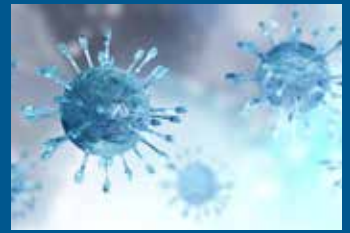


# COVID-19 Guidelines for Re-Opening Your Restaurant - VERSION 3 - Revised July 31, 2020



This document provides you with guidelines to assist with the reopening of your food premise after being closed or limited to take-out and delivery only. [Part 1](#) provides advice on preparing your restaurant for food service. [Part 2](#) provides the requirements for your premise and implement practices using the Hierarchy of Control to reduce the spread of COVID-19 on premise.

As the COVID-19 situation continues to evolve, changes may be made to these guidelines. Please check the City of Hamilton's COVID-19 [Workplace and Public Places](#) webpage at regularly for updates and new information.

If you have specific questions relating to this document's contents, please call the City of Hamilton's Public Health Services at 905-978-9848 or email [phscovid19@hamilton.ca](mailto:phscovid19@hamilton.ca).

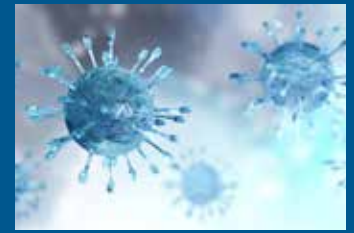
## Part 1: Food Premises Pre-Opening Checklist

The following are recommended actions to be taken prior to opening your establishment for business:

- Review Ontario's [Framework for Reopening: Stage 3](#) webpage to ensure your premise is permitted to reopen
- Check the condition of all food and discard expired or otherwise unfit products.
- Wash, rinse and sanitize all food contact surfaces.
- Faucets should be working properly and water lines should be flushed for at least five minutes.
- Hand washing stations should be adequate and functional.
- [Clean and disinfect](#) all non-food contact surfaces, including high touch areas such as door handles and equipment knobs.
- Check thoroughly for signs of pest activity. Consider contracting a licenced pest management company prior to opening to ensure there is no infestation.
- Clean, sanitize and ensure that all equipment is in good working condition (e.g. dishwashers, coolers, and hot and cold holding facilities)
- An adequate supply of detergents and sanitizers should be available on premise for cleaning, sanitizing and dishwashing
- Dishwashing machines should be functioning adequately.
- Ensure garbage storage areas are clean.
- Washrooms should be clean and disinfected and have adequate supplies available.
- Train staff on new procedures/requirements.



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## Part 2: Guidance for the Re-Opening of Food Premises

This guide describes the requirements of the City of Hamilton's Public Health Services for the re-opening and operation of retail food premises within the City of Hamilton.

