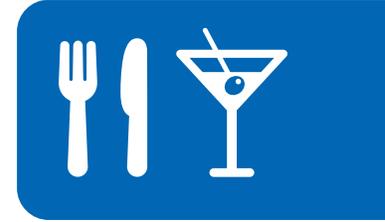


Guidelines for restaurants and bars



Operator Information: Stage 3

July 31, 2020

The Ontario government has provided a [Framework for Reopening our Province](#). Peel Public Health is committed to supporting local businesses to safely reopen in line with the Framework. This guidance document provides you with the information you need to reopen your restaurant, or other food premises to **include indoor dining**. This guidance is not intended to supersede the regulations in place by the Government of Ontario.

Restaurants, bars, food trucks, concession stands and other food and drink establishments (e.g., wineries, breweries and distilleries or food service in a banquet facility) can open for dining in both indoor and outdoor areas, when public health and provincial guidance is followed.

Buffet style service is not yet permitted.

Note: Nightclubs are not yet safe to open, except for the purpose of serving food or drinks to patrons in accordance with the conditions that apply to restaurants and bars.

Physical distancing of two metres between patrons from different households or social circles also continues to apply to restaurants/bars, food trucks, food courts, concession stands and tours, including tastings at wineries, breweries and distilleries.

There is no requirement for those restaurants whom were operating prior to the pandemic to be inspected by Peel Public Health before reopening. However, if you have a new restaurant, you must contact Peel Public Health before opening to arrange for an inspection.

Please note that future Provincial announcements may contain conditions which may result in amendments to this document.

We're making progress in the battle to recover from COVID-19, but we continue to see new cases in Peel. As our communities reopen, our actions will determine how fast and how well Peel recovers. Commit to the Core Four steps to help us overcome COVID-19. The four steps include:

1. **Stay apart** Maintain 2-metres distance from everyone outside your safe social circle.
2. **Lather up** Wash your hands often with soap and water or use hand sanitizer.
3. **Mask up** Wear a non-medical mask where maintaining physical distancing is difficult and where masks are mandatory. Protect the supply of medical grade masks for health care workers.

4. **Get tested** If you think you might have COVID-19 or have been exposed to it you should get tested. While waiting for test results, stay home, self-isolate and prevent potential spread.

The first step to control risks in a workplace is to identify them. For COVID-19, the risks are related to how the virus spreads.

COVID-19 can be spread at the workplace in two main ways:

- person to person, especially by people who are in close contact
- by surfaces or objects that are contaminated and then people touch their face with contaminated hands

Note: It is possible for COVID-19 to be spread by people who do not appear to have symptoms. Act as if everyone is infected when setting up public health measures in your premises.

Anyone who operates a restaurant or food service is required to do so in accordance with [Ontario Regulation 493/17: Food Premises](#). In addition, the [Occupational Health and Safety Act](#) states that all employers must take every reasonable precaution to protect the health and safety of workers which includes protecting workers from hazards posed by infectious diseases such as COVID-19.

If your restaurant or bar has been closed for a period of time, the drinking water system plumbing, including appliances (dishwashers, coffee machines) and storage devices, should be thoroughly flushed to ensure stagnant water has been removed from the plumbing. Flush the cold-water lines first, and then the hot water lines. Note: the hot water tank can be drained directly; if not drained, roughly 45 minutes will be needed to flush a typical 40-gallon hot water tank. Access [guidance](#) from Public Works on safely reopening a facility's drinking water and wastewater systems, and other related maintenance.

This guidance document is not a legal document. For legal information, owners and operators are advised to seek legal advice.

To further reduce the risk of spreading COVID-19, we are recommending the following:

