Interim Guidance: Dining During the COVID-19 Pandemic – Indoor and Outdoor

Updated March 2, 2021

ALERT: Remain Cautious

In alignment with the State’s recommendations, San Francisco is reopening at the State’s Red Tier starting March 3, 2021. The decision to reopen balances the public health risks of COVID-19 transmission with the public health risks of economic and mental health stress.

Even though COVID-19 case rates have come down, there remains a risk that people who you come into contact with may have COVID-19. Most COVID-19 infections are caused by people who have no symptoms of illness. We also have confirmed there are new, more contagious virus variants in the San Francisco Bay Area and that some of these variants are more likely to cause serious illness and death in unvaccinated people. The opening of sectors does not necessarily signify that these activities are “safe.”

We have made our best efforts to create guidance to help these activities and sectors provide safer environments for workers and the public. However, this requires that everyone do their part to make these activities as safe as possible, including wearing masks that covers your mouth and nose especially when talking, avoiding indoor settings to the extent possible, maintaining at least 6 feet distance from those you don’t live with, avoiding get-togethers and gatherings to the extent possible, if you must gather minimize the amount of time you spend with people you don't live, getting tested and isolating if you are ill, and complying with additional health protocols required of open businesses. People at risk for severe illness from COVID-19 — such as unvaccinated older adults and unvaccinated people with health risks — and those who live with or care for them are urged to defer participating at this time in activities with other people outside their household where taking protective measures of wearing face masks and social distancing may be difficult, especially indoors or in crowded spaces.

AUDIENCE: All eating establishments that provide bona fide meals and their patrons.

NOTICE: This guidance was developed by the San Francisco Department of Public Health (SFDPH) for local use. It will be posted at http://www.sfcdcp.org/foodfacilities. Guidance in this document may be revised due to changes in the COVID-19 risk level tier for San Francisco as assigned by the California Department of Public Health.

Please see the associated changes in the Business Capacities and Activities Table (BCAT) at the top of this document.

BACKGROUND: With modified operations dining establishments are allowed to open for outdoor dining and indoor dining with modifications. Eating establishments are required to adhere to these guidelines and must monitor and comply with all applicable Health Directives (including Health Officer directive 2020-16, and any amendments), which are posted at http://www.sfdph.org/directives.must.provide guests with a copy of this document.
See the Indoor Dining Service section for information about seating capacity and the BCAT for the most current restrictions

<table>
<thead>
<tr>
<th>Summary of revisions since 1/27/2021</th>
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<tr>
<td>• Refer to the Business Capacities and Activities Table or BCAT (English, Chinese, Spanish, Tagalog, Vietnamese, Russian) for all current restrictions, limitations and suspensions.</td>
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<td>• Includes information about CA Notify and a recommendation to get a COVID-19 vaccination when it becomes available.</td>
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<td>• Requires additional signage, including signage describing the relative risks of dining out and with information telling employees who they can get a COVID-19 vaccination.</td>
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**GENERAL REQUIREMENTS**

### Definition of Bona Fide Meals

**Bona fide meals** means a sufficient quantity of food that it would constitute a main course. Dining Establishments should consult guidance from the State Department of Alcoholic Beverage Control on what constitutes a bona fide meal. The guidance can be found at [https://www.abc.ca.gov/what-is-required-to-be-considered-a-meal](https://www.abc.ca.gov/what-is-required-to-be-considered-a-meal). Serving prepackaged food like sandwiches or salads, or simply heating frozen or prepared meals, do not qualify as bona fide meals. The state Department of Alcoholic Beverage Control has stated that it will look at the totality of a licensed business’ operations in determining whether it is serving legitimate meals in a bona fide manner or if the food offered is a mere pretext for opening under the state’s Blueprint for a Safer Economy. The primary focus of the licensed premises should be on bona fide meal service, with the service of alcoholic beverages only as a secondary service in support of that primary focus.

