

## COVID-19 INFORMATION

# GUIDANCE FOR FOOD SERVICE AND SALES

### Overview

Chief Medical Officer of Health (CMOH) Order 25-2020 requires businesses and entities 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 any applicable Alberta Health guidance found at: [alberta.ca/biz-connect.aspx](https://alberta.ca/biz-connect.aspx).

Where any part of this guidance is inconsistent or in conflict with enhanced or stronger public health restrictions set out in another CMOH Order, the enhanced or stronger public health measures would prevail. Operators are also required to follow the [General Operational Guidance](#) and any other applicable CMOH orders.

This document has been developed to support operators of restaurants (including food trucks), cafes, pubs, bars, food courts, dining halls, grocery stores, establishments offering food and/or drink sampling (e.g., at a grocery or liquor store) in reducing the risk of transmission of COVID-19 among attendees (including diners, waitstaff, kitchen staff, other workers, volunteers and the general public). The guidance provided outlines public health and infection prevention and control requirements specific to these settings and activities.

### This guidance applies in all areas of Alberta.

In all settings, it is important that measures are implemented to reduce the risk of transmission of COVID-19. This includes, but is not limited to ensuring: physical distancing, barrier use (where appropriate), proper hand hygiene and respiratory etiquette, enhanced cleaning and disinfecting, records management and building maintenance (e.g., ventilation).

### COVID-19 Risk Mitigation

#### General Advice for Food Service and Sale Businesses

- Food service businesses can only be open for take-out, drive-through, or delivery.
- All staff are required to wear a face mask indoors and outdoors.
  - Operators who have staff who are not able to mask must otherwise protect the worker, other staff and patrons from infection.
- Operators are required to follow any existing requirements set out in the [Food Regulation](#), and [Food Retail and Foodservices Code](#).
- Operators must have plans for a rapid response if an attendee becomes symptomatic while at the location. For more information on what this must include, see the [General Operational Guidance](#).

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	<ul style="list-style-type: none"> <li>Operators must ensure that ventilation systems are operational and functioning optimally. Refer to the <a href="#">General Operational Guidance</a> for more information on ventilation.</li> </ul>
<b>Entry and Waiting Areas</b>	<ul style="list-style-type: none"> <li>Limit the amount of time that patrons spend inside the location of the food service business, for example by:                             <ul style="list-style-type: none"> <li>Advising patrons of phone and online ordering options, where available.</li> <li>Offering curbside pick-up.</li> <li>Where possible, having options for patrons to wait outside, physically distant.</li> <li>Asking patrons to wait in their vehicles and text patrons when their food is ready.</li> </ul> </li> <li>Where possible, establish different doors for entry and exit.</li> <li>Establish measures in the indoor areas of food service businesses to support physical distancing, such as barriers and floor markings.</li> </ul>
<b>Service</b>	<ul style="list-style-type: none"> <li>Staff delivering or providing food to patrons must maintain 2 metres' distance from the patrons and all other staff at all times.                             <ul style="list-style-type: none"> <li>Where possible, operators of food service businesses should offer contactless delivery options.</li> </ul> </li> </ul>
<b>Entertainment and Recreation</b>	<ul style="list-style-type: none"> <li>Operators are prohibited from offering entertainment amenities at their food service and sale establishment, including billiards or darts, access to video lottery terminals, or live entertainment such as performances, comedy nights, pub trivia, etc.</li> </ul>
<b>Events and Gatherings</b>	<ul style="list-style-type: none"> <li>No facilities or operators can host indoor gatherings, meetings, or events (e.g., wedding receptions, banquets, work lunches).</li> </ul>
<b>Grocery Stores and Retail</b>	<ul style="list-style-type: none"> <li>Operators must also follow <a href="#">Guidance for Retail Businesses</a> as it relates to customer service, transactions and retail elements of their business.</li> </ul>
<b>Buffet and Self Serve</b>	<ul style="list-style-type: none"> <li>Hotels and other lodgings that offer complimentary breakfast must offer prepackaged 'grab and go' meals instead of seated dining.</li> <li>Buffets are not permissible at this time.</li> </ul>
<b>Food Catering</b>	<ul style="list-style-type: none"> <li>Caterers must confirm with clients that the total number of attendees (including patrons, catering staff, etc.) will not exceed <a href="#">current gathering limits</a> in the region where the event occurs.                             <ul style="list-style-type: none"> <li>Food caterers cannot accept bookings that exceed these limits.</li> </ul> </li> </ul>
<b>Mobile Options</b>	<ul style="list-style-type: none"> <li>Mobile operations, such as food trucks 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.</li> <li>Cycle pubs and pub crawl buses are not permitted to operate at this time.</li> </ul>

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View the current version of this publication at <https://open.alberta.ca/publications/covid-19-information-guidance-for-food-services-and-sales>

	<ul style="list-style-type: none"> <li>• Food truck staff must be protected at food service windows. Distancing is required and a barrier is strongly recommended at the point of ordering.</li> <li>• To limit the need to shout out orders, food truck operators may simplify the ordering process by having customers pre-order online or numbering the menu so patrons can indicate their order using their fingers.</li> </ul>
<p><b>Food Sampling and Beverage Tasting</b></p>	<ul style="list-style-type: none"> <li>• No food service business can offer dine-in food or beverage sampling.             <ul style="list-style-type: none"> <li>○ In food retail stores, vendors can provide samples for consumption in the store; however, the store operator cannot offer designated dining areas for people to consume samples.</li> </ul> </li> <li>• Retail and other settings where food and beverage sampling is required must also follow these precautions:             <ul style="list-style-type: none"> <li>○ A designated individual (e.g. server) should prepare and serve all food and beverage samples.</li> <li>○ Servers should avoid plating multiple samples in advance. If multiple samples are to be prepared in advance, they must be protected from contamination (e.g., sealed container) and removed one at a time to be served.</li> <li>○ Food samples should be served in individual portions.</li> <li>○ For beverage tasting, identify or initial any reusable individual glasses to avoid mix-ups. Consider providing a new or clean/sanitized glass or cup for each tasting.</li> <li>○ Where beverages are poured into a glass/cup that a customer has already used (smelled, tasted from, etc.), the beverage bottle/tap should never touch the rim of the patron’s glass/cup.</li> <li>○ Servers must not touch beverage container necks or the rims of cups/glasses with their hands when pouring samples of a beverage.</li> <li>○ Discourage patrons from sharing the same cup or glass, even if they are from the same household.</li> <li>○ In situations where patrons may spit out their beverage after tasting (e.g., wine), operators should provide single-use, disposable cups in place of communal or shared spittoons or spit buckets.</li> </ul> </li> </ul>
<p><b>Hookah and Water Pipe Use</b></p>	<ul style="list-style-type: none"> <li>• Indoor use of hookah or water pipes is currently prohibited.</li> </ul>
<p><b>Malls</b></p>	<ul style="list-style-type: none"> <li>• Restaurants in mall food courts may be open for take-out services, but indoor seated dining is not permitted.             <ul style="list-style-type: none"> <li>○ Indoor mall food court seating must be closed at this time.</li> </ul> </li> </ul>

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

Last Revised: May 2021