

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: <https://www.alberta.ca/biz-connect.aspx>.

This document has been developed to support operators of restaurants (including food trucks), 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: <https://www.alberta.ca/covid-19-information.aspx>

COVID-19 Risk Mitigation

General Guidance

- Encourage and facilitate staff and patrons to stay up to date with developments related to [COVID-19](#).
- Notify staff and patrons 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 clients.
- All Albertans must follow CMOH Order 05-2020, which establishes legal requirements for quarantine and isolation.
 - Anyone with symptoms of COVID-19; with a history of international travel in the last 14 days; or with close contact with a confirmed case of COVID-19 in the past 14 days must remain at home.

COVID-19 INFORMATION

GUIDANCE FOR RESTAURANTS, CAFES, PUBS, AND BARS

	<ul style="list-style-type: none"> Operators and attendees should keep up to date with the masking requirements set at the local level.
Entry and Waiting Areas	<ul style="list-style-type: none"> 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 waiting areas are not large enough to enable 2 metres of distancing, ask patrons to wait outside or in vehicles and text or call clients when their table is ready. Provide hand sanitizer with at least 60% alcohol content for attendees to use as they enter and exit. Mark the floor/ground to facilitate 2 metres physical distance in areas where line-ups occur, particularly at quick-service, food truck and take-out businesses. Keep any line-ups away from dining areas. Provide signage and guidance to guests regarding ordering and mobile orders.
Dining Areas	<p>There is no cap on capacity for restaurants, cafes, pubs and bars, as long as there is a 2 metre distance or appropriate barriers between dining parties:</p> <ul style="list-style-type: none"> No more than 6 individuals should be seated at a table; table size should facilitate physical distancing to the extent possible Arrange tables and chairs so that a 2 metre distance is maintained between each dining party. Aisles should be wide enough to allow room for people to maintain physical distancing. Consider using one-way traffic flow to help maintain distancing. Physical barriers should be installed where tables cannot be adequately separated. For example, heighten barriers between adjoining booths. Remind diners that it is recommended that only members of the same household or cohort are seated together at a table. Remove table condiments and other frequently touched items (e.g., salt and pepper shakers, ketchup, hot sauce). Consider keeping music to a low volume to help patrons avoid leaning in to hear each another. 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.

COVID-19 INFORMATION

GUIDANCE FOR RESTAURANTS, CAFES, PUBS, AND BARS

Service	<ul style="list-style-type: none"> • Use contactless payment and avoid cash payments, where possible. • In pubs and bars, patrons should not be permitted to lineup to purchase beverages. However, pubs and bars may allow patrons to sit at the bar to consume food and/or beverages. <ul style="list-style-type: none"> ○ Consider removing chairs/stools to ensure that there is room for physical distancing. • Wait staff and servers should try to maintain 2 metres of distance from patrons wherever possible. When maintaining 2 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. • Thoroughly sanitize each table after patrons leave. • 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.
Entertainment and Recreation	<p>Singing, playing wind instruments or performing dance in close proximity to others are considered to be higher-risk activities, and should be carefully managed:</p> <ul style="list-style-type: none"> • Organizers of these activities should adhere to the guidance for singing and vocal performance and instrumental music. • Singers and wind instrument musicians must keep 2 metres away from other performers and individuals at all times. • In indoor settings, groups should not sing or play wind instruments for more than 30 minutes at a time, with a 10 minute break afterwards to allow for air exchange in the room. • Singers/conductors should wear masks indoors both when singing and not singing. <ul style="list-style-type: none"> ○ A solo singer or vocalist can perform without a mask if alone in a dedicated space or room (e.g., a constructed acrylic plastic room). • Wind instrument musicians should cover the bell of their instrument with thin, tightly woven fabric covers while playing. • Karaoke should not occur at this time. • Audiences at performances should be strongly discouraged from singing along. • Informal singing activities (e.g. staff people singing happy birthday) should be avoided.