### Who May Serve Bona Fide Meals

Bona fide meals may be served by the dining establishment or another person or business operating under an agreement with the dining establishment. The Dining Establishment **must have a valid permit to operate as a food establishment**, along with any other relevant permits normally required.

### Alcoholic Beverages

The sale of alcoholic beverages **without a bona fide meal is prohibited**, and each patron ordering an alcoholic beverage must also order a bona fide meal.

### Prepare and Post a Health and Safety Plan and Social Distancing Protocol

Each dining establishment must complete a Health and Safety Plan and post in a public location, and on the dining establishment’s website, if applicable. **Compliance with this requirement of the directive is required to maintain your food permit.** The Health and Safety Plan is in a checklist format and serves as a reminder of all the best practices that your business needs to follow including universal requirements such as requiring face coverings, **signage**, and enforcing six foot distances between people. A Social Distancing **Protocol** must also be completed and posted. The template is available at [https://www.sfdph.org/dph/alerts/files/C19-07-Appendix-A.pdf](https://www.sfdph.org/dph/alerts/files/C19-07-Appendix-A.pdf).
COVID-19 BASICS

People at risk for severe illness with COVID-19, such as unvaccinated older adults and unvaccinated people with certain medical conditions, as well as those who live with or care for them are strongly discouraged from participating in activities with other people outside their household where taking protective measures of wearing face masks and social distancing may be difficult, especially indoors or in crowded spaces.

How Does Covid-19 Spread?

Our current understanding is that COVID-19 is mostly spread from person-to-person in the air through virus-containing droplets in the breath of someone with COVID-19. These droplets enter the air when a person breathes. Even more droplets can get in the air when infected people talk, sing, cough, or sneeze. People with COVID-19 may have no symptoms and can still be breathing out virus-containing droplets that can infect others. Transmission can occur through:

- Larger droplets. These larger droplets are sometimes called “ballistic droplets” because they travel in straight lines and are pulled down by gravity. People nearby, usually within 6 feet, are infected when they breathe in these droplets or if the droplets land in their eyes, nose, or mouth.

- Smaller droplets or infectious particles. These can float in the air for a period of time and/or travel beyond 6 feet on indoor air currents, especially in enclosed spaces with poor ventilation. People sharing the same space are infected when they breathe in these smaller droplets and particles or the droplets or particles land on their eyes, nose, or mouth – even if they are further than 6 feet away. These droplets are sometimes referred to as “aerosols” or “bioaerosols”.

COVID-19 can also spread if a person touches their eyes, nose or mouth after touching a contaminated surface (also known as a fomite), however this is less common.

Basic Covid-19 Prevention

- **Wash your hands often with soap and water.** If soap and water are not available, use a hand sanitizer that contains at least 60% alcohol.

- **Avoid Close Contact.** To the greatest extent, maintain six feet of social distancing between yourself and the people who don’t live in your household.

- **Wear a Face Covering.** Cover your mouth and nose with a mask in public settings and when around people who don’t live in your household.

- ** Routinely clean and disinfect** frequently touched surfaces.

- **Monitor Your Health Daily.** Be alert of symptoms such as fever, cough, shortness of breath, or other symptoms. If you are experiencing any of these symptoms, stay home, and get tested.

CA Notify - Help Slow the Spread the COVID-19

CA Notify ([canotify.ca.gov](http://canotify.ca.gov)) is an app you can add on your smartphone. It uses Bluetooth technology to recognize when you and your phone have been in close proximity to others infected with COVID-19 to help stop the spread of the virus in our community.
If you are using CA Notify and you test positive, your diagnosis will not be shared with others. However, if other people were in close contact with you are also enrolled in the app, they will be told they had an exposure. They will be told the date of the exposure, but not the time, location or identity.

If you are using CA Notify and you were exposed to someone who tested positive and they entered their result into the app, you will be told the date of the exposure, but not the time, location or identity.

CA Notify is available through Apple and Google. See canotify.ca.gov for more information.

