

- Incidental contact is to be expected, however, the goal is to limit this to less than 15 minutes, preferably 10 minutes, and the employees are always wearing their face masks.

C. MEASURES FOR INFECTION CONTROL

PRIOR TO OPENING

- ❑ The HVAC system has been inspected by an HVAC Specialist within 30 days of reopening for indoor dining and is in good, working order; to the maximum extent possible, ventilation has been increased. Effective ventilation is one of the most important ways to control small aerosol transmission.
 - Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in all working areas.
 - See California Department of Public Health [Interim Guidance for Ventilation, Filtration and Air Quality in Indoor Environments](#) for detailed information.
 - Please Note: Ventilation and other indoor air quality improvements are in addition to, and not a replacement for, mandatory protections including wearing face coverings (except in certain high-risk environments that require using proper respiratory protection), maintaining at least six feet of distance between people, washing hands frequently, and limiting activities that bring together people from different households.
- ❑ For facilities that have not been operating, flush each of the hot and cold-water fixtures for five minutes prior to reopening to replace stale water in the facility's plumbing with a fresh and safe water supply.
- ❑ Facility has been thoroughly cleaned and sanitized/disinfected (using products approved for use against COVID-19), especially if it's been closed.
 - Procure options for third-party cleaning company to assist with the increased cleaning demand, as needed.
- ❑ Spaces such as dining rooms, host stands, and kitchens have been equipped with proper sanitation products, including hand sanitizer and sanitizing wipes for all employees directly assisting customers.
 - Ensure sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.
 - Recommend installing touchless dispensers for hand sanitizer, soap dispensers, paper towel and trash dispenser.
- ❑ Drop-off locations are designated to receive deliveries away from high traffic areas. Person-to-person contact for delivery of goods has been eliminated whenever possible.

FOOD SAFETY CONSIDERATIONS

- ❑ All food safety practices outlined in the California Retail Food Code (CRFC) are being followed and maintained.
 - Keep hot food hot (135 °F or above) and cold food cold (41 °F or below).
 - Thoroughly cook foods as required in the CRFC.
 - Clean and sanitize utensils and equipment at the required frequency outlined in the CRFC.
 - Adhere to employee health and hygiene practices: Don't work when ill; wash hands frequently; gloves used as required in the CRFC.
 - Ensure all food and food ingredients are from an approved food source.
 - Food preparation employees are discouraged from changing or entering others' workstations during shifts.

- Self-service machines, such as soda and frozen yogurt machines are dispensed by a food employee and contact surfaces are cleaned and sanitized on an hourly basis.
- Areas where customers may congregate or touch food or food ware items that other customers may use have been closed. These items are provided to customers individually and discarded or cleaned and disinfected after each use, as appropriate. This includes but is not limited to:
 - Self-service areas with condiment caddies, utensil caddies, napkins, lids, straws, to-go containers, etc.
 - Self-service food areas, such as salsa bars, salad bars or buffet-style, including food sampling.
 - Tableside food preparation (e.g. guacamole preparation), and presentation of uncovered food items on selection carts and conveyor belts. Carts and conveyor belts can be used only if the food is fully covered with covers that are cleaned and disinfected after each use or are disposable and immediately discarded after use.
 - After-meal mints candies, snacks, or toothpicks for customers. These are offered with the check or provided only on request.
- A designated food employee is assigned the task of wrapping silverware prior to providing to the customer, rather than multiple employees handling uncovered silverware prior to customer use.
- Refilling beverages at the table or from common containers (e.g., pitchers, carafes, decanters, bottles) is not allowed. Clean glassware is provided for customer refills.

FACILITY CONSIDERATIONS

- Hand sanitizer and trash cans are available to the public at or near the entrance of the facility. Restrooms that were previously open to the public should remain open to the public. Restrooms are checked regularly and cleaned and disinfected at least once per day or as often as determined is necessary using approved EPA disinfectants.
- A cleaning and disinfection plan for high-touch surfaces and access areas has been developed and is followed.
 - Common areas and frequently touched objects related to customer pickup and payment (e.g., tables, doorknobs or handles, credit card readers) are disinfected at least once per day during business hours using EPA approved disinfectants.
 - Increase cleaning and disinfection for surfaces that are in high traffic areas or for surfaces that are exposed to unmasked individuals.
- Facility is appropriately cleaned and sanitized/disinfected (using products approved for use against COVID-19) nightly. A log is kept to monitor for completion wherever possible.
- Audio headsets and other equipment are not shared between employees unless the equipment is properly disinfected after each use. Consult equipment manufacturers to determine appropriate disinfection steps.
- Dishwashers that wash multi-use customer utensils are provided with equipment to protect their eyes, nose, and mouth from contamination due to splash using a combination of face masks, protective glasses, and/or face shields. Dishwashers are provided impermeable aprons and required to change frequently. Reusable protective equipment such as face shields and glasses are to be properly disinfected between uses.

