



City of Los Angeles

Restaurants and Bars

This document contains tools for the Los Angeles Restaurants and Bars industry to plan for the safety of employees and customers as it prepares to resume operations during the COVID-19 pandemic.

This material has been developed in collaboration with a working group of industry representatives. It takes into account guidance from federal and state agencies as well as industry organizations. It is intended as supplemental information to businesses as they develop COVID-19 preparedness plans. It does not replace Los Angeles County Public Health requirements or guidance from the state of California.

As of date of publication of this document – November 25, 2020 – restaurants, breweries, and wineries may only offer food and beverage via take-out, drive thru or delivery. Wineries and breweries may continue retail sale operations. These limitations are effective November 25 – December 17, 2020.

Please refer to the Los Angeles County Public Health Department for requirements for allowable activity for your business at this time.

This document will continue to evolve to adapt to developments in the overall public health conditions of Los Angeles. The latest information can be found on [Coronavirus.LACity.org/Business](https://www.coronavirus.lacity.org/Business).

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Developed in collaboration with Los Angeles County, City of Los Angeles, and Industry Working Groups

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Preparing to Resume Operations

Restaurants and Bars

The questions below bring up common topics restaurant and bars may need to address to safely resume operations. This is not an exhaustive list. Each business will need to adapt their plan to address their unique business circumstances and needs. You may find it helpful to write down your plan for some questions.

Physical distancing:

- Have you reconfigured floor plans to ensure tables are 6 ft apart? Installed physical barriers when that is not possible?
- Have you changed worker schedules to maximize physical distancing during start / end / break times?
- Do you have a plan to maximize physical distancing in break rooms and shared workspaces (e.g., kitchen)?
- Where applicable, have you marked where customers should wait or stand in line to maintain 6-ft distance?
- Where applicable, you have a plan for reservations or call-ahead seating to better space customers in advance?

Cleaning and sanitizing:

- Have you deep-cleaned your restaurant?
- Do you have enough cleaning supplies in inventory?
- Do you have a disinfection plan for workstations, including points of sale and food/drink preparation areas, customer dining areas, and other high-touch surfaces?

Employee health and personal hygiene:

- Do you have enough masks, gloves, and other PPE required for employees in inventory?
- Do you have enough hand sanitizer / hand soap for employees and customers?
- Do you have a plan to screen employees for symptoms before entering worksite?
- Do you have a response plan in case an employee tests positive?

Facility safety:

- Do you have a process to log all employees on worksite?
- Have you identified high-touch items (including menus, self-serve stations) you will remove or modify?
- If possible, do you have a plan for providing contactless payment options (e.g., online payment option, mobile app, advance payment over phone)?
- Have you posted signs to remind employees of best practices? Where will they be posted?
- Is the HVAC system working properly? Have air ducts been cleaned recently?

Customer expectations:

- Do you have plan to make sure customers are informed and prepared to visit your restaurant?

Employee support:

- Have you trained employees returning to work on COVID-19 health and safety guidelines?
- What has been done to better understand stressors, anxieties, and other COVID-19-related concerns of employees returning to work? Have you taken steps to address concerns?

Employee notification:

- Has 5 day notice been provided to recall any furloughed employees? (For more information, please see [City of Los Angeles Ordinance 186602](#).)

Best Practices for Safe Operations

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Physical Distancing *(continued on next page)*

Los Angeles County Guidance

***** Restaurants, breweries and wineries may only offer food and beverage via take-out, drive thru or delivery. Wineries and breweries may continue retail sale operations. These limitations are effective November 25 – December 17, 2020 *****

- The number of customers in an outdoor seating area is low enough to ensure physical distancing of at least six feet between persons and eight feet between tables.
- Outdoor dining and wine service seating must be reduced by 50%, or outdoor tables must be repositioned or removed so that all remaining tables are at least 8 feet apart.

Maximum number of customers in the outdoor seating area limited to:
 - Limit the number of guests at a single table. 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 entire party to the table at one time.
 - On-site seating at a table shall be limited to no more than 6 people that should be members of one household.
- If possible, an employee wearing a cloth face covering is posted near the door but at least 6 feet from the nearest customers, to monitor that physical distancing procedures are adhered to.
- Measures to ensure physical distancing are adhered to where customers or employees are in a queue. This includes check-stands and terminals, deli counters and lines, restrooms, elevator lobbies, host stands and waiting areas, valet drop off and pickup, and any other areas where customers congregate.
 - Placing tape or other markings at 6-foot intervals in any area where members of the public may form a line or stand.
 - Establish directional hallways and passageways for foot traffic, if possible, to eliminate employees and customers from passing by one another.
- Prioritized outdoor seating and curbside pickup, as allowed by local zoning and planning codes.
- Expand outdoor seating where possible, in compliance with local zoning codes. For outdoor seating, maintain 6 feet physical distancing standards.
- Technology solutions where possible have been implemented to reduce person-to-person interaction; mobile ordering and menu tablets, text on arrival for seating, contactless payment options.
- Limit occupancy within the restaurant to ensure there is adequate distancing and/or physical barriers between tables that minimizes contact between customers at different tables. See diagram for examples of approved seating arrangements with physical barriers where noted.

Best Practices for Safe Operations

Restaurants and Bars

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Physical Distancing *(continued on next page)*

- Indoor in-person dining capacity is not to exceed 60% of pre-COVID-19 seating occupancy to allow sufficient space to social (physical) distancing between groups of customers; distancing should be 6 feet between groups of customers and/or use physical barriers. Occupancy limits will be reevaluated after 21 days to assess timing for additional occupancy increases.
- Outdoor seating is subject to adhering to the 6 feet physical distancing requirements between groups of customers but is not to be included in the occupancy limit.
- Bar areas to remain closed.
- In instances where a restaurant can seat customers at a counter that is at least six feet from employee work or food and drink preparation areas, it may do so.
- Entertainment operations are prohibited. This includes, but is not limited to, Disk Jockey and live music and entertainment. Adjust music volume so that workers can maintain distance from customers to hear orders.
- Restaurants may not host receptions, banquets, or other large gatherings.
- Restaurants, although closed for on-site dining between the hours of 10:00 pm and 6:00 am, may continue to be open for delivery, takeout and drive thru operations.
- Do not seat customers after 9:15 pm. Customers should finish their meals by 10:00 pm, and no customers should remain seated for in-person dining after 10:00 pm.
- Design interaction between customers, delivery drivers and employees to allow for physical distancing.
 - Floors in and outside of the restaurant in areas when customers, delivery drivers or others may wait are marked to enable and enforce physical distancing.
 - The use of contactless processes for pickup and delivery and other electronic systems for guest interactions have been implemented, where possible.
 - Interactions between servers or other employees' interactions and customers are limited to a maximum of five minutes per occurrence, where possible.
- On-site dining made by reservation or customers notified to call in advance to confirm seating/serving capacity, where possible. Contact information for each party is collected either at time of reservation booking or on site to allow for contact tracing should this be required.
 - Consider a phone reservation system that allows people to queue or wait in cars and enter only when a phone call, text or other method, notifies the customer that a table is ready.
- If the establishment has capacity and chooses to offer on-site ordering, customers should be offered a menu (posted or a single-use handout), to allow for ease of ordering, and items orders should be gathered, packaged and picked up by the customer as soon as possible; customers should be notified of the estimated pick-up time.
- Customers waiting for items may not congregate within the business. They should either remain in their car or return at the appropriate time to obtain their order.