COVID-19 vaccine is here

The vaccine is one of the most important ways to end the pandemic. The FDA, CDC, and California’s own Scientific Safety Review Workgroup have reviewed data from clinical trials to ensure the safety and effectiveness of COVID-19 vaccines. We strongly encourage all persons to get vaccinated. The first vaccines approved in the US are about 95% effective in preventing sickness from COVID-19, however we do not know how well they prevent infections that do not cause symptoms. This means that we do not know how common it is for a person who got the vaccine to carry the virus and transmit to others, including those who have increased risk for severe illness or death. Therefore, it is still very important for those who are vaccinated, and for the rest of the population who waits for their vaccines, to continue using all the tools available to help stop this pandemic: wear a mask that covers your mouth and nose when outside your home, avoid get-togethers/gatherings, avoid being indoors with people you don't live with, stay at least 6 feet away from others, and wash your hands after touching shared objects or after touching your face. Find out more about the vaccine, including where and when to get it at: sf.gov/covidvax

If you have received the COVID-19 vaccine, please read more about whether you need to quarantine at: www.sfcdcp.org/quarantineaftervaccination

PREPARE

The Role of Ventilation

Good ventilation controls droplets and infectious particles to prevent COVID-19 transmission by:

- removing air containing droplets and particles from the room,
- diluting the concentration of droplets and particles by adding fresh, uncontaminated air,
- filtering room air, removing droplets and particles from the air.

Make Necessary Ventilation Improvements, If Feasible, Including:

- Open windows to increase natural ventilation with outdoor air when health and safety allow. When possible, consider also leaving room doors slightly open to promote flow of outdoor air through the indoor space.
  - Do not prop or wedge open fire doors. Continue to follow fire and building safety requirements.
  - If open windows pose a risk of falls for children, use window locks to keep windows from opening more than 4 inches, or other safety devices to prevent falls.
If your program has an HVAC system (sometimes called mechanical ventilation, forced air, or central air), follow the recommendations in SFDPH Ventilation Guidance. Prioritize maximizing the intake of outdoor air and minimizing recirculated air during the COVID19 pandemic. Recommendations include:

- Make sure the HVAC system is checked by a professional and is working properly.
- Open outdoor air dampers and close recirculation dampers (“economizers”). This will maximize the amount of outdoor air that the HVAC system takes in and minimize the amount of indoor air that is recirculated.
- If you can use higher-efficiency air filters without reducing airflow or damaging your HVAC system, use air filters rated MERV13 or better.
- Disable “demand-control ventilation controls” so fans keep running even when a room doesn’t need to be heated or cooled.
- Keep the HVAC system running even when the building is not being used, if you can. If your HVAC system has a timer, set it to run, at a minimum, from 1-2 hours before the building opens until 2-3 hours after everyone has left the building, including custodial staff.

Consider using portable air cleaners (“HEPA filters”).

If the establishment uses pedestal fans or hard mounted fans, adjust the direction of fans to minimize air blowing from one individual’s space to another’s space.

Email Ventilation questions to: dph.doc.ventilation@sfdph.org

Train Personnel

Ensure that all personnel are trained on the following protocols:

- Health and Safety Plan, Social Distancing, and Screening Protocols. Share information on COVID-19, how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.

- How to monitor social distancing and offer gentle reminders to patrons to maintain social distance, and wear Face Coverings. Patrons should maintain a distance of six feet if they are not in the same household while waiting in line for pick up, waiting to be seated, or waiting in line for the restrooms. Personnel should remind patrons that dancing, and other congregations, for example, standing and mingling away from their tables, is not permitted.

- Appropriate personal protective equipment, including the proper way to wear face coverings and use protective gloves.

- Cleaning and disinfection techniques, and the importance of disinfecting frequently touched surfaces. See CDC Guidance on cleaning.

