

STAGE 2: 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.

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, wait staff, 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.

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

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| General Advice for Food Service and Sale Businesses | <ul style="list-style-type: none">• Food service businesses can be open for indoor and outdoor dining, take-out, drive-through, or delivery.• There is no capacity limit for restaurants, cafes, pubs and bars, as long as there is a 2-metre distance or impermeable barriers between dining parties.<ul style="list-style-type: none">○ Any barriers must extend above the heads of diners while seated, as well as behind and in front of them – as appropriate - to protect adjacent patrons.• For in-person service, a dining party is restricted to 6 persons per table.<ul style="list-style-type: none">○ Members of dining parties may be from the different households.• All licensed establishments must end liquor service at 11:00pm, close to in-person dining by 12:00 am, and remain closed until 4:00am.<ul style="list-style-type: none">○ They may remain open past 12:00 am for delivery, drive-through or takeout. |
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| | <ul style="list-style-type: none">• Patrons are required to:<ul style="list-style-type: none">○ wear a mask at all times when indoors (e.g., when ordering food, paying, or using the washroom), except when seated at their table; and○ stay seated at their own table and not interact with other dining parties.• Staff are required to wear a face mask indoors and outdoors.<ul style="list-style-type: none">○ 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.• Operators must ensure that ventilation systems are operational and functioning optimally. Refer to the General Operational Guidance for more information on ventilation. |
| Contact Tracing | <ul style="list-style-type: none">• The following contact information must be collected from each member of the dining party for in-person dining:<ul style="list-style-type: none">○ Their first and last name.○ Their phone number and address.○ The date and time that they attended the food service business.• Operators must retain this information for 28 days, for contact tracing purposes only.• Operators are encouraged to post signs at the restaurant entrance and on their website to remind patrons of this requirement.• Quick service restaurants that provide accelerated service for takeout/drive-through, with minimal table service (e.g. fast food restaurants or food courts), are encouraged but not required to collect and store this information. |
| Entry and Waiting Areas | <ul style="list-style-type: none">• 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">○ Advising patrons of phone and online ordering options, where available.○ Offering curbside pick-up.○ Where possible, having options for patrons to wait outside or in their vehicles.• Where possible, establish different doors for entry and exit. |

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| | <ul style="list-style-type: none"> Establish measures in the indoor areas of food service businesses to support physical distancing, such as barriers and floor markings. |
| Service | <ul style="list-style-type: none"> 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"> Where possible, operators of food service businesses should offer contactless delivery options. Table-side cooking or food preparation by a chef or staff member is only permitted if the chef(s) and/or staff member who participates wears a mask at all times. |
| Entertainment and Recreation | <ul style="list-style-type: none"> Operators are permitted to open Video Lottery Terminals (VLTs) to patrons. Refer to the Guidance for Casinos, VLTs and Bingos for more information. Non-performative DJs, pre-recorded music, or juke boxes are permitted for in-person dining. <ul style="list-style-type: none"> Consider keeping music to a low volume to help patrons avoid leaning in to hear each another. Operators are prohibited from offering other entertainment amenities at their food service and sale establishment, including billiards or darts, or live entertainment such as performances, comedy nights, pub trivia, etc. |
| Grocery Stores and Retail | <ul style="list-style-type: none"> Operators must also follow Guidance for Retail Businesses as it relates to customer service, transactions and retail elements of their business. |
| Buffet and Self Serve | <ul style="list-style-type: none"> Buffets are allowed so long as operators follow these additional measures: <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; 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. 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; Direct patron flow (e.g., maintain one-direction, orderly movement) and remind patrons to physically distance; 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. |

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| <p>Food Catering</p> | <ul style="list-style-type: none"> • Caterers must confirm with clients that the total number of attendees (including patrons, catering staff, etc.) will not exceed current gathering limits. <ul style="list-style-type: none"> ○ Food caterers cannot accept bookings that exceed these limits. |
| <p>Mobile Options</p> | <ul style="list-style-type: none"> • 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. • Cycle pubs and pub-crawl buses are permitted to operate at 1/3 seating capacity. • Food truck staff must be protected at food service windows. Distancing is required and a barrier is strongly recommended at the point of ordering. <ul style="list-style-type: none"> ○ 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. |
| <p>Food Sampling and Beverage Tasting</p> | <ul style="list-style-type: none"> • Settings where food and beverage sampling is offered must also follow these precautions: <ul style="list-style-type: none"> ○ A designated individual (e.g., server) should prepare and serve all food and beverage samples. ○ 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. ○ Food samples should be served in individual portions. ○ For beverage tasting, identify or initial any reusable individual glasses to avoid mix-ups. ○ 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. ○ Servers must not touch beverage container necks or the rims of cups/glasses with their hands when pouring samples of a beverage. ○ Discourage patrons from sharing the same cup or glass, even if they are from the same household. ○ 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. |
| <p>Hookah and Water Pipe Use</p> | <ul style="list-style-type: none"> • Only members of the same household may share hookah or water pipes. <ul style="list-style-type: none"> ○ The operator must provide each patron with their own mouth piece. |

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| | <ul style="list-style-type: none">• Operators must ensure that hookahs are completely disassembled, cleaned and sanitized between patrons. Hygiene practices include cleaning hollow and intricate cavities.• There must be an assigned employee who is responsible only for the picking up, cleaning and sanitizing of hookahs.• Operators must ensure that clean and used hookahs and water pipes are stored separately• Only disposable mouth tips and hoses should be used. All hoses and mouth tips should be disposed of immediately after each use.• Operators must not allow patrons to bring their own hookah pipes or other related equipment. |
| Malls and Food Courts | <ul style="list-style-type: none">• Restaurants in food courts may be open for in-person dining and take-out services.• For food courts located in malls, the overall capacity limit for the shopping mall ($\frac{1}{3}$ fire code occupancy) must be followed. |
| Dinner Theatre | <ul style="list-style-type: none">• Dinner theatres are permitted to have attendance up to 1/3 fire code occupancy when:<ul style="list-style-type: none">○ Dining parties are only made up of a single household (up to 6 individuals) or close contacts (up to 3 individuals);○ There is no mixing between dining parties;○ Individuals wear a mask to access buffets;○ Individuals wear a mask during the performance (food and beverages are consumed prior to the performance or in the intermission); and○ There are flow patterns to ensure no mixing between dining parties when accessing buffets. |

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

Last Revised: June 2021