Best Practices for Safe Operations

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Physical Distancing *(continued on next page)*

- Limit the number of guests at a single outdoor table to no more than six people in the same party. 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 entire party to the table at one time.
 - On-site outdoor seating at a table shall be limited to no more than 6 people in the same party.
- Limited contact between wait staff and customers.
 - Install physical barriers such as partitions or Plexiglass at registers, host stands, ordering counters, etc., where maintaining physical distance of six feet is difficult.
 - Limit the number of employees serving individual parties.
- Discourage employees and customers from congregating in high traffic areas such as bathrooms, hallways, bar areas, reservation and credit card terminals, etc.
 - Require employees to avoid handshakes and similar greetings that break physical distance. Limited contact between wait staff and customers.
 - Install physical barriers such as partitions or Plexiglass at registers, host stands, ordering counters, etc., where maintaining physical distance of six feet is difficult.
 - Limit the number of employees serving individual parties.
- Discourage employees and customers from congregating in high traffic areas such as bathrooms, hallways, bar areas, reservation and credit card terminals, etc.
 - Require employees to avoid handshakes and similar greetings that break physical distance. Use barriers or increase distance between tables/chairs to separate employees in employee breakrooms. Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.
- Operations have been redesigned, where possible, to achieve physical distancing between employees.
 - Kitchen and other back of house area's floors are marked to reinforce physical distancing requirements.
- Physical distancing protocols should be used in any office areas, kitchens, pantries, walk-in freezers, or other high density high-traffic employee areas.
 - 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 coverings

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Physical Distancing *(continued on next page)*

LA County Guidance for Breweries and Wineries

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.

- Breweries and wineries with a #20, #23, #40, #42, and #60 state alcohol license that do not possess a moderate risk or high risk restaurant public health permit (hereafter referred to as “Facility”) may offer outdoor, on-premises food and beverage service provided that the Facility adhere to all the protocols for restaurants detailed below, adhere to the additional requirements for the Facility, and enter into one of the following arrangements to offer meals with on-premises beverage sales:
- 1) The Facility may contract with a caterer or restaurant that has a valid Los Angeles County Health Permit to offer a bona fide meal with alcohol under the host facility requirements outlined in the California Retail Food Code, provided that the Facility obtains a health permit from the Environmental Health Division at the Los Angeles County Department of Public Health prior to operating in such capacity. ALCOHOL MUST BE PURCHASED IN THE SAME TRANSACTION AS A BONA FIDE MEAL. The catering operation must provide Standard Operating Procedures to the Environmental Health Division at EHmail@ph.lacounty.gov prior to operating in such capacity; or
- 2) The Facility may work with a mobile food facility (i.e. food truck) permitted by the Los Angeles Department of Public Health to provide bona fide meals. For all arrangements, ALCOHOL MUST BE PURCHASED IN THE SAME TRANSACTION AS A BONA FIDE MEAL. The Facility shall notify the Environmental Health Division at EHmail@ph.lacounty.gov prior to operating in such capacity.
- “Bona fide meals” are defined as a usual assortment of foods commonly ordered at various hours of the day, that would be considered a legitimate meal; the service of prepackaged food like sandwiches or salads, or simply heating frozen or prepared meals, and appetizers and snacks shall not be deemed compliant with the bona fide meal requirement.
- The Facility may only seat customers who have made a prior reservation for a table at least one (1) day in advance for outdoor dining operation in order to ensure there is no gathering and sufficient area for physical distancing of 6 feet or more.