- De-escalation with patrons who do not comply with policies and provide resources to personnel to address anxiety, stress, and mental health. Examples of trainings include de-escalation training from the National Restaurant Association. (https://www.servsafe.com/freecourses)

Recognize the fear in returning to work, communicate transparently, listen, and survey regularly.
• Employer or government-sponsored sick leave and other benefits the personnel may be entitled to receive that would make it financially easier to stay at home (see Paid sick leave in San Francisco). Remember that personnel cannot be fired due to COVID-19 results or needed time off for recovery. To access the links in this Guidance, please view it at www.sfcdcp.org/foodfacilities

Coordinate your Efforts

Assign a COVID-19 **Worksite Safety Monitor** who will:

• act as the staff liaison and single point of contact for Personnel at each site for questions or concerns around practices, protocols, or potential exposure.
• serve as a liaison to SFDPH. The liaison should train staff to advise patrons, if necessary, that the dining establishment will refuse service to the customer if they fail to comply with safety requirements.
• ensure patrons’ compliance with all aspects of the Health Safety Plan, such as wearing masks, preventing congregations or crowding, and generally maintaining social distance.
• When the designated Site Safety Monitor is not on duty (off work, sick or on vacations), assign another staff member to ensure compliance.

Mandatory Metering System

Ensure maximum Capacity Levels specified in the Business Capacities and Activities Table are not exceeded.

• Develop and implement a written procedure to track the number of persons entering and exiting the facility to ensure at or below allowable capacity.
• Consider designating personnel to monitor store capacity.
• Consider increasing the number of on-premises staff to prevent crowding situations during busy seasons.

Create a Safer Space

You may need to change the physical layout of your business to help social distancing for patrons and personnel. Modifications to consider include creating separate entrances and exits, marking spaces with tape or other decals to indicate six-foot distances, and erecting transparent shields around high patron contact areas such as checkout counters.

• **Redesign layout to allow for proper social distancing.** Space workstations at least six feet apart.
• **Create separate spaces for vendor pickups and/or deliveries, take-out, and dine-in protocols.** To the greatest extent possible, create separate paths for dine-in patrons, for payment and/or pickup if possible. Introduce clear signage for take-out versus dine-in areas. All lines should be formed outside.
• **Create sufficient space** to enable the **customer** to stand at least **six feet away** from the **cashier** while items are being paid for, or provide a physical barrier, for example, Plexiglas large enough to prevent transmission of respiratory droplets between the patron and the cashier.
• **Close areas** where patrons may *congregate, serve themselves*, or *touch items* that other guests may use. For example, *close salad bars, buffets, condiment caddies, and self-service food dispensers.*

• **Create markings** that indicate *6-foot distancing for patrons in various settings* (e.g. waiting to order, waiting for restroom, ordering take-out, or waiting to be seated). *Paths to restroom, pick-up/take out counters,* and *entrances/exits* must be *clearly marked.*

• **Post signage** reminding patrons of the *need to wear face coverings at all times* except while eating and drinking.

• Make sanitizer available at point of sales area and exits/entrances.

• Coat and bag checks must be closed.

PROTECT PERSONNEL

**Screen Personnel, Encourage Testing and Vaccination**

• **Conduct wellness checks for everyone** (employees, vendors, and delivery staff) before they enter the building. Screening instructions for personnel is found at [www.sfcdcp.org/screening-handout](http://www.sfcdcp.org/screening-handout). Establishments must exclude those who answer yes to any of the questions on the above form.

• **Encourage COVID-19 testing.** Many people with COVID-19 do not know they are sick because they have no symptoms, yet they can still infect others. Testing for COVID-19 is available in San Francisco. Healthcare providers in San Francisco are REQUIRED to test anyone with COVID-19 symptoms (see sfcdcp.org/covid19symptoms). If you want to get tested when you have no symptoms, health insurers in California are REQUIRED to pay for testing for essential workers including restaurant workers. If you choose to get tested when you have no symptoms, do not get tested more frequently than once every 2 weeks. If you are uninsured, you can get tested at CityTestSF ([sf.gov/citytestsf](http://sf.gov/citytestsf)).