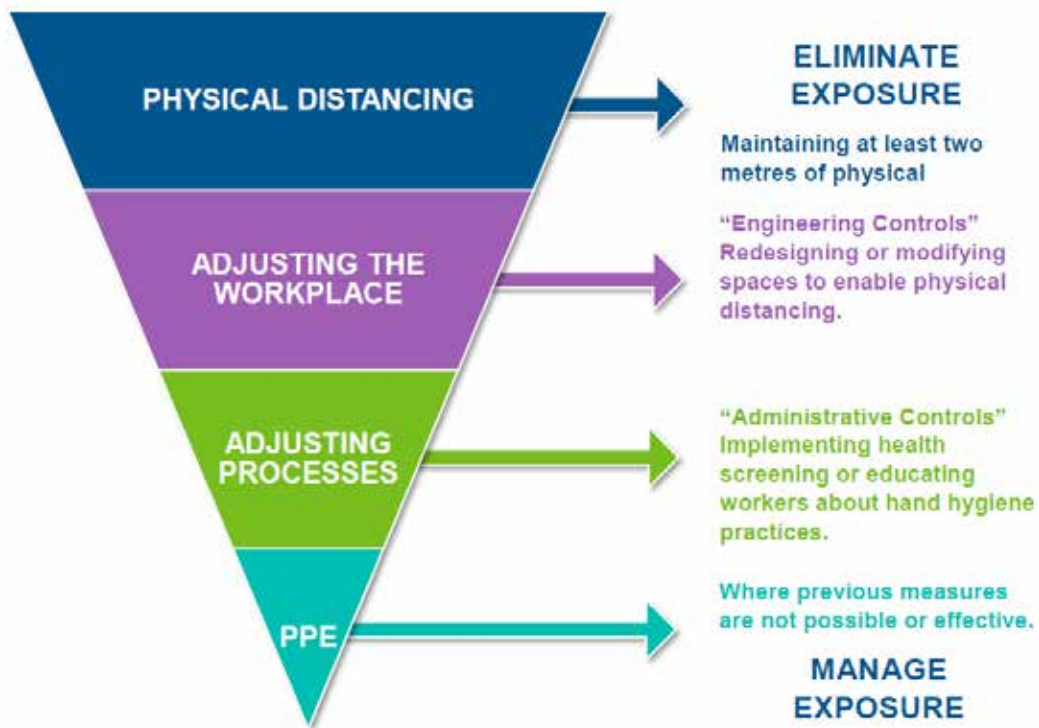
### COVID-19 Transmission

COVID-19 is spread mainly from person-to-person through close contact from respiratory droplets of someone with COVID-19. Respiratory droplets can travel up to two metres when someone coughs, sneezes or talks. Persons with COVID-19 may not have symptoms, nor aware that they are infectious and spreading the virus to others.

It is possible for a person to get COVID-19 by touching a surface or object contaminated with the virus and then touching their mouth, nose, or eyes. The virus can survive on surfaces for up to 72 hours. Carrying out proper hand hygiene can reduce the risk of spread in this manner.

### Measures to prevent the spread of COVID-19 in food premises

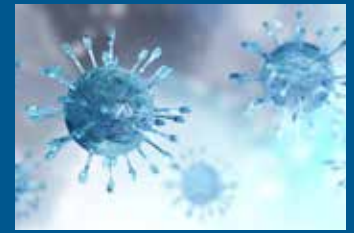
Upon reopening it is important to apply the Hierarchy of Controls for the purpose of COVID-19.



Adapted from U.S. Centers for Disease Control and Prevention's National Institution for Occupational Health and Safety for the purposes of COVID-19.



# COVID-19 Guidelines for Re-Opening Your Restaurant - VERSION 3 - Revised July 31, 2020



## Food premises owners/operators must ensure that the above controls are met.

These guidelines are to help operators meet and implement these controls. Operators are responsible for ensuring their premise follows practices that minimize the spread of COVID-19. [Additional guidance](#) from the Government of Ontario is appended in this document.

## Before Re-Opening

### Determine if a Pre-Opening Inspection is Required

- If a new establishment or operator, contact [Public Health Services](#) to set up an onsite inspection.
- Existing establishments do not require inspections prior to reopening.

### Cleaning and Disinfecting

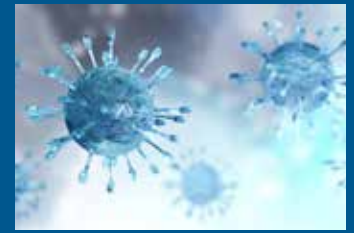
- Thoroughly [clean and disinfect](#) the premises before opening.
- Update protocols for enhanced cleaning and disinfecting of surfaces and equipment.
  - Focus on high-frequency touch areas and objects (e.g. menus, food contact surfaces, hand contact areas, door handles, switches, tabletops, chairs, sneeze guards, restrooms, taps, utensils and dispensers);
  - Shared equipment such as credit card machines and cash registers;
  - Consider installing devices such as automatic doors, lights, electronic taps, etc.;
  - Specify and obtain approved [hard-surface cleaning materials](#).
- Have an adequate amount of cleaning and disinfecting supplies for dishwashing, surface cleaning, and hand washing/sanitizing.

### Physical Distancing and Masking

- Develop plans that have physical distancing of at least two metres between customers from different households or social circles and is maintained during operation of food trucks, food courts, concession stands and tours, including tastings at wineries, breweries and distilleries.
- Customers must be seated at all times in any area of the establishment except:
  - while entering the area and while moving to their table;
  - while placing or picking up an order;
  - while paying for an order;
  - while exiting the area;
  - while going to or returning from a washroom; or
  - where necessary for the purposes of health and safety.