Indoor dining area

- Permitted in Stage 3 of reopening.
- The use of non-medical masks or face coverings are required in all indoor public spaces. Operators are required to develop a policy and protocols on the wearing of masks for staff and customers, except when eating. Visit the website of your local municipality: [Brampton](#), [Caledon](#), and [Mississauga](#) for information about the mandatory bylaw.
- Non-medical masks/face coverings are mandatory for staff in any areas in which patrons interact with one another or with staff members, or areas that are open or accessible to the members of the public. Staff who are exempt from wearing a mask/face covering should be given a task with no interaction with the patrons and be able to maintain 2 metres (6 feet) away from other staff.
- A face shield is not a mask. If a patron/staff member chooses to wear a face shield, they must also wear a mask/face covering.
- Masks are required when entering the restaurant, waiting in the reception area, going to the washroom and walking around inside.
- Masks are not required while eating or drinking.
- You are not required to provide non-medical masks/face coverings to patrons, but can provide them if you wish.
- Post signage in your food establishment on the Core Four steps that staff and patrons must follow, in addition to self screening and maintaining physical distancing. [Sample signage](#).
- Rearrange and/or remove seating and tables, or mark as unavailable, to ensure there is a minimum of 2 metres/6 feet between customers seated at different tables. Appropriate barriers can be used in situations where adequate distancing between seated patrons is not possible; use plexiglass or some other impermeable barrier (e.g. between back to back booths). Install barriers to protect staff (e.g. host/hostess desk).
- Patrons must be seated at all times in any area of the establishment in which food or drink is permitted except,
 - i. while entering the area and while moving to their table,
 - ii. while placing or picking up an order,
 - iii. while paying for an order,
 - iv. while exiting the area,
 - v. while going to or returning from a washroom,
 - vi. while lining up to do any of the above or,
 - vii. where necessary for the purposes of health and safety.
- Occupancy limits should be reduced to a maximum number where physical distancing can be easily maintained.

Please note: recommendations regarding maximum occupancy is subject to change at any time. Operators must follow recommendations provided by Peel Public Health.
- No more than 10 people can sit together at the same table.
- Co-mingling between patrons of different groups should be avoided.
- Diners should be reminded that it is recommended that only members of the same household or social circle be seated together at a table.
- Limit the time servers spend within two metres/six feet of customers.
- Allow space for the safe circulation of customers and staff.
- Consider a reservation system to avoid lines of waiting customers.

Indoor dining area

- Consider opening doors and/or windows to increase ventilation for any indoor operations.
- Customers may not be admitted if there is not an available seat or if the capacity is full.
- If bar seating is used for patrons, ensure seats for separate groups are at least 2 metres (6 feet) apart. Bartenders must maintain physical distancing when serving customers or alternatively a barrier may be used.
- Install floor markers for any area where a line-up may occur in order to maintain physical distancing.
- Provide direction to customers. Install directional arrows (i.e. at entrance/exit) if possible.
- Ensure staff are properly trained on how best to serve food, maintain safe physical distancing and avoid unnecessary handling (e.g. serve to front of table and let customers distribute, avoid handling coffee cups when refilling, let customer fill/pack leftovers in containers). Refer to the next section for more details.
- Buffet style service is not allowed.
- Operators must record the name and contact information of every patron who enters an indoor or outdoor dining area in the establishment, other than patrons who temporarily enter the area to place, pick up or pay for a takeout order. The records must be kept at least one month. Operator must only disclose the records to a medical officer of health or an inspector under the Health Protection and Promotion Act on request.
- Operator must ensure these records are kept in a secure location.

Outdoor dining area

- Staff must wear face masks/face coverings indoors and outdoors in public areas. A policy must be in place for persons entering a commercial establishment if not wearing a non-medical face mask/face covering.
- Visit the website of your local municipality: [Brampton](#), [Caledon](#), and [Mississauga](#) for information about the mandatory bylaw.
- Patrons on the patio are not required to wear a mask/face covering.
- A policy must be in place for persons entering a commercial establishment if not wearing a non-medical face mask/face covering. Consideration must be taken for persons with exemptions and best efforts shall be made to only allow entry to persons wearing a nonmedical mask or face covering.
- Post signage in your outdoor dining area on the [Core Four](#) steps that staff and patrons must follow.
- Take appropriate measures to ensure there is at least 2 metres (6 feet) being maintained between patrons seated at one table and patrons seated at surrounding tables. Appropriate barriers can be used in situations where adequate distancing between seated patrons is not possible; use plexiglass or some other impermeable barrier (e.g. between back to back booths).
- Diners should be reminded that it is recommended that only members of the same household or [social circle](#) be seated together at a table. No more than ten customers should be seated at each table.
- If the outdoor dining area is covered by a roof, canopy, tent, awning or other element, at least two full sides of the outdoor dining area must be open to the outdoors and must not be substantially blocked by any walls or other impermeable physical barriers.
- If the outdoor dining area is equipped with a retractable roof and the roof is retracted, at least one full side of the outdoor dining area must be open to the outdoors and must not be substantially blocked by any walls or other impermeable physical barriers. All patrons must be seated when eating or drinking at the establishment.
- Keep tables/chairs well away from high traffic areas.