• If you are feeling ill with cold or flu-like symptoms, you **MUST** get tested for COVID-19 and have a negative result before being allowed to go back to work (see sfcdcp.org/screen and sfcdcp.org/rtw). If you are feeling ill, get tested and DO NOT enter a business or organization unless it is for core essential needs (such as food, housing, health care, etc.) that you cannot obtain by any other means.

• **Take all possible steps to prevent getting sick.** Wear a face covering, practice good hand hygiene, stay physically distant from others (at least six feet), and do not approach the dining table until patrons are masked.

• Post signage informing employees how to report COVID-19 health order violations.

• Post signage providing employees with *information about how they can get a COVID-19 vaccination.*

• Strongly encourage all personnel to get a flu shot.
Require Masks and Other Protective Equipment

Everyone must wear face coverings at all times except when actively eating or drinking. This includes both personnel (vendors, delivery drivers) and patrons.

Servers and other “front-of-house” staff may choose to wear a more protective mask (“respirator”) instead of cloth face covering for increased protection while working indoors – especially if they are at high risk of having severe disease if they get COVID-19 (see www.sfcdcp.org/vulnerable). Check for NIOSH-approval of N95 Respirators if you are going to buy them. If you use an N95 Respirator with a valve, you must cover the valve with an additional face covering.

Consider Other Measures to Protect Personnel

- Limit in-person personnel gatherings (for example, staff meetings) to the greatest extent possible. Consider holding staff meetings virtually.
- Create additional shifts with fewer personnel to accommodate social distancing.
- Personnel should each have their own pen or pencil that is not shared.

SIGNAGE

Dining establishments must post signage stating the following. Sample signage will be available at https://sf.gov/outreach-toolkit-coronavirus-covid-19.

Several key signage requirements include:

Ventilation Checklist - Review the San Francisco Department of Public Health (SFDPH) Ventilation Guidance https://www.sfcdcp.org/COVID-ventilation and keep an annotated copy available. Ventilation guidance from recognized authorities such as the Centers for Disease Control, ASHRAE, or the State of California may be used instead.

- Post signage at public entrances and in all breakrooms indicating which of the following systems are used:
  - All available windows and doors accessible to fresh outdoor air are kept open
  - Fully operational HVAC systems
  - Appropriately sized portable air cleaners in each room
  - None of the above
- Doors and Windows required to be kept closed for fire/life safety purposes are exempt. For example, fire doors must remain closed. Make sure open windows do not create falling hazards especially for children
- If the dining establishment cannot implement any of these three measures due to smoke or other conditions, the establishment must temporarily close until one of the two other ventilation measures are implemented.

Conspicuously post signage around the Dining Establishment – including at all primary public entrances – reminding people to adhere to physical distancing, hygiene, and Face Covering Requirements and to stay at home when they feel ill. Posted signage must include a standalone sign bearing the message:
that (1) COVID-19 is transmitted through the air and the risk is much higher indoors and (2) unvaccinated older adults and unvaccinated individuals with health risks should avoid indoor settings with crowd. Examples of signs can be found at https://sf.gov/outreach-toolkit-coronavirus-covid-19. Post signage reminding Patrons and Personnel that COVID-19 can be spread by individuals who do not feel sick or show outward symptoms of infection.

- Posted signage describing risks associated with dining. This includes signage advising patrons dining outdoors is generally safer than dining indoors, recommending unvaccinated older adults and unvaccinated people with chronic conditions or compromised immune system and those who live with them not to dine out at this time, and that outdoor dining is generally safer with an at least six feet distance between seated patrons than closer arrangements using a barrier.

- Post signage informing patrons that they must be seated at tables to consume food or beverages, and that they must be at least six feet away from Patrons at other tables at all times.

