



**PRELIMINARY**

**Best Practices for Dining Establishments (Indoor and Outdoor)**

**September 24, 2020**

**Overview of Dining Directive (applies to Outdoor and Indoor Dining)**

This summary provides local businesses and the community with information regarding expected changes to the Stay-Safer-At-Home Order (Health Officer Order C19-07) and related guidance that would follow after the State reclassifies San Francisco's risk level as tier 2 (orange, or moderate). It is currently anticipated that the State may reclassify San Francisco in the near future but San Francisco does not control and cannot guarantee that reclassification process. In general, the directive builds off of requirements for Outdoor Dining, and moves those requirements indoors (e.g. limit cross-contamination of areas, encourage reservations, etc.) The requirements below are not final until the order is revised and related final guidance is issued, but substantial changes are not expected.

*It is possible – and even likely – that case numbers and other indicators will surge during the Fall and cause San Francisco to drop back to the red or even purple tier. The Health Officer will continually monitor all local indicators and will pause or reverse these and other re-opening measures if required to combat the spread of the pandemic in San Francisco.*

**More detailed guidance from the Department of Public Health will be posted no later than Monday, September 28, 2020 at [sfcdcp.org/businesses](https://sfcdcp.org/businesses) and the final legal Directive will be forthcoming and found on [www.sfdph.org/directives](https://www.sfdph.org/directives).**

**General Requirements**

- The directive applies to all owners, operators, managers, and supervisors of any restaurant or bar that serves alcoholic beverages with a bona fide meal as defined below, and have received the necessary permits to serve food (each a "Dining Establishment").
  - The sale of alcoholic beverages without a bona fide meal is prohibited, and each patron ordering an alcoholic beverage must also order a bona fide meal.
  - A "bona fide meal" means a sufficient quantity of food that it would constitute a main course. Dining Establishments should consult guidance from the State Department of Alcoholic Beverage Control on what constitutes a meal. <https://www.abc.ca.gov/what-is-required-to-be-considered-a-meal/>.
  - Bona fide meals must be prepared and served by the Dining Establishment or another person or business operating under an agreement with the Dining Establishment and appropriate permits from the San Francisco Department of Public Health ("DPH"). Dining Establishments offering bona fide meals in this manner must receive or coordinate all orders for food and alcoholic beverages. Orders and payment from patrons for alcohol and food must be received by the Dining Establishment, who may then pass on the food order and a portion of the payment to the meal provider.
  - Follow all applicable public health orders and directives, including this Directive and any applicable State orders or industry guidance. In the event of any conflict between a State order or guidance and this directive, follow the more restrictive measure.



- Ensure patrons and Personnel comply with the Social Distancing and Health Protocol. At a minimum, each Dining Establishments must:
  - Require all Personnel to use Face Coverings as required under Health Order No. C19-12c issued on July 22, 2020, and any future amendment to that order (the “Face Covering Order”, wash hands frequently, and maintain physical distance of at least 6-feet to the extent possible.
  - Advise patrons that they must wear Face Coverings any time they are not eating or drinking, including but not limited to: while they are waiting to be seated; while reviewing the menu and ordering; while socializing at a table waiting for their food and drinks to be served or after courses or the meal is complete; and any time they leave the table, such as to use a restroom. Patrons must also wear Face Coverings any time servers, bussers, or other Personnel approach their table. Personnel must not approach a customer’s table until the customer has replaced their Face Covering.
  - Establish designated areas/lines with markings on the ground to indicate minimum six-foot distancing for patrons. This requirement includes marking lines for check-stands and restrooms, and patrons in various service settings, if applicable (e.g. ordering food, take out, and waiting to be seated).
  - Coat checks must be closed.
  - Create directional paths of travel where feasible (e.g. separate entrance and exit for patrons, lines for restrooms).
- Provide hand sanitizer (using touchless dispensers when possible) at key entrances and contact areas such as reception areas, elevator and escalator landings, and stairway entrances.
- In addition to making hand sanitizer available (as required in the Social Distancing Protocol), post signage requiring patrons and Personnel to use hand sanitizer or wash their hands (with soap and water, for at least 20 seconds) before and after using any equipment.
- Any Dining Establishment offering a combination of take out, outdoor dining, and indoor dining should provide clear paths of travel for ingress, and egress, and consider separate entrances for each form of dining.
- Each Dining Establishment must follow all applicable directives (e.g. Food Preparation or Delivery Essential Businesses) and prepare applicable Health and Safety Plans required by those directives. The full list of Health Officer directives is available at <http://www.sfdph.org/directives>.