CUSTOMER SERVICE AREAS

- To provide indoor dining service, a facility's indoor dining area must, to the maximum extent possible, allow for the free flow of outdoor air through the entire space to reduce the risk of COVID-19 transmission for customers and staff. This may include leaving doors and windows open during operating hours.
- Customers should enter through doors that are propped open (this will be evaluated for approval based on overall vermin exposure) or automated if possible. Hand sanitizer should be available for guests who must

touch door handles.

- To operate outdoor dining service with no occupancy limits, a facility's outdoor dining area must allow for the free flow of outdoor air through the entire space and must follow the State's parameters, as specified in the California Department of Health's mandatory guidance on [Use of Temporary Structures for Outdoor Business Operations](#). Outdoor structures that do not meet the State's criteria for an outdoor setting are classified as indoor settings, and any customers within them will be counted and included as part of the establishment's 50% total indoor occupancy limit.
 - Partitions or barriers may be used in outdoor dining operations and do not qualify as closed sides so long as they are no more than 3 feet in height as measured from the floor and do not impede the free flow of air through the entire facility. A partition or barrier that is greater than 3 feet in height is considered a closed side of an outdoor structure.
 - Fences and screens that do not impede airflow are not considered closed sides for purposes of determining whether an area is outdoors.
- Customers are instructed that they must wear face masks upon entry to the facility, when walking anywhere in the facility, when using the restrooms, and as per the instructions described in Section D. This applies to all adults and to children 2 years of age and older. Individuals who have been instructed by their medical provider that they should not wear a face covering mask must 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 must not be used. To support the safety of your employees and other visitors, a face mask should be made available to visitors who arrive without them.
 - Customers may remove face masks only when seated at a table and eating or drinking.
 - Customers must be seated to consume any food or beverages. Customers may not walk around or stand while eating or drinking.
 - Customers who refuse to wear a cloth face mask may be refused service and asked to leave.
- Customer Instructions. Establishments must place a sign or card (no smaller than 3 x 5 inches) at the table with at least the following or substantially similar instructions after sanitizing each table between customer parties:

"Help us keep our business open, protect our staff, and protect fellow diners by following our simple guidelines:

 - Keep your mask on until your food or drinks are served and after finishing it/them.
 - Put your mask on whenever a server approaches your table.
 - Put your mask on whenever you leave your table.
 - Wash or sanitize your hands.

Thank you for helping protect the health of our staff and your fellow customers!"

Other options, such as signage, digital boards, among others, may be used in the dining area to inform and remind customers of these instructions as they are seated and throughout their time at the establishment.
- Customers arriving at the site with children must ensure that their children stay next to a parent/guardian, avoid touching any other person or any item that does not belong to them, and are wearing face masks if their age permits.
- Symptom checks are conducted before visitors may enter the facility. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills, and whether the individual is currently under isolation or quarantine orders. These checks can be done in person or through alternative methods such as on-line check in systems or through [signage](#) posted at the entrance to the facility stating that visitors with these symptoms should not enter the premises.
 - Negative Screen (Cleared). If the person has no symptom(s) and no contact with a known COVID-19 case in the last 10 days, they can be cleared to enter for that day.

- Positive Screen (Not Cleared):
 - If the person has had contact with a known COVID-19 case in the last 10 days or is currently under quarantine orders, they may not enter and must return home immediately to quarantine. Provide them with the quarantine instructions found at ph.lacounty.gov/covidquarantine.
 - If the person is showing any of the symptoms noted above or is currently under isolation orders, they may not enter and must be sent home immediately to isolate at home. Provide them with the isolation instructions found at ph.lacounty.gov/covidisolation.
- Servers, bussers, and other employees moving items used by customers (dirty cups, plates, napkins, etc.) or handling trash bags are to wash their hands after completing this task.
- Reusable menus are cleaned and disinfected between customers. Alternatives such as stationary menu boards, electronic menus, or mobile device downloadable menus should be considered.
- Customer seating areas are cleaned and sanitized after each use. Seating, tables, and other items on table must be single-use or cleaned/sanitized between customers. Each table has either a top cloth replaced between guests or a hard-non-porous surface which is cleaned and sanitized between guests.
- Takeout containers are filled by customers and available only upon request.
- Cashless transactions are encouraged. If reasonable for the food facility, customers are enabled to swipe their own credit/debit cards, and card readers are fully sanitized on an hourly basis.
- Optional - Describe other measures (e.g. providing senior-only hours, incentivizing non-peak sales):