- Post signage at tables reminding patrons to wear Face Coverings when interacting with staff (ordering or paying) and at all other times when they are not eating or drinking.

- Dining establishments offering alcoholic beverage service must post signage informing Patrons that they may not drink or carry open containers beyond the premises; and that alcoholic beverages may only be served with a meal.

- Sign templates can be found at: https://sf.gov/outreach-toolkit-coronavirus-covid-19

**DINING SERVICE – ALL ESTABLISHMENTS**

**Welcome Patrons**

- Eating establishments must verbally screen all patrons upon entry with the questions about COVID-19 symptoms and exposure to COVID-19. Facilities must ask the questions and relay the information found at: https://www.sfcdcp.org/screeningvisitors. Facilities must exclude those who answer yes to any of the questions on the above form.

- Advise Patrons that they must wear face coverings any time they are not eating or drinking, including but not limited to: While they are waiting to be seated; while reviewing the menu and ordering; while socializing at a table waiting for their food and drinks to be served or after courses or the meal is complete; and any time they leave the table, such as to use a restroom. Patrons must also wear face coverings any time servers, bussers, or other Personnel approach their table. Personnel must not approach a customer’s table until the customer has replaced their face covering.

**Adapt Reservation and Seating Process**

- Encourage reservations to limit crowds. Ensure that timing of reservations allows sufficient time for cleaning and disinfection between patrons.

- Ask Patrons to voluntarily provide a contact name and phone number for their group for possible contact tracing. Restaurants should keep this information on file for at least 3 weeks. Patrons are not required to provide contact information.
• Dining out with only members of your household helps to reduce your risk. People in the same party seated at the same table do not have to be six feet apart. See the BCAT for current restrictions.

• **All Patrons must be seated at a table to eat or drink.** Standing between tables or gathering in other areas of the dining establishment is not permitted. Patrons are not allowed to stand, gather, dance, or circulate between tables.

• Patrons may **not** be served food or beverages while waiting to be seated.

• **Plan** customer seating arrangements assigning each customer group to promote distancing.

• Consider having **Patrons seat themselves** by displaying table numbers. Have a greeter behind plexiglass assigning Patrons tables (after verbal screening for COVID-19).

• **Keep Personnel schedule records** in order to facilitate contact tracing.

• **Limit the number of staff serving each party** to reduce possible contacts. Ideally, one person should serve each table.

• **Tableside preparation or presentation of food tableside is prohibited.**

**Prevent Cross-Contamination from Touching Common Items**

• **Consider having electronic menus and/or electronic ordering** for patrons to view on their mobile devices. Alternately, provide laminated menus that are disinfected after each use.

• **Encourage Patrons to use touchless payment options** and sanitize any pens or other equipment after each use.

• **Discontinue presetting tables with utensils and glassware,** provide utensils in a prewrapped cloth or paper napkin and use disposable napkins or tablecloths where possible.

• **Cleaned flatware, stemware, dishware, etc., is covered** and kept away from Patrons and personnel until ready to use.

• **Disinfect dining location after every use.** This includes tables, chairs, and highchairs/boosters. Follow instructions on disinfectants, inform your guests to allow time to be disinfected.

• **Limit the number of passable objects on table** (No card stands, candles, flower vases) and provide condiments such as ketchup, mustard, hot sauce in single servings upon request.

• **Tablecloths must be changed after each use.**

• **Do not provide shared entertainment items** such as board games, pool tables, or arcade games.

• **Provide leftover containers only upon request.** Staff should not fill the leftover container. Each party should fill its own leftover containers. Any Personnel moving items used by patrons, dirty linens, or handling trash bags must wash hands after handling those items or use disposable gloves (and wash hands before putting them on and after removing them), and change aprons frequently.

• **Reusable customer items including utensils, food ware, breadbaskets, etc., must be properly washed, rinsed, and sanitized.** Use disposable items if proper cleaning of reusable items is infeasible.
OUTDOOR DINING SERVICE

Promote Outdoor Seating

- **If possible, prioritize outdoor seating areas for your Patrons.** Increasing evidence shows the COVID-19 virus can spread through the air. Fresh air is important, and outdoor settings are safer than indoor ones.