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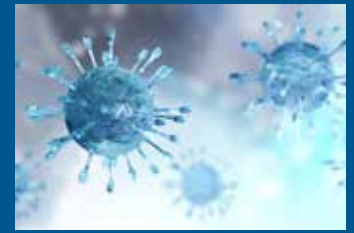
- The establishment must be configured so that patrons seated at different tables are separated by:
  - a distance of at least two metres; or
  - plexiglass or some other impermeable barrier.
- Limit the number of people in the food premises
  - Consider reservations only or other ways to maintain a customer log. Customer logs should include the name and contact information of every patron and serving staff, with date, check in and check out times. Patrons who temporarily enter the area to place, pick up or pay for a takeout order are exempt;
  - If there is a case of COVID-19 who was contagious while at the restaurant, public health will use that list to notify the staff and customers.
- Install directional arrows (e.g. at entrances/exits) to follow where possible.
- Remove waiting area seating and create a process to keep customers separate and maintain physical distancing while waiting to be seated.
  - Consider using outdoor space or having customers wait outside until their table is ready.
- Set floor boundaries with a minimum two metre markers for any areas where a line up may occur.
- Keep chairs well away from high traffic areas if possible.
- Rearrange equipment and/or processes in the kitchen and other areas used by staff so that a minimum two metre distance is always maintained.
- Rearrange pick-up by servers to maintain distance (e.g. use the bar as a serving area).
- Reconfigure break areas and eating areas for staff to physically distancing.
- [Face coverings are required](#) within all enclosed public spaces in the City of Hamilton. Operators must ensure both customers and staff are aware of, and adhere to, the bylaw and its expectations.
- Communicate with customers during phone inquiries, through signage, or verbally upon entry
  - Patrons are required to wear face coverings indoors, unless eating or drinking;
  - All patrons must be seated when eating or drinking at the establishment;
  - Other customer-related policies (e.g. customer screening, reservations preferred/only, payment by card preferred/only, etc.);
  - Erect signage for [face coverings requirements](#), [passive screening](#)<sup>1</sup>, [physical distancing](#) and any additional policies affecting them;
  - Update establishment webpages to outline customer requirements.

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<sup>1</sup> Passive screening: Customers screen themselves by following steps described on posted signage.



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## Dining Spaces

- Rearrange and/or remove seating and tables, or mark as unavailable, to keep a **minimum** of two metres between each edge of every table, unless separated by plexiglass or some other impermeable barrier.
- Install barriers (e.g. Plexiglas), as necessary, to protect staff (e.g. host desk) or customers (e.g. between back-to-back booths).
- Remove buffets and self-serve locations. Buffet-style service is restricted in Stage 3.
- Live dancing, singing or music performance may be performed by someone under contract with the facility. Performers must be separated from every other person or performer by plexiglass or some other impermeable barrier while singing or while performing on a brass or wind instrument.
- Members of the public are allowed to sing as long as it is outside of private karaoke room if the following conditions are met:
  - they are separated from every other person, including from other performers, by plexiglass or some other impermeable barrier while singing or while performing on a brass or wind instrument;
  - they maintain a physical distance of at least two metres from every other person while singing or performing music; and
  - any equipment used by members of the public while singing or performing music is cleaned and disinfected between each use.

## Staff Protocols and Training

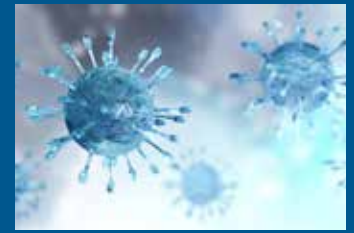
- Employ [active screening](#)<sup>2</sup> with staff before each shift.
  - Staff must not be permitted to work if they have [any symptom of COVID-19](#), had contact with a COVID-19 positive case during the past 14 days, or have been advised by public health to self-isolate due to travel or contact history;
  - Staff should report any symptoms, contact with a COVID-19 case, or requirements to self-isolate, to their supervisor;
  - Management should send staff home immediately and advise them to follow public health guidance.
- Keep a staff log of when and where staff worked, with contact information, in case it is required for contact tracing by Public Health Services.
- Train staff on how best to serve food, maintain safe physical distancing and avoid unnecessary handling (e.g. serve to front of table and let customers distribute, avoid handling coffee cups when refilling, let customer pack leftovers in containers).