Best Practices for Safe Operations

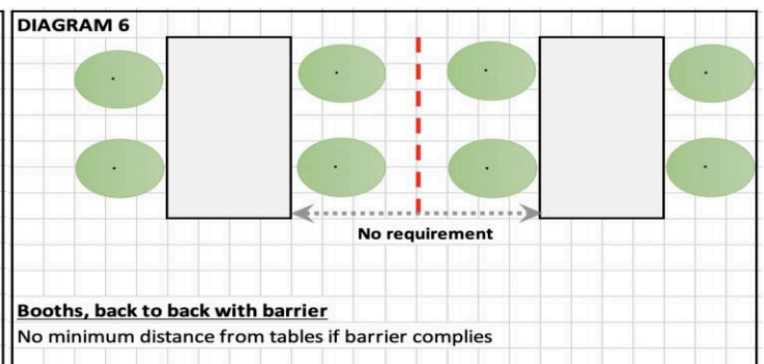
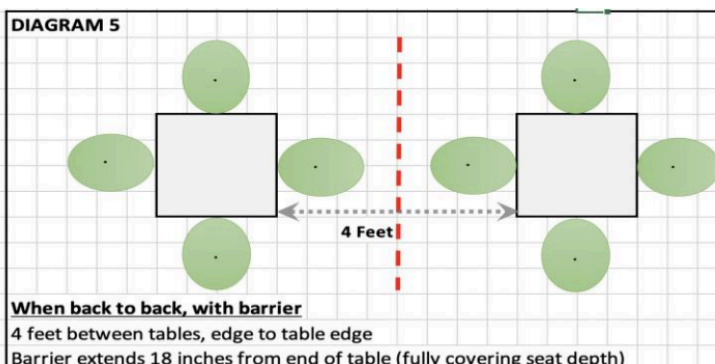
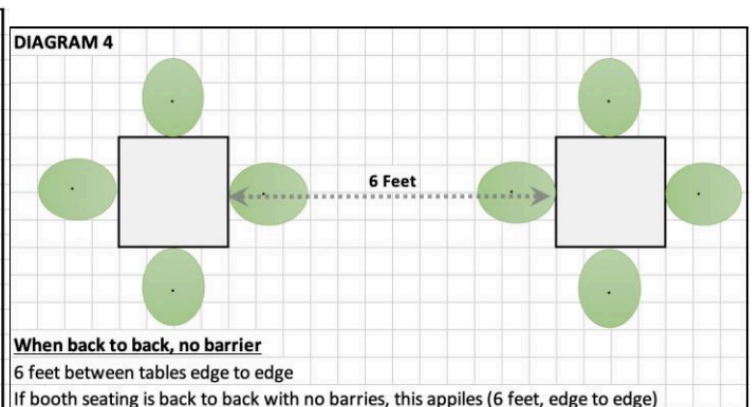
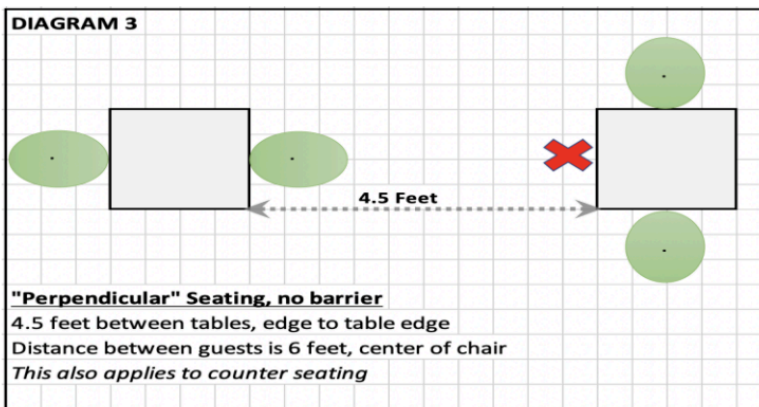
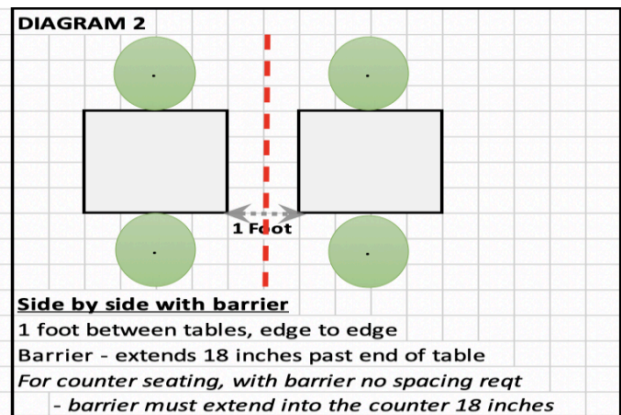
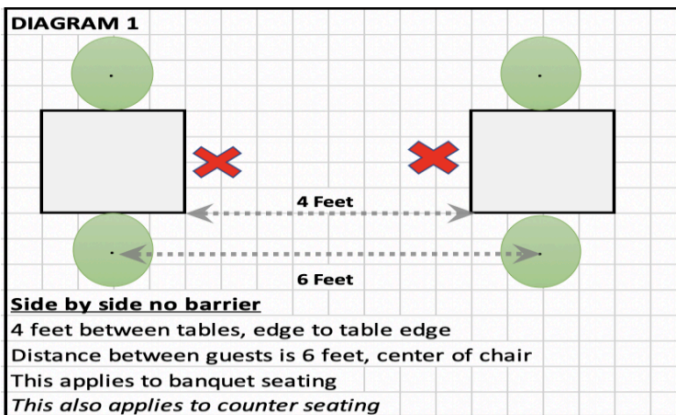
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Physical Distancing *(continued on next page)*

Examples of approved seating arrangements within the allowable occupancy (Each square is 6" x 6")
Barriers must be made of impermeable, cleanable, and durable materials that can be frequently cleaned and sanitized. Barriers must provide at least six-foot high barrier and must be installed per fire and building codes so as to not interfere with the ventilation or fire protection systems. Barriers must provide 30 inches above the table and other dimensions noted in diagrams.



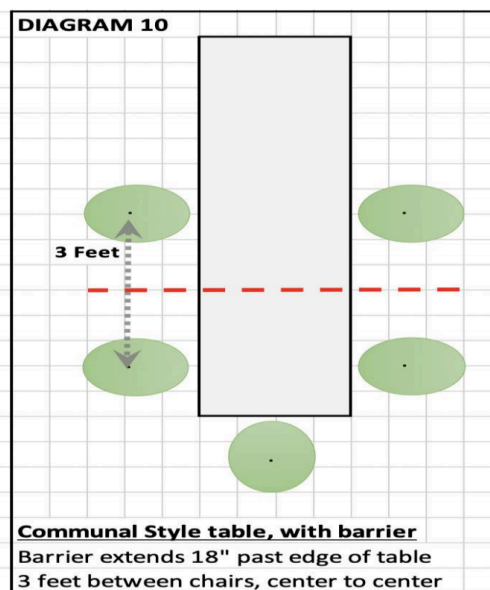
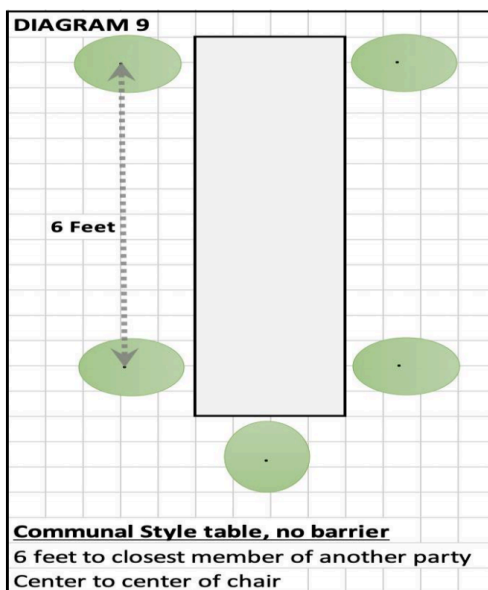
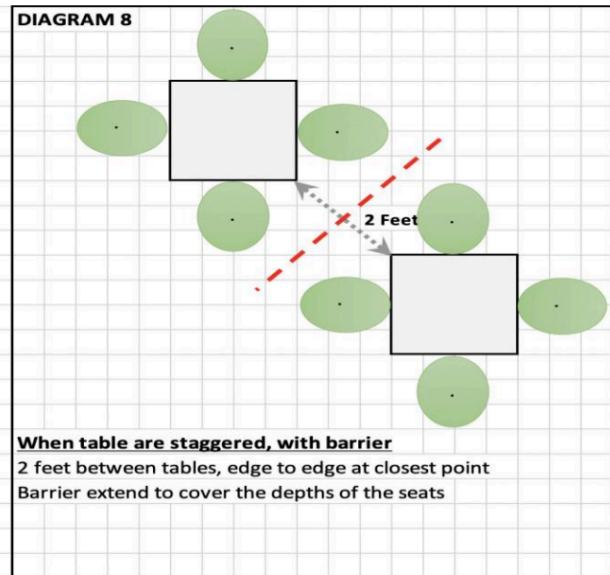
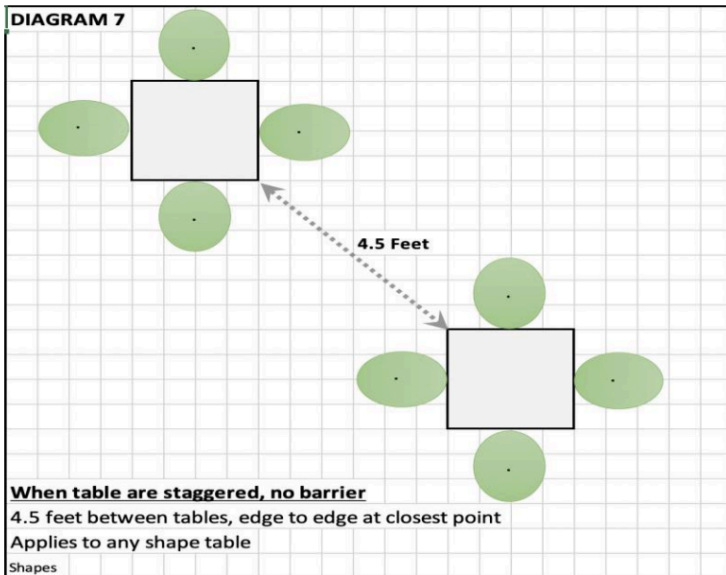
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Physical Distancing *(continued on next page)*