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- A copy of this protocol or the facility's printed Los Angeles County COVID-19 Safety Compliance Certificate is posted at all public entrances to the facility. For more information or to complete the COVID-19 safety compliance self-certification program, visit <http://publichealth.lacounty.gov/eh/covid19cert.htm>. Facilities must keep a copy of the Protocols onsite at the facility for review, upon request.
- Signage is posted at all entrances that reminds the dining public to maintain physical distancing of six feet, wash hands or use sanitizer upon entry into a restaurant, to wear a face mask when not eating or drinking, and to stay home if they are ill or have symptoms consistent with COVID-19. See the [County DPH COVID-19 Guidance webpage](#) for additional resources and examples of signage that can be used by businesses.
- All establishments must also post signage at all entrances and verbally inform customers arriving for indoor dining that everyone sharing a table must be from the same household.
- For restaurants located inside another business or an indoor or outdoor shopping center or mall, signage is posted indicating that customers may not eat or drink anywhere on the premises of the business or mall except in designated indoor or outdoor dining areas.
- Signage is posted that reminds the dining public to maintain physical 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.
- Online outlets of the establishment (website, social media, etc.) provide clear information about facility hours, required use of face masks, the need for everyone sharing a table to be from the same household, and policies in regard to preordering, reservations, prepayment, pickup and/or delivery and other relevant issues.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- Services that are critical to the customers/clients have been prioritized.
- 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.

Any additional measures not included above should be listed on separate pages, which the business should attach to this document.

You may contact the following person with any questions or comments about this protocol:

Business Contact Name: _____

Phone number: _____

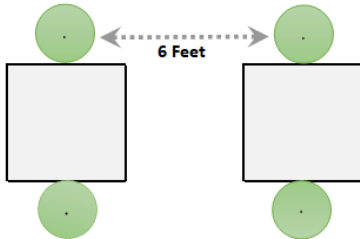
Date Last Revised: _____

Retired - Not in Effect

Seating Diagrams

These six (6) diagrams are intended to be used as examples for indoor and outdoor seating. Barriers may not be used to decrease space between tables to increase seating capacity. Separating tables by 8 feet edge to edge will ensure physical distancing of at least 6 feet between customers from different households.

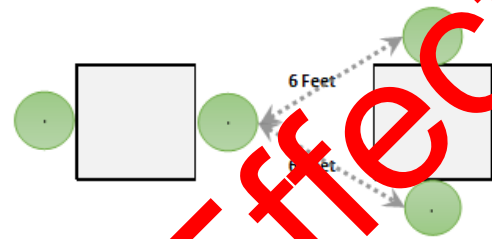
DIAGRAM 1



Side by side

6 feet between chairs
 Edge of chair to edge of chair

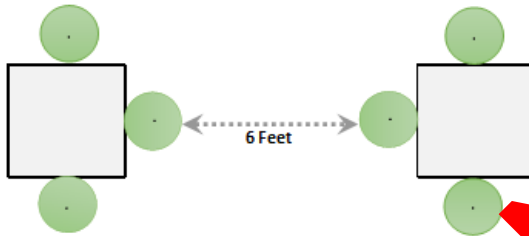
DIAGRAM 2



Perpendicular Seating

6 feet between customer seat adjacent table seats
 Edge of chair to edge of chair

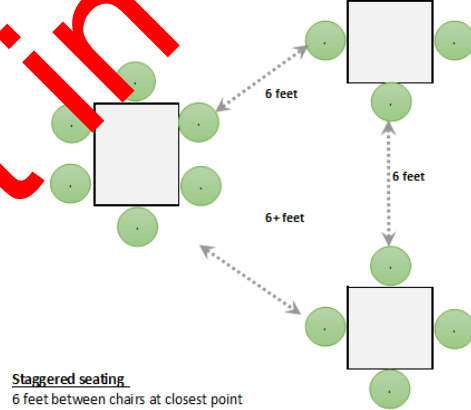
DIAGRAM 3



Side by side

6 feet between chairs backs placed back to back

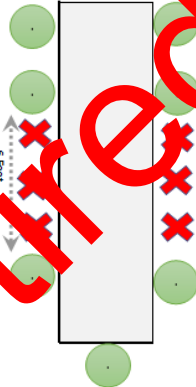
DIAGRAM 4



Staggered seating

6 feet between chairs at closest point
 Applies to any shape of table

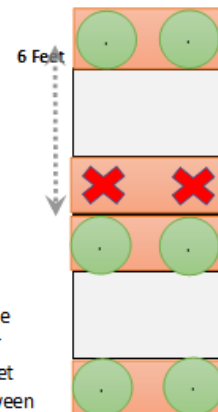
DIAGRAM 5



Communal Style table, no barriers

6 feet to closest member of another party
 Edge of chair to edge of chair

DIAGRAM 6



Booths

Fixed booths can be seated to allow for a minimum of 6 feet of separation between customers

Retired - Not in Effect