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<sup>2</sup> Active Screening: Staff are screened by a designated individual prompting them with questions.



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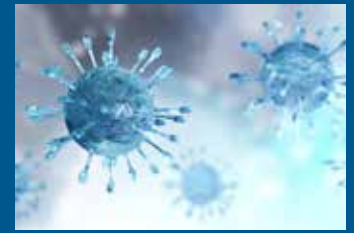
- Install directional arrows to direct employees and minimize direct contact.
- Maintain physical distancing during breaks.
- Assign staff to specific tasks and minimize contact between them.
- Ensure staff have access to gloves and masks as needed.
  - Train staff in proper use of gloves and masks. Gloves are not essential, but when used, must be changed frequently and hands washed between uses.
- Staff must frequently handwash using the correct technique, and avoid touching the eyes, nose or face area.
- Make staff aware of guidelines, protocols and other requirements that apply on premise, to both employees and customers.
  - Post communications and signage on screening, handwashing, physical distancing, masking in visible locations;
  - Provide updates and reminders through online or in person communications.
- Keep staff informed about COVID-19 and precautions to take to protect their health. Share reputable websites (e.g. [City of Hamilton](#), [Ontario Government](#)) and encourage them to seek information.
- Encourage physical distancing as much as possible, including with other staff. Staff congregating can be a high risk for COVID-19 transmission.
  - Develop staggered shifts, stagger breaks and lunch breaks.
- Update employee absence policies and create new protocols for back filling absences.

## Reduce Contact with Contaminated Surfaces

- Menus: consider using single-use paper, online menus for customers' mobile devices, menu-boards, chalkboards, or clean regular menus between uses.
- Tables: do not pre-set tables; utensils should be rolled or packaged.
- Table items: replace regular condiments with single-serve versions, or sanitise between uses, consider using disposable napkins, etc.
- Contactless items: consider upgrading to touchless taps and waste receptacles.
- Supply dispensers for hand sanitizer (70-90% alcohol concentration) to staff and customers, including at the door.



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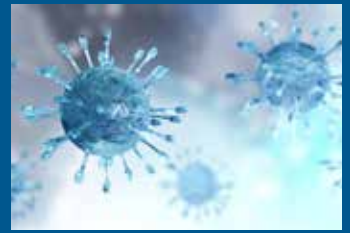
## During Active Operation - Establishment Requirements

### Owner/Operator

- The owner/operator, or another person appointed for that purpose, should be present and checking to ensure adherence to protocols.
- The person responsible for the establishment must,
  - record the name and contact information of one person per party who enters an indoor or outdoor dining area in the establishment, other than patrons who temporarily enter the area to place, pick up or pay for a takeout order;
  - maintain the records for a period of at least one month; and
  - only disclose the records to a medical officer of health or an inspector under the Health Protection and Promotion Act on request for a purpose specified in section 2 of that Act or as otherwise required by law.
- Conduct active screening with staff before each shift.
- Minimise unnecessary contact between customers and staff (e.g. place clearly visible numbers on tables and ask customers to seat themselves. Minimise the time staff spend within two metres of customers).
- No buffet-style service may be provided.
- Patrons must be seated at all times in any area of the establishment in which food or drink is permitted except:
  - while entering the area and while moving to their table;
  - while placing or picking up an order;
  - while paying for an order;
  - while exiting the area;
  - while going to or returning from a washroom;
  - while lining up to do anything described above; or
  - where necessary for the purposes of health and safety.
- The establishment must be configured so that patrons seated at different tables are separated by:
  - a distance of at least two metres; or
  - plexiglass or some other impermeable barrier.



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- Signage must be posted and visible to staff and customers.
- Provide supplies of dispensers for hand sanitizer (70-90% alcohol concentration) to staff and customers, including at the entrances and staffing areas.
- Carry out and communicate customer-related policies (e.g. customer screening, reservations preferred/only, payment by card preferred/only, etc.) on business webpages, during phone inquiries, through signage or verbally upon entry.

