COVID-19 INFORMATION

GUIDANCE FOR RESTAURANTS, CAFES, PUBS, AND BARS

Overview
Under current Chief Medical Officer of Health Orders, businesses and entities are required to:

- implement practices to minimize the risk of transmission of infection among attendees;
- provide procedures for rapid response if an attendee develops symptoms of illness;
- ensure that attendees maintain high levels of sanitation and personal hygiene;
- comply, to the extent possible, with the COVID-19 General Relaunch Guidance, this guidance, and any other applicable Alberta Health guidance found at Alberta.ca/BizConnect.

This document has been developed to support operators of restaurants, cafes, pubs and bars in reducing the risk of transmission of COVID-19 among attendees (including workers, volunteers, patrons and the general public). The guidance provided outlines public health and infection prevention and control measures, specific to these settings.

Operators are required to follow the Food Regulation and Food Retail and Foodservices Code and existing occupational health and safety requirements.

This document and the guidance within it is subject to change and will be updated as needed. Current information related to COVID-19 can be found at Alberta.ca/covid19.

COVID-19 Risk Mitigation

<table>
<thead>
<tr>
<th>Dining Areas</th>
</tr>
</thead>
<tbody>
<tr>
<td>There is no cap on capacity for restaurants, cafes, pubs and bars, as long as there is a two metre distance or appropriate barriers between dining parties:</td>
</tr>
<tr>
<td>- Dining parties may be up to 6 patrons; no more than 6 individuals are allowed to sit at larger tables.</td>
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<tr>
<td>- Diners should be reminded that it is recommended that only members of the same household or cohort family be seated together at a table.</td>
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<tr>
<td>- Arrange tables and chairs so that a two metre distance is maintained between each dining party.</td>
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<tr>
<td>- Aisles should be wide enough to allow room for people to maintain physical distancing. Consider using one-way traffic flow to help maintain distancing.</td>
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<tr>
<td>- Physical barriers should be installed where tables cannot be adequately separated. For example, heighten barriers between adjoined booths.</td>
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<tr>
<td>- Remove table condiments and other frequently touched items (for example, salt and pepper shakers, ketchup, hot sauce).</td>
</tr>
<tr>
<td>- Consider keeping music to a low volume to help patrons avoid leaning in to hear one another.</td>
</tr>
</tbody>
</table>
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**Entry and Waiting Areas**
- Post signs at the entrance reminding patrons that they should not enter if they have any symptoms of COVID-19.
- Where practical, control access to the dining area by asking patrons to wait to be seated.
- Ensure customers have space to maintain physical distancing in waiting areas.
- Encourage table reservations to prevent lineups. Consider adding a question to the table reservation process regarding symptoms of COVID-19, and ask guests with symptoms to rebook.
- Where possible, ask patrons to wait outside until their table is ready, and use technology to provide notice that a table is ready.
- Encourage patrons to wash their hands or use hand sanitizer with at least 60% alcohol content when entering and leaving.
- Mark floors to facilitate physical distancing in areas where line-ups occur, particularly in quick-service and take-out businesses.
- Keep any lineups away from dining areas.
- Provide signage and guidance to guests regarding ordering and mobile orders.

**Facility**
- Notify attendees of the steps being taken to prevent the risk of transmission and the importance of their roles in these measures.
  - COVID-19 signage should be posted in highly visible locations:
    - “Help prevent the spread” posters are available.
    - When possible, provide necessary information in languages that are preferred by attendees.
- Thoroughly sanitize each table after patrons leave.
- Washroom capacity should allow for distancing between guests. For example, consider closing alternate urinals.
- Washroom sanitation and supervision should be enhanced.
- Staff should perform hand hygiene frequently.
- Common touch devices, including digital ordering devices, bill presenters, self–serve beverage stations and touch-screen mobile ordering kiosks, must be regularly cleaned and disinfected.

**Service**
- In pubs and bars, patrons should not be permitted to line up to purchase beverages. However, pubs and bars may allow patrons to sit at the bar to consume food and/or beverages.
  - Consider removing chairs/stools to ensure there is room for physical distancing.
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- Wait staff and servers should try to maintain two metres of distance from patrons wherever possible. When maintaining two metres of distance or using a physical barrier is not possible, servers should wear a face mask.
- Where reusable menus are used, thoroughly clean and sanitize between clients. Paper menus must be discarded after use.
- Use rolled silverware and do not pre-set tables. The person performing this task must follow hand hygiene practices.
- If self-serve beverage refills are available, provide guests with a new cup. Do not allow the refilling of used cups by guests.
- Items such as condiments, utensils, napkins, cups, straws and lids should be dispensed by staff and not displayed in bulk for customer access.

Buffet and Self-Service

- In dining facilities in hotels and motels, offer prepackaged ‘grab and go’ meals.
  - Hotels and motels can also have patrons pre-order food items so that staff can pre-plate and pass to patrons.
- Buffet and self-service options may only be provided with the following additional precautions:
  - Staff members should serve food from the buffet line to patrons, wherever possible.
  - Where patrons serve themselves, provide hand sanitizer stations at the entrance and exit of the buffet areas.
- Have dedicated staff to:
  - require patrons to sanitize their hands before and after proceeding through the buffet area;
  - dispense plates, utensils, napkins, straws, stir sticks, etc., to patrons;
  - control patron flow (e.g., maintain one direction, orderly movement)
  - remind patrons to physically distance;
  - change out serving utensils after use by each patron or table group; and
  - remind patrons to use new plates, cutlery, cups, etc., when returning to the buffet area.
- Keep hand sanitizer away from open flames or heat sources (e.g., warming trays).
- Implement an enhanced frequency for changing out, or cleaning and sanitizing, of lids or tray covers.
- Have replacement items readily available for quick change out.
  - Consider using single use, disposable serving utensils.
  - Install extended sneeze guards.
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<tr>
<th>Entertainment</th>
<th>Facilities are open for dining, delivery and take out only.</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>At this time, dancing on dance floors, karaoke and other singing, shisha, hookah and water pipes are not permitted.</td>
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</tbody>
</table>