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Physical Distancing *(continued from previous page)*

Additional Guidance

- Within food and drink preparation environments (e.g., kitchen), consider how physical distancing can be maximized (e.g., increasing space given to preparation stations)
- Stagger positions of stationary workspaces so employees can avoid sitting directly next to or opposite one another
- Use floor markings to promote physical distancing and mark tables and chairs not in use
- Consider closing shared spaces in which physical distancing would be difficult to enforce or maintain (e.g., break rooms)
- Develop plan to reduce congestion around time clocks or other congregation points
- Provide and use face masks or face shields per LA City and CA state guidance
- Require waitstaff to wear face coverings per LA City and CA state guidance if they have direct contact with customers
- Stagger employee schedules/ shifts to limit crowding during start / end / break times
- Consider an exit from the facility separate from the entrance to allow for one-way foot traffic
- Avoid in-person meetings as much as possible
- Discourage handshaking and engaging in any forms of unnecessary physical contact
- If offering takeout / delivery, use "no touch" or contactless methods where possible

Best Practices for Safe Operations

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Cleaning and Sanitizing

- Use EPA-registered sanitation and disinfectant products
- Complete thorough and detailed cleaning of entire facility prior to resuming operations, with focus on high-touch areas
- Complete frequent sanitization of high-touch surfaces and shared items, per CDC guidelines (e.g., kitchens, door handles, tables, chairs, restrooms, points of sale)
- Disinfect all reused or shareable material between each use (e.g., shared food or drink preparation tools or items, table condiments, digital ordering devices, laminated menus, receipt trays, pens)
- If offering delivery, ensure transport containers are cleaned & sanitized
- Avoid all food contact surfaces when using disinfectants
- Discard paper menus after each customer use, if possible post menu on wall
- Make hand sanitizer readily available, including at room/building entrances
- All employees should clean hands often, including immediately after removing gloves and after contact with a person, by washing hands with soap and water for 20 seconds
- Ensure sanitary facilities are operational and stocked with soap, hand sanitizer, and paper towels at all times
- Cleaning staff should wear appropriate PPE for all cleaning tasks, including dishwashing and handling trash
- Launder all towels, tablecloths, uniforms, etc. frequently, using the warmest appropriate water setting
- If cloth face coverings are being used, face coverings should be washed after each shift
- Consider reducing business hours for extra deep cleaning
- Provide enough time for workers to clean before, during and after shifts; workers should be compensated for time spent on additional cleaning tasks they are assigned
- If an individual tests positive, close off areas used by sick person until any areas affected can be cleaned and disinfected per CDC guidelines

Best Practices for Safe Operations

Restaurants and Bars



Employee Health and Personal Hygiene *(continued on next page)*

Los Angeles County Guidance

- Everyone who can carry out their work duties from home has been directed to do so.
- Vulnerable staff (those above age 65, those who are pregnant, and those with chronic health conditions) are assigned work that can be done from home whenever possible, and should discuss any concerns with their healthcare provider or occupational health services to make appropriate decisions on returning to the workplace.
- All employees have been told not to come to work if sick or if they are exposed to a person who has COVID-19.
- Workers are provided information on employer or government-sponsored leave benefits that the employee may be entitled to receive, which would make it financially easier to stay at home, including employee's sick leave rights under the Families First Coronavirus Response Act.
- Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all employees that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures.
- In the event that the owner, manager, or operator knows of three (3) or more cases of COVID-19 within the workplace within a span of 14 days the employer must report this outbreak to the Department of Public Health at (888) 397-3993 or (213) 240-7821.
- Symptom checks are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing. These checks can be done remotely or in person upon the employees' arrival. A temperature check should be done at the worksite if feasible.
- 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.
- All employees who have contact with the public or other employees during their shift(s) are offered, at no cost, a cloth face covering. The covering is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others. Employees need not wear a cloth face covering when the employee is alone.
- Employees are instructed on the proper use of face covering, including the need to wash their face coverings daily.
- Face shields are provided and worn by wait staff and other employees when servicing customers that have removed their cloth face covering to eat and drink. The face shield is to be worn in addition to the cloth face covering. As on-site dining is now being allowed, wait staff and employees are at higher exposure to respiratory droplets produced from customers not wearing a cloth face covering and who are also within six feet of the wait staff or employee. Face shields, like plexiglass, help to reduce the risk of respiratory droplets, produced by customers not wearing a face covering, landing on the employee's face, eyes, and 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 cleaned and disinfected per manufacturer's directions.
- Employees are directed to ensure hand hygiene practices including handwash frequency, use of hand sanitizer and proper glove use are adhered to.

Best Practices for Safe Operations

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Employee Health and Personal Hygiene *(continued from previous page)*

- Employees are allowed time to wash their hands frequently.
- Employees are reminded to cover coughs and sneezes with a tissue. Used tissue should be thrown in the trash and hands washed immediately with soap and warm water for at least 20 seconds.
- Employees are prohibited from eating or drinking anywhere inside the food facility other than designated break rooms.
- All employees, vendors and delivery personnel have been provided instructions regarding maintaining physical distancing and the use face coverings when around others.
- Breaks are staggered, in compliance with wage and hour regulations, to ensure that six (6) feet between employees can be maintained in break rooms at all times.
- Break rooms, restrooms and other common areas are disinfected frequently, on a schedule.