Outdoor dining area	<ul style="list-style-type: none"> • Aisles should be wide enough to allow room for people to maintain physical distancing. • Install <u>physical distance</u> markers such as lines separated by 2 metres/6 feet or directional arrows to ensure a 1-way flow of people. • Consider keeping music to a low volume to help patrons avoid leaning in to hear one another. • Only allow reservations and asking screening questions during the reservation process regarding symptoms of COVID- 19. Ask guests with symptoms to rebook. • Recommend patrons make contactless payments either by credit or debit card.
Entry and waiting area	<ul style="list-style-type: none"> • <u>Non-medical</u> masks or face coverings are required in all indoor public spaces. Operators are required to develop a policy and protocols on the wearing of masks for staff and customers, except when eating. Visit the website of your local municipality: <u>Brampton</u>, <u>Caledon</u>, and <u>Mississauga</u> for information about the mandatory bylaw. • Post signage in your food establishment on the <u>Core Four</u> steps that staff and patrons must follow • Post screening <u>signage</u> at the entrance reminding patrons that they should not enter if they have any symptoms of COVID-19. • Remove waiting area seating and create a process to ensure that customers stay separate and maintain physical distancing while waiting to be seated. • Patrons are to wait outside until their table is ready and use technology to provide notice that a table is available. • 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. • Keep any lineups away from dining areas. • Provide signage and guidance to guests regarding ordering and mobile orders.
Facility	<ul style="list-style-type: none"> • Notify attendees of the steps being taken to prevent the risk of transmission and the importance of their roles in these measures. COVID-19 <u>signage</u> should be posted in highly visible locations. • Washroom capacity should allow for distancing between guests. For example, consider closing alternate urinals. You may consider limiting washrooms to one guest at a time. • Operators should increase the frequency of <u>environmental cleaning and disinfection</u> for all common areas like kitchens and washrooms. • Follow manufacturer instructions and train staff on use of cleaners and disinfectants. Ensure adequate contact time of the chemical is achieved. • Update protocols for cleaning/disinfecting surfaces and equipment: <ul style="list-style-type: none"> o Give attention to key touch points and objects (e.g. food contact surfaces, hand contact areas, door handles, switches, tabletops, chairs, sneeze guards, restrooms, taps, utensils and dispensers). o Ensure shared equipment such as credit card machines and cash registers are cleaned and sanitized between uses. o Make sure that tables are cleaned and sanitized between each sitting. • Maintain cleaning and sanitation logs. • Supply dispensers for hand sanitizer (at least 60% alcohol concentration) to staff and customers, including at the door. • Encourage physical distancing of patrons in line ups (e.g. washrooms, waiting for tables).

Facility	<ul style="list-style-type: none"> • Only use disinfectants with a Drug Identification Number (DIN) and labelled as a broad-spectrum viricide. Check expiry dates and always follow the manufacturer's instructions for use. Particular attention should be paid to contact time, dilution, material compatibility, shelf-life, storage, first aid, and use of personal protective equipment. Health Canada has developed the following list of hard <u>surface disinfectants</u> for use against COVID-19.
Service	<ul style="list-style-type: none"> • Do not pre-set tables with utensils and glasses until customers are seated. • Utensils should be packaged or rolled up with the utensil tip facing inside • Reduce the number of items on tables and discontinue on-table condiments, condiment caddies, table cards, marketing materials and candles. • Replace regular condiments with single-serve versions and provide disposable napkins. • Provide single-use paper menus or use display boards to list food options. Paper menus must be discarded after use. • Where reusable menus are used, thoroughly clean and sanitize between clients. • Minimize unnecessary contact between customers and staff (e.g. place clearly visible numbers on tables and ask customers to seat themselves. Minimize the time staff spend within two metres/six feet of customers). • Train staff on how best to serve food, maintain safe physical distancing and avoid unnecessary handling • Consider removing chairs/stools to ensure there is room for physical distancing. • Wait staff and servers should try to maintain two metres of distance from patrons wherever possible.
Employee Wellness	<ul style="list-style-type: none"> • Review the <u>Core Four</u> steps with all staff • Post COVID-19 <u>screening signage</u> at the entrance to the food premises for employees. • COVID-19 <u>signage</u> should be posted in staff rooms and locations. • Owner/Operator or employees must not work if they are ill or have travelled outside of Canada in the past 14 days. • Staff should be advised to complete the <u>COVID-19 self-assessment tool</u> and/or contact their primary health provider and get tested. • Peel Public Health recommends all workplaces to conduct <u>Passive Screening</u>. • Staff who are not interacting with the public (e.g. kitchen staff) only need to wear a mask/face covering if physical distancing can't be maintained. • A face shield is not a mask. If a patron/staff member chooses to wear a face shield, they must also wear a mask/face covering. • All staff and customers should practice impeccable <u>hand hygiene</u>. • Ensure that all handwashing stations and washrooms are all adequately supplied with liquid soap in a dispenser and paper towels. • Post signage in washrooms to outline <u>proper handwashing steps</u>. • Provide alcohol-based hand sanitizer with at least 60% alcohol available for customers especially in high traffic areas such as entrances and check-out counters. • Provide cashiers, drive-through operators, delivery staff and other customer-facing staff with hand sanitizer for their use only.