- **Patrons dining outdoors must remain outdoors** and may enter the establishment only to access a bathroom, to access an outdoor space that is only accessible by traveling through the restaurant, or to order or pickup food at an indoor counter.

Create a Safer Space

- **Barriers:** Dining establishments may install impermeable physical barriers between outdoor service tables to further protect Patrons and Personnel. The minimum six-foot distance between seated patrons must be maintained.
  - Outdoor dining establishments that were open before December 6, 2020 (i.e., when SF suspended outdoor dining) and placed outdoor barriers between tables in lieu of the 6-foot minimum distancing (in accordance with applicable permits and approvals), may continue to use barriers in lieu of 6-foot distancing.

- Barriers, area umbrellas, canopies, and other shade structures must allow the free flow of air through the area and must be consistent with guidance in Section 4.c of the Stay-Safer-At-Home Order.

- **Live entertainment that might increase the risk of COVID-19 transmission is prohibited.** For example, wind instruments, singing, or strenuous dancing or acrobatics are prohibited, while string instruments or piano are permissible.
  - Permissible live entertainment requires a JAM permit.

INDOOR DINING SERVICE

Reduce Seating Capacity

- **Dining establishments must limit the number of patrons.** Please see the BCAT for current restrictions.

- **Ensure that seated patrons maintain at least six feet distance from other Patrons seated at different service tables.** Use signage, ropes, removal of chairs, or other means to indicate which tables that are not available for use. For indoor establishments, impermeable barriers are not permitted as a substitute to maintaining six feet distance.

- **For establishments with multiple rooms, limit the capacity as noted in the BCAT.** This capacity limit includes outdoor dining patrons who may need to enter the building to order food or use the restroom, and patrons who may need to enter the building to pick up food or takeout.

- **Post the occupancy limit** at the entrance to the building.
Create a Safer Space

- **Seating arrangements should spread Patrons throughout the available interior space** to allow for maximum distance between Patrons.

- **Discontinue seating patrons in areas where they cannot maintain at least six feet of distance from Personnel work areas**, such as certain checkout counters or food preparation areas.

- **Entertainment is not permitted indoors at this time.** This includes live entertainment or televisions, or other types of screens.

- Service hours for food and beverage are limited by the [Health Directive](http://www.sfcdcp.org/). See the [BCAT](http://www.sfcdcp.org/) for current restrictions.

### Cleaning and Disinfection

**What and When to Disinfect**

- **Use disinfectants on frequently touched surfaces, but not for food contact surfaces.** For food contact surfaces, continue following state requirements for Cleaning and Sanitizing of Equipment and Utensils (California Health & Safety Code, Part 7 Chap. 5).

- **Disinfect highly touched surfaces once per hour.** Disinfection is most important on frequently touched surfaces such as tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc. Keep a bottle of disinfectant and cloth handy near intensely used areas such as payment areas.

- **Disinfect each customer seating location before opening each day and after every use,** including tables, chairs, booster seats, highchairs, booths, and the sides of such surfaces.

- **Frequently disinfect bathrooms, at least every four hours.** Conspicuously post the checklist inside each bathroom clearly detailing the dates and times the room was last cleaned, disinfected, or restocked.

**How to Disinfect**

- **Read and follow product label instructions for required protective equipment.** Gloves are frequently required to protect the users, long sleeves and eye protection are not uncommon.

- **Clean first, then disinfect.** Disinfectants do not work well on soiled surfaces. See SF DPH Cleaning Guidance.

- **Use the right product.** Choose EPA-registered disinfectants that are approved COVID-19. Find a complete list of approved products at [https://cfpub.epa.gov/giwiz/disinfectants/index.cfm](https://cfpub.epa.gov/giwiz/disinfectants/index.cfm); you may also check the SF Environment website for reduced risk products.