COVID-19 INFORMATION

GUIDANCE FOR RESTAURANTS, CAFES, PUBS, AND BARS

	<ul style="list-style-type: none"> Organized and structured entertainment or activities that do not promote gathering and allow for physical distancing to be maintained, such as darts, pool/billiards and VLT play, are permitted.
Capacity for Events/Gatherings	<ul style="list-style-type: none"> There is no cap on capacity for restaurants, cafes, pubs and bars, however restrictions set out for indoor and outdoor gatherings apply. <ul style="list-style-type: none"> An indoor event (e.g., wedding reception) cannot exceed 50 people, even when held in a restaurant with a capacity for more than 50 patrons. A facility that hosts a gathering may simultaneously serve additional guests who not part of the gathering. <ul style="list-style-type: none"> Gatherings that occur in a restaurant, café, pub or bar should be separate from other patrons or other gathering parties.
Mobile Operations	<ul style="list-style-type: none"> Mobile operations, such as food trucks, pub crawls and cycle pubs (e.g., tours on pedal cycles moving between establishments) are permitted but are expected to comply with the relevant measures in this guidance, and any other guidance that may apply when the activity occurs away from a restaurant, cafes, pub or bar. Food truck staff must be protected at food service windows. A barrier is strongly recommended at the point of ordering. To limit the need to shout out orders, food truck operators may choose to simplify the ordering process by having customers pre-order online or numbering the menu so patrons can indicate their order using their fingers.
Buffet and Self-Service	<ul style="list-style-type: none"> Consider offering prepackaged 'grab and go' meals. <ul style="list-style-type: none"> Patrons should pre-order food items so that staff can pre-plate and pass to patrons (for example, in a hotel or motel serving breakfast to guests). At this time, only organized, structured and supervised buffet and self-service options are permissible. Community and volunteer organizations, for example, should not provide buffets or self service options at this time. The following precautions apply to buffets or self-service: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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)

COVID-19 INFORMATION

GUIDANCE FOR RESTAURANTS, CAFES, PUBS, AND BARS

	<ul style="list-style-type: none"> ▪ 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. <ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> ○ Have replacement items readily available for quick change out. • Consider using single use, disposable serving utensils. • Consider installing extended sneeze guards.
<p>Facilities that Offer Hookah and Water Pipes</p>	<ul style="list-style-type: none"> • All staff should wear masks within the facility. • There should be an assigned employee who is responsible only for the picking up, cleaning and sanitizing of hookahs. • Hookahs should be immediately cleaned and sanitized after each use in a sink dedicated only for the cleaning of hookahs. • Hookahs should not be used by any other patron(s) before being cleaned and sanitized. • There should be one designated and identified area where used hookahs are placed and a separate designated and identified area where sanitized hookahs are placed to ensure that equipment is not reused before being cleaned and sanitized. • Equipment should be completely disassembled after each use to facilitate cleaning. • The entire device, including hollow and intricate cavities, must be thoroughly cleaned and sanitized. • After sanitizing, the equipment should be air dried and stored in manner that prevents external contamination. • Only disposable mouth tips and hoses should be used. All hoses and mouth tips should be disposed of immediately after each use. • Patrons should not be permitted to share mouth tips. • There should be no allowance for patrons to bring their own hookah pipes or other related equipment.
<p>Screening & Response Plan</p>	<ul style="list-style-type: none"> • Post signs that instruct those who are required to isolate to not enter or attend (if it is a walk-up facility). • Consider implementing active screening of patrons and staff for symptoms of fever, sore throat, cough, runny nose or difficulty breathing. <ul style="list-style-type: none"> ○ Operators may choose to use Alberta Health Daily Checklist.

COVID-19 INFORMATION

GUIDANCE FOR RESTAURANTS, CAFES, PUBS, AND BARS

	<ul style="list-style-type: none">○ The Alberta Health Services COVID-19 Self-Assessment tool can be used to arrange testing.● Develop a rapid response plan that sets out a fast-action plan for operators when a staff member shows symptoms or tests positive for COVID-19.● Staff should be familiar with and follow the rapid response plan if any person starts feeling symptoms during a shift. This should include:<ul style="list-style-type: none">○ Immediately isolating the person from others.○ Cleaning and disinfecting all surfaces that may have come into contact with the symptomatic person.○ Requiring hand hygiene and masking of the person.● The symptomatic person must isolate as soon as possible.
Contact Tracing	<p>To support public health contact tracing efforts in the event that a staff member or patron tests positive, operators should consider collecting the names and contact information of patrons and staff on shift.</p> <ul style="list-style-type: none">● Providing information is voluntary for patrons. An organization must obtain an individual's consent and notify them about the purpose and legal authority for the collection.<ul style="list-style-type: none">○ Any personal information that is collected for COVID-19 contact tracing can only be used for this purpose.