Additional Guidance

- Require employees who have COVID-19 CDC-defined symptoms to remain home until they are symptom-free for three days without medication
- If an employee tests positive for COVID-19, inform coworkers and customers if applicable and ensure all other coworkers are tested before returning to work; if testing is not possible inform coworkers that had close contact to self-quarantine and self-monitor for symptoms per public health guidance
- Explore non-punitive sick leave options to allow employees to stay home when ill
- Consider making special modifications for vulnerable employee and customer populations (e.g., special hours of operation for customers ages >65 yr, low-contact roles for vulnerable employees)
- Encourage use of face coverings and gloves, where safe to do so and per LA City guidance; note that face coverings do not replace the need for physical distancing and are not PPE
- Require employees to frequently wash hands or frequently change out disposable gloves
- If using gloves, wash hands before putting on and after taking off and follow CDC guidelines on how to take off gloves
- Train all employees on the importance of frequent handwashing and the use of hand sanitizers with at least 60% alcohol content, and give employees clear instruction to avoid touching hands to face
- Train all employees on symptom detection, sources of high risk to COVID-19, COVID-19 exposure prevention measures, and employee leave benefits/policies
- Reinforce employee training on health and safety guidelines with periodic refresher trainings
- Establish a safety team or designate employees to monitor workplace safety, conduct safety trainings, and carry out health screenings
- Consider how to document all COVID-19 related trainings, training completions, and communications to employees regarding operational changes or positive cases in workplace
- Provide a copy of your COVID-19 related safety and health plan to employees and document receipt

Best Practices for Safe Operations

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Facility Safety *(continued on next page)*

Los Angeles County Guidance

- The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased.
 - 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.
- 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 cleaned and sanitized frequently.
- Areas where customers may congregate or touch food or foodware 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.

Best Practices for Safe Operations

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Facility Safety *(continued on next page)*

- Tableside food preparation and presentation such as food item selection carts and conveyor belts, guacamole preparation, etc.
- 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.
- A food employee per shift is designated to oversee and enforce additional sanitization and disinfection procedures, as needed.
- An employee per shift is designated to oversee and enforce additional sanitization and disinfection procedures, as needed.
- 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 on an hourly basis during business hours using EPA approved disinfectants.
 - All payment portals, pens, and styluses are disinfected after each use.
- Facility is thoroughly cleaned and sanitized/disinfected (using products approved for use against COVID-19) nightly. A log is kept to monitor 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 are provided with equipment to protect their eyes, nose and mouth from contamination due to splash using a combination of face coverings, 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.
- Restrooms are checked regularly and cleaned and disinfected on an hourly basis using approved EPA disinfectants.
- Hand sanitizer and trash cans are available to the public at or near the entrance of the facility.
- 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.
- Customers are instructed that they must wear cloth face coverings whenever they are not eating and/or drinking; this includes upon entry to the facility, when walking anywhere in the facility, and when using the restrooms. This applies to all adults and to children over the age of 2. Only individuals with chronic respiratory conditions or other medical conditions that make the use of a face covering hazardous are exempted from this requirement.
 - Customers may remove cloth face coverings while seated at a table and eating and/or drinking.
 - Customers who refuse to wear a cloth face covering may be refused service and asked to leave.
- Customers arriving at the site with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are wearing face coverings if age permits.

Best Practices for Safe Operations

Restaurants and Bars



Facility Safety *(continued from previous page)*

- Servers, bussers, and other employees moving items used by customers (dirty cups, plates, napkins, etc.) or handling trash bags use disposable gloves (wash hands before putting gloves on and after removing them) and are provided aprons which they must change frequently.
- Reusable menus are cleaned and disinfected between customers. If using paper menus, discard after each customer use. 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 sanitized between guests.
- No flatware, glassware, dishware, menus, condiments or any other tabletop item is present on tables prior to the seating of customers. All such items are fully sanitized between seat changes and stored during nonuse in a location that prohibits potential contamination.
- Takeout containers are filled by customers and available only upon request.
- Dirty linens used at dining tables such as tablecloths and napkins should be removed after each customer use and transported from dining areas in sealed bags. Employees should wear gloves when handling dirty linens.
- 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 between each guest use.

*****Please note that bars, breweries, brewpubs, tasting rooms, craft distilleries and wineries are not currently permitted to operate in Los Angeles County*****

Additional Los Angeles County guidance for bars, breweries, brewpubs, tasting rooms, craft distilleries and wineries

- Indoor in-person occupancy capacity is not to exceed 50% of prior maximum seating capacity to allow sufficient space for social (physical) distancing between groups of customers; distancing should be 6 feet between groups of customers and/or use physical barriers. Occupancy limits will be reevaluated after 21 days to assess timing for additional occupancy increases.
- Customers are prohibited from purchasing and consuming beverages while standing in the facility.
- Customers may order and drink at the bar if they can remain seated, and if they can maintain six feet of distance from one another and from the bartender as well as six feet of distance from employee work or drink preparation areas.
- Customers are not allowed to order and pick up drinks at the bar and transport them to their tables. Any drinks ordered at a table will be brought to the table by wait staff.
- Discontinue seating of customers in areas where customers cannot maintain six feet of distance from employee work or food and drink preparation areas.
- Entertainment operations, including but not limited to, karaoke, dancing, open mic performances, trivia activities, mixers, pub crawls, and performances are prohibited.
- Services and activities that carry an increased risk of contamination from sharing and splashing such as drinking games and/or contests, and drop shots, among others, are not allowed.
- Discontinue the use of shared entertainment items that are difficult to properly clean and disinfect such as board games, and books, among others.
- Limit excessive consumption of alcohol that could deter guests' compliance with these guidelines.