### **Patron Screening & Advisories**

- Screen all patrons and other visitors on a daily basis using the standard screening questions attached to the Stay-Safer-At-Home Order as Appendix A and Attachment A-2 (the “Screening Handout”). Screening must occur before people are seated at the Dining Establishment in order to prevent the inadvertent spread of the SARS-CoV-2 virus. A copy of the Screening Handout must be provided to anyone on request, although a poster or other large-format version of the Screening Handout may be used to review the questions with people verbally. Any person who answers “yes” to any screening question is at risk of having the SARS-CoV-2 virus, must be prohibited from entering the Dining Establishment, and should be referred for appropriate support as outlined on the Screening Handout. Dining Establishments can use the guidance available online at <https://www.sfdph.org/dph/alerts/covid-guidance/covid-screening.pdf> for determining how best to conduct screening. Patrons who are feeling ill, have exhibited symptoms of COVID-19 within 24 hours of



arriving at the Dining Establishment, or answer “yes” to any screening question must cancel or reschedule their reservation. In such cases, patrons must not be charged a cancellation fee or other financial penalty.

- Dining Establishments **must** post signage stating the following. Sample signage will be available at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>.
  - Post signage at entrances to the building and in bathrooms advising patrons of the increased risk of transmission presented by prolonged exposure to other households while in enclosed spaces.
  - Post signage reminding patrons and Personnel that SARs-CoV-2 can be spread by individuals who do not feel sick or show outward symptoms of infection.
  - Post signage informing patrons that they must be seated at tables to consume food or beverages, that they must be at least six feet away from patrons at other tables at all times.
  - Post signage at tables reminding patrons to wear Face Coverings when ordering and all other times when they are not eating or drinking.
  - Dining Establishments offering alcoholic beverage service must post signage informing patrons that they may not drink or carry open containers beyond the premises; and that alcoholic beverages may only be served with a bona fide meal.
  - Post signage at the entrance to the Dining Establishment, in bathrooms, and in the kitchens reminding patrons and Personnel to keep their Face Coverings on except when eating or drinking.

#### **Indoor and Outdoor Dining Service Requirements**

- Tables must be limited to no more than six patrons, unless all are members of the same Household. People in the same party seated at the same table do not have to be six feet apart. It is strongly encouraged that only individuals in the same household sit together at a single table.
- All patrons must be seated at a table to eat or drink. Standing between tables or gathering in other areas of the Dining Establishment is not permitted. Patrons are not allowed to stand, gather, dance, or circulate between tables.
- Patrons may not be served food or beverages while waiting to be seated.
- Each patron at a table must order a bona fide meal to receive alcoholic beverage service. Dining Establishments must deliver alcoholic beverages to patrons only when they are seated and patrons must remain at seated at their table.
- Encourage reservations to prevent crowds from gathering. Timing of reservations must allow sufficient time to disinfect customer seating areas.
  - Reservations may be offered with common seating times. But, at this time, patrons are limited to one reservation of a maximum of six people, unless all members of the group are from one Household.
  - Partial or full “buyouts” by patrons of Dining Establishments are not allowed at this time.
- Limit cross-contamination and touching of common items. At a minimum, Dining Establishments must:



- Encourage patrons to view menus using their own mobile devices. Where menus are requested, provide disposable, single use menus, or use laminated menus that can be sanitized after each use.
- Discontinue the practice of leaving napkin holders, or other items (e.g. candle holders, or flower vases) on tables. Any card stands or flyers, such as ones required by this Directive, must be laminated to allow permit sanitization between seatings.
- Discontinue pre-setting tables with glassware and utensils. Glassware and utensils must be put on the table after patrons are seated by Personnel who have washed their hands.
- If the Dining Establishment uses pre-wrapped utensils, the utensils must be pre-wrapped in a cloth or paper napkin by Personnel who have washed their hands just before pre-rolling the utensils or napkins. The pre-rolled utensils or napkins must then be stored in a clean container.
- Use disposable napkins and tablecloths or ones made of cloth. Napkins and tablecloths (including unused napkins and tablecloths) must be disposed of or laundered after each customer. Soiled napkins and tablecloths must be kept in a closed container.
- Cleaned flatware, stemware, dishware, etc., must be properly stowed away from patrons and Personnel until ready to use.
- Discontinue the use of shared food items such as condiment bottles, salt and pepper shakers, etc. and provide these items, on request, in single serve containers or portions. Where this is not possible, shared items must be supplied as needed to patrons and disinfected after each use.
- Encourage patrons to use touchless payment options. When touchless payment is not used, avoid direct contact between patrons and Personnel. Sanitize any pens, counters, trays, or point of sale systems between each use by a customer. Create sufficient space to enable the customer to stand at least six feet away from the cashier while items are being paid for, or provide a physical barrier (e.g., Plexiglas of sufficient height and width to prevent transmission of respiratory droplets) between the customer and the cashier.
- Provide leftover containers only upon request. Personnel should not fill the leftover container. Each party should fill its own leftover containers.
- Servers who both serve food and clear dishes must wash their hands in between these two tasks.
- Discontinue use of shared entertainment items, such as board games, pool tables, and arcade games.
- Close areas where patrons may congregate, serve themselves, or touch food or other items that other guests may use. Provide these items to guests individually. Discard such items after use or clean and disinfect them after each use, as appropriate. These requirements include but are not limited to:
  - Self-service areas with condiment caddies, utensil caddies, napkins, lids, straws, water pitchers, to-go containers, etc.
  - Self-service machines including ice, soda, frozen yogurt dispensers, etc.
  - Self-service food areas such as buffets, salsa bars, salad bars, etc.



- After-meal mints, candies, snacks, or toothpicks for patrons.
- Discontinue tableside food preparation and presentation, such as food item selection carts and conveyor belts, condiment or food preparation, etc.
- Limit the number of Personnel serving individual parties, subject to wage and hour regulations. To the extent possible, have only one person serving a group of patrons for the duration of the meal.
- Close areas where patrons may congregate or dance.

### **Outdoor Dining Requirements**

- In addition to complying with other requirements, Dining Establishments offering Outdoor Dining must also comply with the following:
  - Outdoor dining, placement of outdoor seating arrangements, and food service must comply with state and local laws, regulations, and permitting requirements (e.g. ADA access, relevant permits for chairs and tables including Shared Spaces permits, compliance with applicable zoning, and California Department of Alcohol Beverage Control requirements).
  - If outdoor service tables cannot be spaced far enough apart to ensure that patrons are at least six feet apart from other patrons seated at different service tables, then the Dining Establishment must install an impermeable physical barrier between outdoor service tables to protect patrons and Personnel.
  - Advise patrons that if they are dining outdoors they must remain outside the Dining Establishment, and may enter the establishment only (1) to access a bathroom, (2) to access an outdoor space that is only accessible by traveling through the restaurant, or (3) to order or pickup food at an indoor counter.
  - Umbrellas, canopies, and other shade structures are allowed only if they do not have more than one vertical side and allow for the free flow of air through the space. Also, the number and composition of barriers used for all outdoor shelters must allow the free flow of air in the breathing zone consistent with guidance from the Department of Public Health.
  - Dining Establishments are encouraged to prioritize and use outdoor space for outdoor dining whenever feasible.
  - Live entertainment that increases the risk of aerosol transmission of COVID-19 is not permitted (e.g. singing, or playing wind or brass instruments). Subject to the necessary permits from the Entertainment Commission, live entertainment that does not increase the risk of aerosol transmission of COVID-19 is permitted (e.g. instrumental guitar or piano).

### **Indoor Dining Requirements**

- In addition to complying with other requirements, Dining Establishments offering Indoor Dining must also comply with the following
  - Dining Establishments must limit the number of people, including Personnel, who are present inside the Dining Establishment to the lesser of: (1) 25% of the maximum capacity or (2) 100 people. Dining Establishments with indoor spaces consisting of more than one room, must limit the capacity in each room to 25% of the maximum capacity. This capacity limit includes outdoor dining patrons who may



need to enter the building to order food or use the restroom, and patrons who may need to enter the building to pick up food or takeout. Dining Establishments should set their indoor dining capacity accordingly.