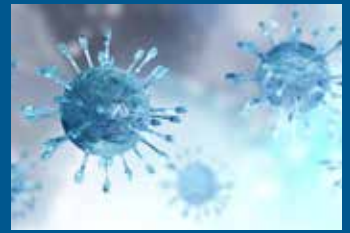
## Customers

- Customers who are ill or exhibit symptoms of COVID-19 should be refused entry. Display posters telling customers if they have symptoms they cannot enter.
- Customers must wear a mask indoors, except when eating and drinking or if exempted, as per the Hamilton's face covering bylaw.
- Patrons must be seated at all times in any area of the establishment in which food or drink is permitted except:
  - while entering the area and while moving to their table;
  - while placing or picking up an order;
  - while paying for an order;
  - while exiting the area;
  - while going to or returning from a washroom;
  - while lining up to do anything described above; or
  - where necessary for the purposes of health and safety.
- Ensure customers are physically distancing while waiting.
  - Have customers wait outdoors when necessary and ensure that they remain 2 metres from diners on the patio or other outdoor areas.
- Physical distancing is required between individuals from different social groups.
- Groups must be seated a minimum two metres from another group. Co-mingling between groups is not permitted.
- All customers must be seated to receive service. Service to standing customers (e.g. in bar areas) is prohibited.





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## Patios

- Operators are encouraged to continue to utilize patios, wherever feasible.
- Patios must comply with all City of Hamilton requirements, available online at [www.hamilton.ca](http://www.hamilton.ca).
- Rules for physical distancing, service provision, and cleaning and disinfecting for indoor dining areas of the food premise also apply to patios.
- Temporary table dividers may be installed to make physical distancing easier for restaurants with communal seating or larger tables.
- When dine-in is permitted, in the event of rainfall, customers may move indoors only to the extent that the total number of customers indoors does not exceed the limits described above.

## Face Coverings in Food Premises

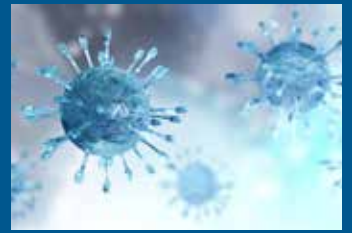
Wearing a mask or face covering will be required in enclosed public spaces beginning July 20, 2020 under [City of Hamilton By-Law 20-155](#) (PDF, 118 KB). The mask or face covering should cover your nose, mouth and chin, without gapping. Wearing a mask or face covering is an additional measure we can take to reduce the transmission of COVID-19 and keep each other safe. This means that, with some exceptions, all persons, including customers and/or visitors entering an enclosed premise are required to wear a mask or face covering while in the enclosed space.

The bylaw requires:

- Staff to be aware of the requirements of the bylaw and its application on premise.
- [Signage](#) to be posted at all entrances of establishments that contains wording outlining the bylaw.
- Establishments to take appropriate steps to reinforce the bylaw with staff and public.
- Staff to wear face coverings while indoors in a public-serving or receiving area.
- Customers to wear face coverings while indoors, except while eating or drinking.
- Noting that not all staff or customers can tolerate a mask and may be [exempted](#).



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## Guidance Documents:

Regulation 364/20: <https://www.ontario.ca/laws/regulation/r20428>

Amendments to 364/20 (428/20): <https://www.ontario.ca/laws/regulation/r20428>

Face-Covering By-Law: <https://www.hamilton.ca/coronavirus/face-coverings-and-masks-by-law>

[Ministry of Health Food Premises Guidance](#) (PDF)

[Ministry Restaurant and Food Services Health and Safety Guidance](#) (Webpage)

[Ministry Quick Reference Guidance for Restaurant & Food Safety](#) (PDF)

[Health & Safety Guidance for Restaurant Servers, Cooks and Dishwashers](#) (PDF)

[Health & Safety for Curbside Pick-up and Delivery](#) (PDF)

[CCOHS – Tips for Restaurants & Food Services](#) (PDF)

## Additional resources:

[City of Hamilton's COVID-19 Information from Public Health](#) (Webpage)

[Public Health Ontario's Guidance on Cleaning and Disinfection for Public Spaces](#) (PDF)