

GUIDANCE FOR RESTAURANTS, CAFES, PUBS, AND BARS

Overview

Section 4 of Chief Medical Officer of Health Order 25-2020 sets out that businesses and entities must:

- 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/biz-connect.aspx.

The measures set out in this guidance, by virtue of being posted on Biz Connect, must be followed and have 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).

Operators are also required to follow any new, stronger public health measures set out in CMOH Order 02-2021 and existing requirements set out in the [Food Regulation](#), [Food Retail and Foodservices Code](#) and occupational health and safety legislation.

This document and the guidance within it are subject to change and will be updated as needed.

COVID-19 Risk Mitigation

General Guidance	<ul style="list-style-type: none">• 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.<ul style="list-style-type: none">○ COVID-19 signage should be posted in highly visible locations:<ul style="list-style-type: none">▪ “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.<ul style="list-style-type: none">○ 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.
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	<ul style="list-style-type: none"> • Operators and attendees must follow all indoor masking requirements set out in CMOH Order 02-2021. • All restaurants, cafes, bars and pubs that have a Class A, B or C liquor license are prohibited from serving liquor after 10:00 p.m. • All restaurants, cafes, bars and pubs that have a Class A, B or C liquor license are prohibited from allowing patrons to remain seated to eat or drink and from serving dine-in food or beverages after 11:00 p.m. <ul style="list-style-type: none"> ○ Take-out, delivery and drive-thru service may continue after 11:00 p.m. ○ Non-licensed restaurants and cafes do not need to close to dine-in food service at 11:00 p.m. Licensed facilities cannot stop serving alcohol and remain open past 11 p.m.
<p>Entry and Waiting Areas</p>	<ul style="list-style-type: none"> • Encourage table reservations to prevent lineups. <ul style="list-style-type: none"> ○ Consider adding a question to the table reservation process regarding symptoms of COVID- 19, and ask guests with symptoms to rebook. ○ Remind guests that diners will only be seated with members of their same household or individuals that live alone may be seated with up to two others. • 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.
<p>Dining Areas</p>	<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"> • Patrons may eat or drink alone or with members of their household only. <ul style="list-style-type: none"> ○ A person who lives alone may only dine with the one or two other people with whom they regularly interact. • No more than 6 individuals should be seated at a table.

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	<ul style="list-style-type: none">• Arrange tables and chairs so that a 2 metre distance is maintained between each dining party at all times.• 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.• 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 must allow for distancing between guests. For example, consider closing alternate urinals.• Washroom sanitation should be increased 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	<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 line up to purchase beverages. However, pubs and bars may allow patrons from the same household (and those that live alone with up to two others) to sit at the bar to consume food and/or beverages.<ul style="list-style-type: none">○ Multiple households can sit along the bar so long as each household is separated by 2 metres or a physical barrier.○ 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.

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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Live performances of any kind (musical, comedic, theatrical) are prohibited. • The use of billiards, arcade, video or dart games and video lottery terminals (VLTs) are prohibited.
Capacity for Events/Gatherings	<ul style="list-style-type: none"> • There is no occupancy limit for restaurants, cafes, pubs and bars. <ul style="list-style-type: none"> ○ The total occupancy is only limited by the number of tables that can be safely set to allow dining parties to be 2 metres from one another; or protected by adequate physical barriers. • There can be no events or gatherings with members who are not from the same household (e.g., wedding receptions, banquets).
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. <ul style="list-style-type: none"> ○ Bookings of pub crawls and cycle pubs must be limited to members of the same household only. • 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). • Organized, structured and supervised buffet and self-service options are permissible in restaurants, cafes, pubs and bars. <ul style="list-style-type: none"> ○ Community and volunteer organizations should not provide buffets or self-service options this time. • The following measures 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.

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	<ul style="list-style-type: none">○ 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)▪ 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.<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.
Facilities that Offer Hookah and Water Pipes	<ul style="list-style-type: none">● Only members of the same household (or those that live alone with up to two others) may share hookah or water pipes. However, it is strongly recommended that individuals do not share hookah or water pipes with others at any time.● All staff should wear masks within the facility.● There must be an assigned employee who is responsible only for the picking up, cleaning and sanitizing of hookahs.● Hookahs must be immediately cleaned and sanitized after each use in a sink dedicated only for the cleaning of hookahs.● Hookahs must 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.

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	<ul style="list-style-type: none"> • 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. ○ 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.
<p>Collecting Patron Information for Contact Tracing</p>	<p>Operators of any establishment where a patron is served food and beverages while seated must collect:</p> <ul style="list-style-type: none"> • the name, phone number, and date and time of service from one member of every dining party, as well as for staff on shift. • This information must be retained by the operator for 28 days. • This information must only be used for the purposes of public health contact tracing efforts in the event that a staff member or patron tests positive.