Best Practices for Safe Operations

Restaurants and Bars



Facility Safety *(continued from previous page)*

Additional Guidance

- Log all employees that come on-premise for purposes of supporting public health contact tracing
- Consider providing documented temperature and/or symptom screenings for all workers at the beginning of their shift or upon entering the establishment, per LA County guidelines; if requiring self-screening at home, ensure that screening was performed prior to the worker leaving the home for their shift and follows CDC guidelines
- Use no-touch common-use items where possible (e.g., trash cans, water fountains, hand sanitizer dispensers)
- Limit use of re-usable goods (e.g., bags, silverware, pens, non-disposable condiments, menus)
- Per CA state guidance, modify use of self-service areas / machines (e.g., condiment or utensil caddies, buffets, salad bars, drink dispensers); provide these items to guests individually and discard or clean and disinfect after each use, as appropriate
- Where applicable, discontinue pre-setting tables with napkins, cutlery, glassware, food ware, etc. These should be supplied individually to customers as needed
- Provide and encourage use of contactless payment options where possible (e.g., card, phone app, online order)
- Per CA state guidance, keep play areas closed and modify or discontinue use of shared entertainment items such as pool tables, arcade games, board games, vending machines, etc.
- Confirm HVAC system is operating correctly; regularly clean and replace HVAC filters
- Increase air flow / ventilation (via HVAC or other means) where possible
- Explore outdoor options for breaks and lunch times, if available and safe
- Ensure adequate storage of necessary materials to meet PPE (gloves, etc.) and cleaning requirements
- Communicate health and safety guidelines to all employees, including available contact to report guideline violations
- Post signs for employees and customers to remind them of physical distancing, PPE recommendations (e.g., gloves, face coverings), and to use hand sanitizer provided

Best Practices for Safe Operations

Restaurants and Bars



Customer Expectations

Los Angeles County Guidance

- A sign notifying customers to use hand sanitizer and to wear a face covering when not eating or drinking is also posted at all entrances.
- 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.
- Signage is posted that notifies customers that while it may be common practice for diners to socialize after the meal, this practice will be discouraged during the pandemic.
- Online outlets of the establishment (website, social media, etc.) provide clear information about facility hours, required use of face coverings, policies in regard to preordering, reservations, prepayment, pickup and/or delivery and other relevant issues.

Additional Guidance

- Have visible signage throughout the workplace on health and safety guidelines (including proper hygiene and sanitization, physical distancing, PPE guidance including proper use of face coverings)
- Make customer safety guidelines publicly available
- Consider using social media to educate customers on site guidelines and what to expect when visiting
- Per LA City and CA state guidance, guests and visitors should bring and wear a face covering when not eating or drinking



Employee Support

- Identify employee stressors; mitigate employee anxiety when going back to work through clear and transparent communication, listening, and surveying employees regularly
- Provide training and updates to employees on new and pre-existing wellness programs, people policies, etc.

Supporting Materials

Restaurants and Bars

The following supporting materials are intended to supplement the suggested best practices for safe operations.

Signs to post – download at [Coronavirus.LACity.org/Business](https://www.coronavirus.lacity.org/business)

Key message of sign

Places to post



Best practices: Use PPE, keep 6' distance, wash hands, do not enter if feeling ill

entryway, dining areas, break room etc.



Face coverings: Reminder to wear face covering in accordance with LA City mandate

dining areas, pick-up & take-out areas, kitchen, break room, etc.



Physical distancing: Keep 6'+ of distance at all times

dining areas, near queuing areas, pick-up & take-out areas, kitchen, break room, etc.



Washing hands: Remember to wash with soap / water or hand sanitizer

bathroom, kitchen, entry / exit, etc.

More signage, including industry-specific posters, available on website

Supporting Materials

Restaurants and Bars

Example sanitization kit list and cleaning checklist

Sample on-site materials for cleaning and sanitizing

- Hand soap readily available at every sink
- 60% alcohol-based hand sanitizer throughout facility
- Cleaning supplies (e.g., soap and water, bleach, rubbing alcohol, etc.)
- EPA-registered disinfectant products
- Disinfectant wipes
- Signs throughout facility encouraging everyone to frequently wash hands and sanitize
- Laundry detergent
- Disposable gloves, face masks and gowns for cleaning staff

Sample cleaning checklist

Clean on a frequent basis:




- All high-touch areas in food/drink preparation areas, points of sale, dining rooms
- Countertops and other surfaces
- Workstations
- Shared tools or appliances
- Break rooms
- Transport containers (e.g., carts or delivery packaging)
- Faucets
- Windows
- Doors and door handles
- Railings
- Bathroom surfaces
- Any other high-touch surfaces

Supporting Materials




Restaurants and Bars

Additional example poster with key guidelines (from FDA)




BE HEALTHY, BE CLEAN

	<ul style="list-style-type: none">• Employees - Stay home or leave work if sick; consult doctor if sick, and contact supervisor• Employers - Instruct sick employees to stay home and send home immediately if sick• Employers - Pre-screen employees exposed to COVID-19 for temperature and other symptoms		<ul style="list-style-type: none">• Wash your hands often with soap and water for at least 20 seconds• If soap and water are not available, use a 60% alcohol-based hand sanitizer per CDC• Avoid touching your eyes, nose and mouth with unwashed hands• Wear mask/face covering per CDC & FDA		<ul style="list-style-type: none">• Never touch Ready-to-Eat foods with bare hands• Use single service gloves, deli tissue, or suitable utensils• Wrap food containers to prevent cross contamination• Follow 4 steps to food safety Clean, Separate, Cook, and Chill
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CLEAN & DISINFECT

	<ul style="list-style-type: none">• Train employees on cleaning and disinfecting procedures, and protective measures, per CDC and FDA• Have and use cleaning products and supplies• Follow protective measures		<ul style="list-style-type: none">• Disinfect high-touch surfaces frequently• Use EPA-registered disinfectant• Ensure food containers and utensils are cleaned and sanitized		<ul style="list-style-type: none">• Prepare and use sanitizers according to label instructions• Offer sanitizers and wipes to customers to clean grocery cart/basket handles, or utilize store personnel to conduct cleaning/sanitizing
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SOCIAL DISTANCE

	<ul style="list-style-type: none">• Help educate employees and customers on importance of social distancing:<ul style="list-style-type: none">- Signs- Audio messages- Consider using every other check-out lane to aid in distancing		<ul style="list-style-type: none">• Avoid displays that may result in customer gatherings; discontinue self-serve buffets and salad bars; discourage employee gatherings• Place floor markings and signs to encourage social distancing		<ul style="list-style-type: none">• Shorten customer time in store by encouraging them to:<ul style="list-style-type: none">- Use shopping lists- Order ahead of time, if offered• Set up designated pick-up areas inside or outside retail establishments
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PICK-UP & DELIVERY

	<ul style="list-style-type: none">• If offering delivery options:<ul style="list-style-type: none">- Ensure coolers and transport containers are cleaned and sanitized- Maintain time and temperature controls- Avoid cross contamination; for example, wrap food during transport		<ul style="list-style-type: none">• Encourage customers to use "no touch" deliveries• Notify customers as the delivery is arriving by text message or phone call		<ul style="list-style-type: none">• Establish designated pick-up zones for customers• Offer curb-side pick-up• Practice social distancing by offering to place orders in vehicle trunks
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FDA Best Practices: Summary of Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic

Supporting Materials

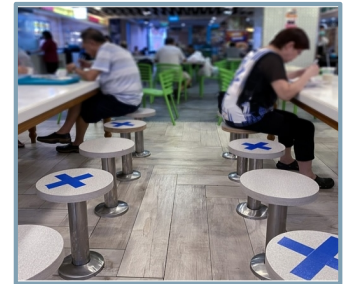
Restaurants and Bars

Examples for physical distancing

FDA physical distancing guidelines

- Discontinue operations such as salad bars, buffets or beverage stations that require customers to use common utensils/dispensers
- Encourage spacing between customers waiting in line by placing floor markings (e.g., tape) 6 feet apart
- If taking orders at tables, instruct waitstaff to stand several feet away from table while speaking to customers
- Place tables 6 feet apart or consider only using every second table for customers

Sample physical distancing layouts for restaurants



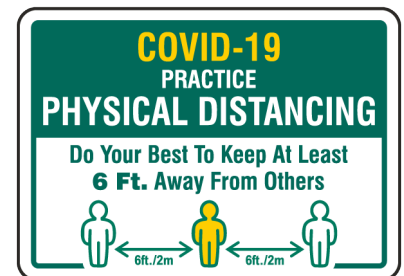
For further reading:

[Best Practices for Retail Food Stores, Restaurants and Food Pick-Up/Delivery Services During the COVID-19 Pandemic \(FDA\)](#)

Sample materials for physical distancing

- Signs throughout the facility (on windows, walls, etc.) reminding people to maintain proper physical distancing and remain 6 feet apart whenever possible
- Floor markings (e.g., tape or graphics) to instruct people where to walk and stand
- Floor markings of where to place tables and chairs to promote physical distancing
- Partitions or plexiglass shields at checkout counters between customers and employees
- Creation of one dedicated entrance to control customer flow into restaurant and staff assigned to monitor capacity (at minimum 6-foot distance)

Sample physical distancing sign



Supporting Materials

Restaurants and Bars

Example employee training best practices

CDC recommended employee health guidelines

- Employees and employers should consult the [CDC's Symptoms of Coronavirus](#)
- Employees with COVID-19 symptoms should report them to their supervisors immediately
- Sick employees should stay home and follow the [CDC's What to do if you are sick with COVID-19](#)
- Send home employees who experience COVID-19 symptoms at work
 - Clean and disinfect surfaces in their workspace
- Inform fellow employees if there has been a possible exposure to COVID-19 in the workplace while maintaining confidentiality
- Employees who are well, but know they have been exposed to COVID-19 should notify their supervisor and follow [CDC-recommended precautions](#)
- For previously sick employees who are returning, follow [CDC's guidance for discontinuation of home isolation for persons with COVID-19](#)

For additional training materials on employee health, please see:

- [FDA's Employee Health and Personal Hygiene Handbook](#)

CDC recommended personal hygiene guidelines for employees

- Wash hands for at least 20 seconds, especially after going to the bathroom, before eating, after blowing your nose, coughing or sneezing, and after extended contact with high-touch surfaces
- Always wash hands with soap and water. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol
- Avoid touching your eyes, nose and mouth with unwashed hands
- Cover your cough or sneeze with a tissue, then throw tissue in the trash and wash hands after
- Try not to use other employees' stations or other work tools and equipment when possible. If necessary, clean and disinfect them before and after use
- Clean and disinfect frequently touched objects around you

For detailed training materials please see:

[Interim Guidance for Businesses and Employers to Plan and Respond to COVID-19 \(CDC\)](#)

Supporting Materials

Restaurants and Bars

Example communications best practices

Recommended employee communication practices for employers

- Communicate frequently to make employees aware of operational changes for health and safety
- Provide details of the changes to employees, in writing
- Encourage employees to participate and comply with new work practices
- Conduct demonstrations and training to introduce new skills to staff before activities officially resume; examples include:
 - How to practice physical distancing/sanitizing at workstations and within dining areas
 - How to follow floor markings in facility
 - How to handle essential interactions with others at work
- Consider a variety of communication channels and materials, including email, text messages, posters/digital displays
- Consider communications focused on
 - Why the facility is safe and how it is following state guidelines
 - Instructions for how to prepare for arrival
 - Overview of what to expect when returning employees arrive, including new entrance guidelines, supplies, sanitization requirements, capacity limits, etc.

Sample customer communication topics



Cleaning procedures

- Let customers know about adjusted cleaning guidelines



Contact information

- Phone number or email for customers to contact if they have further questions



Opening hours and locations

- Share updated opening hours and locations currently open/closed with customers



Links to government and health websites

- Links to COVID-19 guidance from CDC



What to expect

- Communicate guidelines for what customers can expect when visiting the facility (e.g. physically distanced lines, table setup, hand sanitizer, menu changes, floor arrows)

Additional Resources

Restaurants and Bars

The following resources provide additional guidance for restaurant and bar businesses on safe operations during the COVID-19 pandemic.

Additional resources on safe operations

<i>Source</i>	<i>Description</i>	<i>Link</i>
CDC Guidelines for cleaning and disinfecting your facility	Comprehensive guide for facility cleaning and sanitization, including recommend disinfectants and procedures	https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html
CDC Preparation guide for small businesses and employees	Guide for small businesses to protect employees from infectious outbreak and prepare for business disruption	https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html
OSHA Guidance on Preparing Workplaces for COVID-19	Guide for how to protect employees form infection in a workspace	https://www.osha.gov/Publications/OSHA-3990.pdf
National Restaurant Association Reopening Guidance	Collection of guidance and best practices for restaurants across various guideline categories	https://restaurant.org/Downloads/PDFs/business/COVID19-Reopen-Guidance.pdf
FDA best practices for restaurants	FDA Best practices for retail food stores and restaurants, and food pick up / delivery services during COVID-19 pandemic	https://www.fda.gov/food/food-safety-during-emergencies/best-practices-retail-food-stores-restaurants-and-food-pick-up-delivery-services-during-covid-19
FDA's Employee Health and Personal Hygiene Handbook	FDA handbook to encourage practices and behaviors that can help prevent food employees from spreading viruses and bacteria to food	https://www.fda.gov/food/retail-food-industryregulatory-assistance-training/retail-food-protection-employee-health-and-personal-hygiene-handbook
Cal/OSHA COVID-19 Industry Guidance and General Checklist for Dine-in Restaurants	Guidance and checklist to help dine-in restaurant employers implement their plan to prevent the spread of COVID-19 in the workplace	https://covid19.ca.gov/pdf/guidance-dine-in-restaurants.pdf https://covid19.ca.gov/pdf/checklist-dine-in-restaurants.pdf

Additional Resources

Restaurants and Bars

The following city, county, state, and federal resources are available to support workers and businesses during the COVID-19 pandemic. This list will be updated as additional resources become available.