Employee Wellness

- Non-food handlers can use alcohol-based hand sanitizer, if their hands aren't visibly soiled.
- If glove use is chosen, proper glove use must be practiced. It is important to change them every hour or more often as necessary and hands are to be washed and/or sanitized between changes. Remember to remove gloves when changing tasks (i.e. handling raw food vs. ready to eat/cooked foods or moving from cash register to food handling, gloves must be changed to prevent cross contamination and foodborne illness). When gloves are removed, new gloves must be used each time
- If non-medical face masks or face coverings are worn where physical distancing cannot be maintained, and when working indoors or outdoors at the food premises, practice proper mask use procedures.
- Discard all mask and gloves into a lined garbage bin.
- Avoid touching your eyes, nose, and mouth.
- Avoid close contact with people: keep physical distance of 2 metres between people.
- Cover your cough or sneeze with a tissue, then immediately throw the tissue in the garbage and wash your hands.
- If you don't have a tissue, sneeze or cough into your sleeve or arm.
- In order to enable your staff to physically distance, consider implementing the following:
 - Offer flexible schedules to stagger the working hours and days employees work
 - Rearrange equipment and/or modify processes in the kitchen and other areas used by staff so that physical distancing is achievable.
 - Rearrange pick-up by servers to maintain distance (e.g. use the bar as a serving area).
 - Assign staff to specific tasks and minimize contact between them.
 - Reconfigure break rooms/areas and eating areas for staff to physically distance. Restrict the number of employees in shared spaces, including kitchens and break rooms. Post signage in these areas with a maximum number of people allowed.

Entertainment

- The operator may permit a person or group under contract with the restaurant or bar to sing, dance or perform music if:
- There is a maximum of 50 spectators indoors or 100 spectators outdoors.
 - Singers and players of brass or wind instruments must be separated from the spectators by plexiglass or some other impermeable barrier.
 - Every performer and other person who provides work for the restaurant or bar is maintaining a physical distance of at least two metres from every other person except:
 - o if it is necessary for the performers to be closer to each other for the purposes of the performance or rehearsal,
 - o where necessary for the purposes of facilitating the purchase of admission, food or beverages, or
 - o where necessary for the purposes of health and safety.

Entertainment

The operator may permit members of the public to sing or perform music at the establishment if,

- o (a) they are separated from every other person, including from other performers, by plexiglass or some other impermeable barrier while singing or while performing on a brass or wind instrument;
- o (b) they maintain a physical distance of at least two metres from every other person while singing or performing music; and
- o (c) any equipment used by members of the public while singing or performing music is cleaned and disinfected between each use.
- If amplification used, keep volume low so patrons do not have to raise voices or lean towards each other when talking to each other.

Karaoke is permitted (but not in private karaoke rooms in Stage 3) only with the appropriate barriers, physical distancing, and increased cleaning and disinfecting.

Resources

Visit our [website](#) for up to date COVID-19 information.

We've created COVID-19 related documents, posters and other resources that you can share with your employees or staff. [Access our resources](#).

We also have [translated resources](#) in different languages.

If you have any additional questions about these recommendations and what is required of you, please contact the Region of Peel – Public Health at: 905-799-7700 or by email at: peelhealth@peelregion.ca

For more information, please refer to the following resources:

- [Indoor Mask Use in Peel](#)
- [Mask By-laws Brampton, Caledon, and Mississauga for information about the mandatory bylaw.](#)
- [Core Four](#)
- [Restaurant and food service sector webpage](#)
- [Restaurant and Food Service Tip Sheet](#)
- [COVID-19 Guidance for Food Premises Best Practices Summary Sheet](#)
- ontario.ca/laws/regulation/200364
- [Ontario Ministry of Health – Covid19 Guidance document for Food Premises](#)
- [Ontario Ministry of Health – Cleaning and Disinfection for Public Settings](#)
- [Ministry of Health COVID-19 Guidance: Essential Workplaces](#)
- [Province of Ontario Guidance to Prevent COVID-19 in the Workplace](#)
- [A Framework for Reopening our Province](#)
- [Ministry of Labour, Training and Skills Development: List of COVID-19 Guidance for Sectors: Restaurant and Food Services.](#)

The information in this document is current as of July 31, 2020

CDS-0711 20/08/05

For more information visit peelregion.ca/coronavirus

