

PHASE ONE

VDH Guidance for Restaurants and Food Establishments

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MANDATORY REQUIREMENTS

Failure to adhere to the mandates listed below may result in a misdemeanor charge and/or operating permit suspension.

- No indoor dining under any circumstances. Bar seating is prohibited.
- Outdoor seating permitted at 50% capacity with at least 6 feet distance in between parties.
- The maximum size for a party seated at one table is 10 people.
- No more than 10 people are allowed in the lobby of the establishment during ordering and/or order pickup. Customers waiting for orders must be 6 feet apart.
- All employees that interact with the public must have face coverings that cover both the nose and mouth.
- Single-use, disposable menus to be used for all dining and discarded after each customer. (Posted menu boards and / or electronic web based menus are recommended).
- No condiment bottles or spice shakers on tables. Condiments should be dispensed by food staff upon customer request.
- Post signage at the entrance that states that no one with a fever or symptoms of COVID-19, or known exposure to a COVID-19 case in the past 14 days, is permitted in the outdoor seating area or inside the establishment.
- Post signage to provide public health reminders regarding physical distancing, gatherings, options for high-risk individuals, and staying home if sick.
- Ensure all staff are monitoring their temperature and symptoms daily prior to starting their shift.
- Cleaning and disinfection every 60 minutes using EPA registered disinfectants of all high touch areas, including but not limited to: digital ordering devices, check presenters, self-service beverage areas, tabletops, bathroom surfaces and door handles.
- Cleaning and disinfection of tabletops and credit card scanners after every patron is to occur using EPA registered disinfectants.

BEST PRACTICES FOR ALL FOOD SERVICE

In addition to the requirements above, establishments are encouraged to follow the recommendations below:

- Encourage customers to wear face coverings while entering, exiting, or using bathroom facilities.
- Assign employee(s) to monitor, clean and disinfect high touch areas while in operation.
 - The use of a cleaning checklist may be helpful to ensure all mandatory cleaning is done at appropriate time intervals.
- Use separate entrance and exit areas for outdoor dining. Use separate doors for entering and exiting inside the restaurant for pick up orders and bathroom access.
- Utilize reservations for dining on the premises.
- Limit person-to-person contact as much as possible. Consider mobile ordering, text on arrival for seating, and contactless payment options. Plastic barriers may be used between employees and customers during interactions.

- Provide hand sanitizer for customer use upon entry and exit of the facility.
- Train staff to follow the manufacturer’s directions for all EPA registered disinfectants and cleaning chemicals.
- *Continue to provide Active Managerial Control (AMC) over all of the leading food-borne illness risk factors including: improper food temperatures, foods from unapproved sources, contaminated food contact surfaces (lack of cleaning & sanitizing), poor employee hygiene, failure to cook foods to proper temperatures, and lack of an effective employee health policy. AMC is all about monitoring and prevention.*

BEST PRACTICES FOR TAKEOUT AND DELIVERY PROVIDERS

- Establish designated pickup zones for customers, including separate entrances and exits.
- Lessen in-person interaction by offering mobile payments, curbside pickup, and offer to place orders in customer trunks.
- If using a commercial delivery service, implement a contactless pickup option to prevent drivers from coming into the facility.
- Pick-up order food containers should be taped and pick up bags stapled to maintain food security.

BEST PRACTICES FOR FOOD TRUCKS/MOBILE UNITS

- Provide signage and/or aids such as tape or cones to help customers maintain 6 feet of distance while ordering or waiting for an order.
- Schedule frequent cleaning and disinfecting of order pickup areas or commonly touched surfaces.

FAQS

Q: What does 50% of an establishment’s capacity mean?

50% of capacity refers specifically to outdoor seating capacity, not the capacity of the entire facility. For example: if an establishment has 20 outdoor seats, only 10 are permitted for use provided they are spaced at least 6 feet apart.

Q: What are the highest risk areas for COVID-19 transmission?

Indoor seating, lack of physical distancing (*less than 6 feet*), bar seating, congregate areas like playgrounds/game areas, employees not wearing face coverings, parties of more than 10, and failure to exclude a sick employee from work. The mandates enforced are a direct result of preventing transmission in these high-risk areas.

Q: If my restaurant has never had outside seating before, can I create some?

Exterior seating may be subject to local zoning, fire code, ABC and health department regulations. The owner is responsible for contacting the respective entities for these approval(s).

Q: Where can I find the appropriate COVID-19 signage to post at my establishment?

The mandatory COVID-19 signage to post regarding social distancing and symptoms/exposures is located on the Forward Virginia Guidelines for phase one under the “Restaurant and Beverage Services” section. Link: <https://www.virginia.gov/coronavirus/forwardvirginia/>

For additional Covid-19 safety information for your workers visit: www.cdc.gov

Your cooperation with these mandates and recommended best practices during this continued state of emergency is greatly appreciated.