Additional Business Resources (1/3)

City

[Los Angeles City Small Business Emergency Microloan Program \(LA City\)](#)

In light of the sweeping impact the COVID-19 pandemic is having on our small business community, the City of Los Angeles has responded swiftly and decisively to support our local, community businesses. The newly established Small Business Emergency Microloan Program now provides financing needed to strengthen small business enterprises in this time of acute need that have been affected by the COVID-19 outbreak.

[Los Angeles Commercial Evictions Moratorium](#)

No landlord shall evict a commercial tenant in the City of Los Angeles during this local emergency period if the tenant is able to show an inability to pay rent due to circumstances related to the COVID-19 pandemic. These circumstances include loss of business income due to a COVID-19 related workplace closure, child care expenditures due to school closures, health care expenses related to being ill with COVID-19 or caring for a member of the tenant's household who is ill with COVID-19, or reasonable expenditures that stem from government-ordered emergency measures.

[L.A. CARES Corps](#)

LA CARES Corps is a partnership between the City and County of LA to provide small businesses with the help they need to apply for federal loans under the Coronavirus Aid, Relief, and Economic Security (CARES) Act.

County

[Unemployment Insurance Work Sharing Program \(LA County\)](#)

Employers can apply for the Unemployment Insurance (UI) Work Sharing Program if reduced production, services, or other conditions cause them to seek an alternative to layoffs. The Work Sharing Program can help minimize the need for layoffs, retain trained employees and quickly prepare for when business conditions improve, and avoid the cost of recruiting, training and hiring new staff. It also helps employees whose hours and wages have been reduced keep their current job, receive UI benefits, and avoid financial hardships.

[Payroll Tax Assistance \(LA County\)](#)

Employers experiencing a hardship as a result of COVID-19 may request up to a 60-day extension of time from the EDD to file their state payroll reports and/or deposit state payroll taxes without penalty or interest. A written request for extension must be received within 60 days from the original delinquent date of the payment or return.

Additional Resources

Restaurants and Bars

Additional Business Resources (2/3)

State

[Workers Compensation for COVID-19 \(State of CA\)](#)

Governor Gavin Newsom announced that workers who contract COVID-19 while on the job may be eligible to receive workers' compensation. The Governor signed an executive order that creates a time-limited rebuttable presumption for accessing workers' compensation benefits applicable to Californians who must work outside of their homes during the stay at home order. Those eligible will have the rebuttable presumption if they tested positive for COVID-19 or were diagnosed with COVID-19 and confirmed by a positive test within 14 days of performing a labor or service at a place of work after the stay at home order was issued on March 19, 2020. The presumption will stay in place for 60 days after issuance of the executive order.

[Waiving Penalties for Property Taxes \(State of CA\)](#)

The Governor signed an executive order that waives penalties for property taxes paid after April 10 for taxpayers who demonstrate they have experienced financial hardship due to the COVID-19 pandemic through May 6, 2021. This will apply to residential properties and small businesses. Additionally, the executive order will extend the deadline for certain businesses to file Business Personal Property Statements through May 31, 2020, to avoid penalties.

[Paid Sick Leave \(State of CA\)](#)

Governor Newsom issued an executive order to support California workers from large employers in the food sector industry impacted by the COVID-19 pandemic with two weeks of paid sick leave, filling a gap left by federal relief that had provided similar paid leave benefits for employers with fewer than 500 workers. The Executive Order provides health and safety standards to increase worker and customer protection by permitting workers at food facilities to wash their hands every 30 minutes, or as needed, to increase proper sanitation measures.

[Small Business Relief Payment Plans \(State of CA\)](#)

Effective April 2, 2020, small business taxpayers, those with less than \$5 million in taxable annual sales, can take advantage of a 12-month, interest-free, payment plan for up to \$50,000 of sales and use tax liability only. Payment plan requests can be made through the State's online services system in the coming months. At this point, the program is only available for sales and use tax liabilities. Qualifying sales and use taxpayers with deferred liabilities up to \$50,000 will pay their tax due in 12 equal monthly installments. No interest or penalties will be assessed against the liability. The maximum amount that any taxpayer can defer, interest-free under this relief effort, is \$50,000. If a taxpayer owes more than \$50,000 and needs a payment plan for the amount over \$50,000 we will have to have the taxpayer enter into one payment plan and adjust the appropriate amount of interest off toward the end of the 12 month period.

[Extended State Tax Deadline \(State of CA\)](#)

California State Controller Betty Yee announced that the deadline for filing income taxes for Californians is July 15, 2020. Due to the coronavirus outbreak, taxpayers and businesses will get three additional months to file income taxes and make payments without interest or penalties.

Additional Resources

Restaurants and Bars

Additional Business Resources (3/3)

Federal

[Paycheck Protection Program \(SBA\)](#)

PPP offers small business loans with 1% interest rate to continue employing and paying employees and cover other business expenses during the crisis. This program provides \$349 billion in forgivable loans to help small businesses stay afloat. Qualified applicants include small businesses and nonprofits with 500 or fewer employees, including sole proprietors and independent contractors. The maximum loan granted will be equal to 2.5 times the average monthly payroll cost for the previous calendar year — up to \$10 million. SBA will forgive loans if all employees are kept on the payroll for eight weeks and the money is used for payroll, rent, mortgage interest, or utilities.

On April 27, the SBA began accepting applications for the *second round* of PPP. The \$484 billion COVID-19 rescue bill signed late last month by President Donald Trump included \$310 billion in new money for the latest bailout. The initial round of \$350 billion in forgivable PPP loans, which was allocated as part of the \$2.2 trillion CARES Act stimulus, were exhausted in less than two weeks. The loan will be forgiven if employees are kept on the payroll for eight weeks and if the money is used for payroll, rent, mortgage interest or utilities.

[Small Business Administration \(SBA\) Debt Relief](#)

The SBA will pay 6 months of principal, interest, and any associated fees that borrowers owe for all current 7(a), 504, and Microloans in regular servicing status as well as new 7(a), 504, and Microloans disbursed prior to September 27, 2020. This relief is not available for Paycheck Protection Program loans or Economic Injury Disaster loans. Borrowers do not need to apply for this assistance. SBA has notified 7(a), 504 and Microloan Lenders that it will pay these borrower loan payments. Lenders have been instructed to refrain from collecting loan payments from borrowers. If a borrower's payment was collected after March 27, 2020, lenders were instructed to inform the borrower that they have the option of having the loan payment returned by the lender or applying the loan payment to further reduce the loan balance after SBA's payment.