol offerings in those areas, if they comply with local laws and regulations.
- Provide takeout, delivery, and drive through options for customers wherever possible.
- Encourage reservations to allow for time to disinfect restaurant areas and provide guidance via digital platforms if possible to customers for physical distancing while at the restaurant.
- Consider allowing dine-in customers to order ahead of time to limit the amount of time spent in the establishment.
- Ask customers to wait in their cars or away from the establishment while waiting to be seated. If possible, alert patrons through their mobile phones when their table is ready to avoid touching and use of “buzzers.”
- Implement measures to ensure physical distancing of at least six feet between workers and customers. This can include use of physical partitions or visual cues (e.g., floor markings or signs to indicate to where employees and/or guests should stand).
- Install physical barriers or partitions at cash registers, bars, and other areas where maintaining physical distance of six feet is difficult.
- Clearly mark areas where guests or employees queue for appropriate physical distancing. This includes ordering lines, check-stands and terminals, restrooms, elevator lobbies, host stands and waiting areas, valet drop off and pickup, and any other area where customers congregate.

- Implement physical distancing protocols in kitchens, pantries, walk-in freezers, or other high-density, high-traffic employee areas. Make face coverings compulsory where employees cannot maintain physical distancing including in kitchens, storage areas, etc.
- Close bar areas to customers.
- Discontinue seating of customers where customers cannot maintain six feet of distance from employee work and food and drink preparation areas.
- Adjust maximum occupancy rules inside the establishment 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. For outdoor seating, maintain physical distancing standards outlined above.
- Limit 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 hosts must bring the entire party to the table at one time.
- Close breakrooms, use barriers, or increase distance between tables/chairs to separate workers and discourage congregating during breaks. Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.
- Reconfigure kitchens to maintain physical distancing in those areas where practical and if not, stagger shifts if possible to do work ahead of time.
- Establish directional hallways and passageways for foot traffic, if possible, to eliminate employees from passing by one another.

FOOD DELIVERY

- Ensure delivery vehicles are cleaned and sanitized.
- Check the body temperatures of delivery boys every day when they resume work.
- Avoid cross contamination of food by wrapping and packing the food properly during transport.
- Make takeout food items using contactless pick-up and delivery protocols.
- Encourage customers to use 'no touch' deliveries.
- Establish designated pick-up zones for customers. Notify customers as the delivery is arriving by text message or phone call.
- Keep cold foods cold by keeping enough coolant materials, e.g., gel packs. Keep hot foods hot by ensuring insulated cases are properly functioning. Routinely clean and sanitize coolers and insulated bags used to deliver foods.

INVENTORY/STOCK

- Establish procedure for regularly disinfecting inventory and newly-received stocks. The person in-charge should wear mask and disposable gloves while carrying out this activity. The gloves should be immediately disposed after the activity is completed.
- Keep stocks at designated place for a cooling period of 24 hours before bringing them in kitchen
- Ensure the designated place for inventory is sanitised at regular intervals.
- Thoroughly wash all raw materials and packages being brought into the kitchen. Ensure that all raw meat is sanitised and stored separately
- Implement and encourage use of contactless signatures for deliveries. If contactless signature for deliveries is not possible, then employees should use their own pens.

BILLING & PAYMENT

- Replace physical bills with softcopy to be sent to customers via email / SMS.
- Implement and encourage use of contactless payment options for customers and contactless signatures for deliveries. If contactless signature for deliveries is not possible, then employees should use their own pen.
- Adopt measures to sanitize cash before it gets accepted and ensure cashiers wear gloves while dispensing cash.

ANNEXURE-I

How to Make Strong (0.5%) Chlorine Solution from Liquid Bleach

Use strong (0.5%) chlorine solution to clean and disinfect surfaces, objects, and body fluid spills.
Make new strong (0.5%) chlorine solution every day. Throw away any leftover solution from the day before.

1 Make sure you are wearing **extended PPE**.

2a From 1.25%: Pour 2 parts liquid bleach and 3 parts water into a bucket. Repeat until full.

2b From 2.6% or 8° chlorum: Pour 1 part liquid bleach and 4 parts water into a bucket. Repeat until full.

2c From 3.5% or 12° chlorum: Pour 1 part liquid bleach and 6 parts water into a bucket. Repeat until full.

2d From 5%: Pour 1 part liquid bleach and 9 parts water into a bucket. Repeat until full.

3 Stir well for 10 seconds.

4 Label bucket "Strong (0.5%) Chlorine Solution - Cleaning."

5 Cover bucket with lid.

6 Store in shade. Do not store in direct sunlight.

Supplies Needed: Measuring cup or liter bottle, Bucket with lid, Water, Liquid bleach, Stick for stirring, Label.

WARNING: Do NOT drink chlorine water. Do NOT put chlorine water in mouth or eyes.

Source: Centers for Disease Control and Prevention (CDC)

How to Make Strong (0.5%) Chlorine Solution from 70% Chlorine Powder

Use strong (0.5%) chlorine solution to clean and disinfect surfaces, objects, and body fluid spills.
Make new strong (0.5%) chlorine solution every day. Throw away any leftover solution from the day before.

