

Coronavirus Disease (COVID-19)

Key Principles for Restaurants, Café's & Pubs

STAY HOME if you are SICK



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

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

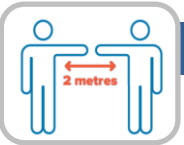
PRACTICE GOOD HYGIENE



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

- Provide alcohol-based hand sanitizer at entrances and posters reminding of the importance of handwashing/sanitizing following contact with common touch surfaces.
- Washrooms and dedicated hand washing sinks must have liquid soap, paper towels and warm running water at all times. Limit and monitor entry into washrooms.
- Employees must wash their hands with soap and water at the start and end of their shift, after using the bathroom, before eating, after returning from a break, and when hands are visibly soiled.
- Employees should avoid the use of hand sanitizer when handling food.
- There should be no sharing of cigarettes or vaping equipment.

MAKE SPACE BETWEEN PEOPLE



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

Order by the Provincial Health Officer

- There must be no more than 50% of the usual capacity of patrons present at one time in order to disperse patrons and maximize social distancing.
- There must be no special events held at the establishment that include more than 50 people.
- People sitting or standing at tables, bars and counters must maintain a distance of at least 2 metres from each other, unless they are in the same party; and from staff, and there must be no more than 6 people seated at one table.
- Use markers to promote physical distancing and encourage guests to sit outside when possible.

LEARN how to use PERSONAL PROTECTIVE EQUIPMENT



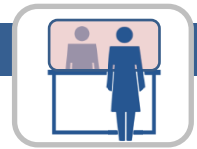
Learn how to choose and use Personal Protective Equipment correctly, know the limitations of PPE, and always have other controls in place.

- Service employees and food handlers are not required to wear gloves and/or masks unless they are normally used to perform job duties.
- In situations where the other controls cannot be maintained, service employees and food handlers may choose to wear non-medical masks; follow [WorkSafe BC Guidance](#) on mask use.

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MODIFY the ENVIRONMENT



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

- Protective shields of non-porous materials like plexiglass may be used in addition to physical distancing measures at customer service and point of sale areas.
- Where physical distancing cannot be maintained between employees, barriers of non-porous materials like plexiglass may be used between employee work stations.
- Encourage customers to book reservations as much as possible, have them wait outside until their table is ready, and encourage the use of touch-free payment options.
- Close buffets, salad bars, beverage stations, or any other self-service areas, and consider suspending valet and coat check services.

INCREASE SANITATION



Disinfect common touch surfaces frequently using a chemical that will destroy the Coronavirus (COVID-19).

- Keep separate cleaning supplies for front of house and back of house areas.
- In addition to following your regular cleaning activities, create a checklist of high-touch surfaces that must be cleaned and sanitized more frequently throughout the day.
- Most disinfectants typically used in food service establishments are sufficient to kill COVID-19 as long as manufacturer's instructions are followed; special products are not necessary.
- Make sure the appropriate contact time is met (i.e. surfaces must remain wet with disinfectant for the correct length of time in order to destroy any contamination).
- Surfaces that are dirty must be cleaned with soap and water first, before disinfecting.

MANAGE INFORMATION



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

- Place signs on front doors to tell anyone entering not to enter if they are feeling ill.
- **If in the ordinary course of business you collect information from patrons for the purpose of making reservations or seating patrons, you must collect the first and last name and telephone number or email address of one member of every party of patrons and retain this information for thirty days, in the event that there is a need for contact tracing on the part of the medical health officer.**
- Have team members or a manager keep daily records of the people who worked together and retain these records for at least 30 days.
- Maintain up-to-date and consistent messaging on websites, social media, emails, press releases, and during conversations with customers to ensure all details are aligned, timely and accurate.

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