- **If concentrates must be used, follow dilution directions carefully and wear eye protection and gloves.** Follow label directions for products which require dilution. Measure, rather than "eye estimate" both the concentrate and the water; some suppliers have "Metered Dispensing Systems" which automate the measuring process. Don't forget to clearly label all containers with diluted products.
• Using too much product does not improve its performance and can create hazards for both the user and others who come into contact with treated surfaces. In the case of chlorine bleach please note that for COVID-19 the CDC specifies a different concentration of bleach (5 Tablespoons per gallon of water or 4 teaspoons per quart of water) than is used for other applications.

• Don’t wipe it off immediately. EPA approved disinfectants require a minimum contact time to be effective against the human coronavirus, and the disinfectant must be left on the surface for this amount of time before being wiped off.

FAQs

Q. How do I calculate the number of Patrons who can be in my restaurant?
A. Divide the established occupancy limit for the establishment by four. Do the same on a room-by-room basis, if your restaurant has multiple dining rooms. See the BCAT for current restrictions.

Q: I want to protect my workers as much as possible. What do I need to know about N95 and similar masks?
A: Choose an N95 respirator that is approved by the Center for Disease Control’s National Institute of Occupational Safety and Health (NIOSH). Follow manufacturer’s instructions. Do not share respirators. If N95 respirators are provided, CalOSHA requirements may apply (see https://www.dir.ca.gov/Title8/5144d.html). Because restaurant patrons will be removing their masks while eating and drinking and indoor interactions are riskier than outdoor interactions, servers and other “front-of-house” staff may choose to wear an N95 respirator instead of cloth face covering for increased protection while working indoors – especially if they are at high risk of having severe disease if they get COVID-19 (see www.sfcdcp.org/vulnerable). If N95 respirators are provided, CalOSHA requirements may apply (see https://www.dir.ca.gov/Title8/5144d.html). If using an N95 mask:

Choose NIOSH approved N95, N99, or N100, R99 or R100, or P99 and P100 respirators. The NIOSH Approval will tell you the protection of the respirator you are purchasing. Read and heed all instructions provided by the manufacturer on use, maintenance, cleaning and care, and warnings regarding the respirator’s limitations. Forthcoming information on how to safely use N95 masks will be posted at: www.sfcdcp.org/ppe

• Do not share respirators.

• If you use an N95 respirator with a valve, you must cover the valve with an additional face covering.

Q. Are we allowed to have buffet?
A. No, buffets are prohibited at this time due to the increased risk of transmission of COVID-19. Refer to the BCAT for current restrictions.

Q. Are patrons allowed tabletop/self-cook?
A. No, patrons are not allowed to tabletop/self-cooking to ensure proper ventilation in the dining space. Refer to the BCAT for current restrictions.
Q. How often should restrooms be disinfected?
A. Restrooms should be disinfected at the beginning of the workday (or done at closing) and should be disinfected every 4 hours.

Q. How often should we clean areas?
A. Disinfect high touch surfaces such as door handles, payment machines, counter tops, toilet seats, and faucets at least once per hour. Post a cleaning log conspicuously in each bathroom.

Resources

Stay informed. Information is changing rapidly. Useful resources can be found at:

- Printable resources such as signage
- San Francisco Department of Public Health (SFDPH)
  - https://www.sfcdcp.org/covid19
- Directive of the Health Officer of the City and County of San Francisco Regarding Best Practices for Dining Establishments.
- Apply for a Just Add Music (JAM) permit
  - https://sf.gov/provide-entertainment-or-amplified-sound-outdoor-space
- California Blueprint for a Safer Economy issued by the State of California
- Centers for Disease Control and Prevention (CDC)
  - List of Guidance documents (searchable)
  - Considerations for Restaurant and Bar Operators
  - Guidance for customers on reducing the risk of spreading COVID-19 when dining at a restaurant