1 Make sure you are wearing **extended PPE**.

2 Add 10 tablespoons of HTH (70% chlorine) to 20 liters of water in a bucket.

3 Stir well for 10 seconds, or until the HTH has dissolved.

4 Wait 30 minutes before use.

5 Label bucket "Strong (0.5%) Chlorine Solution - Cleaning."

6 Cover bucket with lid.

7 Store in shade. Do not store in direct sunlight.

Supplies Needed: Tablespoon, Bucket with lid, Water, 70% HTH, Stick for stirring, Label.

WARNING: Do NOT drink chlorine water. Do NOT put chlorine water in mouth or eyes.

Source: Centers for Disease Control and Prevention (CDC)

ANNEXURE-II

IR Thermometer Checks – Preventive controls

Why: Using the infrared thermometer to check the body's temperature requires a short amount of time without the risk of cross-infection. Therefore it's well-suited for use in places with a high flow of people.

Wear Mask and simple goggles/ glasses while carrying out this operation.



Forehead Reference level for Fever >36°C (96.8°F)

1. Hold Scanner at 15cm to 20cm distance . Scan across the forehead from center to left or right
2. If the Temperature reads
 - 36°C(96.8°F) and below then its Normal
 - 36.1 °C (97°F) or above – Indication of Fever
 - Recheck again to conclude
3. If its above 36.1 °C (97°F) - It could be normal fever or just high body temperature. For preventive measure ask/request employee /customer to avoid entry.

Comparison	Regular Thermometer 	IR Thermometer 		
Measurement Method	Tongue/ Rectum/ Armpit	Oral	Ear	Forehead
Accuracy	High	High	High	Low
Convenience and speed	Average	Average	High	Very high
Reference level for Fever	>37.5 °C (99.5°F)	>37.5°C(99.5°F)	>38°C(100.4°F)	>36°C(96.8°F)

Comparison among different measurement methods (www.mdk.gov.hk), Department of Health

ANNEXURE-III

HOW TO WEAR A MEDICAL MASK SAFELY

who.int/epi-win

Dos →



Wash your hands before touching the mask



Inspect the mask for tears or holes



Find the top side, where the metal piece or stiff edge is



Ensure the colored-side faces outwards



Place the metal piece or stiff edge over your nose



Cover your mouth, nose, and chin



Adjust the mask to your face without leaving gaps on the sides



Avoid touching the mask



Remove the mask from behind the ears or head



Keep the mask away from you and surfaces while removing it



Discard the mask immediately after use preferably into a closed bin



Wash your hands after discarding the mask

Don'ts →



Do not Use a ripped or damp mask



Do not wear the mask only over mouth or nose



Do not wear a loose mask



Do not touch the front of the mask



Do not remove the mask to talk to someone or do other things that would require touching the mask



Do not leave your used mask within the reach of others



Do not re-use the mask

Remember that masks alone cannot protect you from COVID-19. Maintain at least 1 metre distance from others and wash your hands frequently and thoroughly, even while wearing a mask.

EPI-WiN



ANNEXURE-IV

COVID-19 Employee Self-Declaration Form

The safety of our employees remains the company's primary concern. To help prevent the spread of COVID-19 and reduce the potential risk of exposure to our employees we are conducting a simple screening questionnaire. Your participation is important to help us take precautionary measures to protect you and everyone in the building.

Thank you for your time and co-operation.

Contact Information

Name:

Mobile No:

Email:

Store Location:

Employee Details

Employee ID:

If the answer to question 1 below is yes, access to the store will be denied.

1. Are you showing any signs of one or more of the following symptoms? Temperature >38°C (100.4 °F) or higher, cough, shortness of breath, difficulty breathing, tiredness?

YES

NO

2. Is the information you provided on this form true and correct to the best of your knowledge?

YES

3. Did you come in contact with someone having COVID-19 symptoms during last 14 days?

YES

NO

.....
Signature

ANNEXURE-V

Face mask & its Importance aspects

Type	Advantage	Duration	Filter level	Draw back
Cloth Mask	Washable	Can use whole day	80% of total atmospheric particle	Doesn't fit well. Allows air passage though gaps
Normal single layer PP Non-woven mask	Disposable	Breathing difficulty with prolonged use. More than 2 hours	Filters 90% of Atmospheric particle	Doesn't fit well. Allows air passage though gaps
3 ply mask (Non-woven)	Disposable	Breathing difficulty prolong use. More than 2 hours	Filters 90% of Atmospheric particle	Nose clip provision Fits well
P2.5 ,N95 mask	Usable as long as filter is not wet	Maximum 1 hour followed by normal breathing (without mask for an hour)	Filters 95% of 0.25 micron particles in the atmosphere	Breathing issue. Not recommended for Pregnant ladies and kids

Source: More Retail Limited

Common issue with masks is that they typically have gaps between the face and the edges of the mask, that allows entrance of air and particles into the mask (and thus the user's respiratory system). Take care of following aspects while buying masks:

1. All mask must have a Nose clip/ adjustment provision to hold fit at the nose
2. Stretchable and adjustable loops or string tie which enables compact fixing of the edges with face to avoid exposure to airborne particles in those gaps
3. Reuse cloth mask - Wash regularly with detergent and dry before using

Sources:

- Retailers Association of India
- FSSAI
- Reopening Guidance by National Restaurant Association
- COVID-19 Industry Guidance by State of California Department of Industrial Relations
- Reinventing the Wheel - Dineout