- Post the Establishment's capacity limit at the entrance of the building.
- Ensure that seated patrons maintain at least six feet distance from other patrons seated at different service tables. Dining Establishments must use signage or other techniques (e.g. removing chairs or using rope) to indicate which tables that are not available for use. Seating arrangements should maximize the interior space to allow for more than six feet distance between patrons where possible.
- Discontinue seating patrons and/or groups at bar counters, food preparation areas, etc., where they cannot maintain at least six feet of distance from work areas/stations in use.
- Dining Establishments may serve food and beverage courses at a customary pace for a restaurant meal, but under no circumstance may a party's stay exceed two hours after being seated.
- Entertainment is not permitted at this time (e.g. performances, and TVs).

#### **Cleaning and Disinfecting Requirements for All Dining Establishments**

- Thoroughly disinfect each patron seating location before opening each day and after every use, including tables, chairs, booster seats, highchairs, booths, and the sides of such surfaces. Disinfection must allow adequate time to follow product instructions. Many EPA approved disinfectants require a minimum contact time against the human coronavirus, and the disinfectant must be left on the surface for this amount of time before being wiped off.
- Disinfect highly touched surfaces (e.g. doors, handles, faucets, tables, etc.), and high traffic areas (e.g. waiting areas, hallways, bathrooms) at least once per hour.
- Frequently disinfect bathrooms, at least every four hours. Create and use a daily checklist to document each time disinfection of bathrooms occurs. Conspicuously post the checklist inside each bathroom clearly detailing the dates and times the room was last cleaned, disinfected, or restocked. External doors and windows should be left open whenever possible to increase ventilation.
- If necessary, modify operating hours to ensure time for regular and thorough sanitization.
- Servers, bussers, and other Personnel moving items used by patrons, dirty linens, or handling trash bags must wash hands after handling those items, or use disposable gloves (and wash hands before putting them on and after removing them) and change aprons frequently.
- Reusable customer items including utensils, food ware, breadbaskets, etc., must be properly washed, rinsed, and sanitized. Use disposable items if proper cleaning of reusable items is infeasible.

#### **Operational Requirements for All Dining Establishments**

- If all or part of Dining Establishment has been vacant or dormant for an extended period, check for pest infestation or harborage, and make sure all pest control measures are functioning. Ensure that plumbing is functioning and that pipes are flushed before use. The San Francisco PUC provides guidance for flushing and preparing water systems at <https://sfwater.org/index.aspx?page=1327>.



- Make any necessary improvements to the ventilation of the establishment, including:
  - For HVAC systems (if one is present): ensure HVAC systems are serviced and functioning properly; evaluate possibilities for upgrading air filters to the highest efficiency possible; increase the percentage of outdoor air through the HVAC system, readjusting or overriding recirculation (“economizer”) dampers; disable demand-control ventilation controls that reduce air supply based on temperature or occupancy; evaluate running the building ventilation system even when the building is unoccupied to maximize ventilation, and at the minimum, reset timer-operated ventilation systems so that they start operating one-two hours before the building opens and two-three hours after the building is closed.
  - Increase natural ventilation by opening windows and doors when environmental conditions and building requirements allow.
  - Consider installing portable air cleaners (“HEPA filters”).
  - If the Dining Establishment uses pedestal fans or hard mounted fans, adjust the direction of fans to minimize air blowing from one individual’s space to another’s space.
  - For more information and additional resources, please see the following guidance, <https://www.sfcdcp.org/COVID-ventilation>.
- Increase fresh air circulation for Personnel by opening windows or doors, if possible to do so, in compliance with the screen requirements contained in California Retail Food Code section 115259.2 & S.F. Health Code section 412.
- Each Dining Establishment must designate a Worksite Safety Monitor. Dining Establishments must require Personnel to screen before coming to work, and provide information regarding the availability of testing. If any Personnel tests positive for COVID-19, that individual or supervisor should report the result immediately to the Worksite Safety Monitor. The Worksite Safety Monitor must be ready to assist DPH with any contact tracing or case investigation efforts. The Worksite Safety Monitor shall be responsible for compliance with this Directive. The Worksite Safety Monitor does not need to be on-site at all times.
- Provide training to Personnel on proper ways to wear Face Coverings, how to implement the Social Distancing and Health Protocol, how to monitor the number of patrons in the store or in line, and cleaning and disinfection.
  - Because restaurant patrons will be removing their masks while eating and drinking and indoor interactions are riskier than outdoor interactions, servers and other “front-of-house” staff may choose to wear an N95 mask instead of cloth face covering for increased protection while working indoors – especially if they are at high risk of having severe disease if they get COVID-19 (see [www.sfcdcp.org/vulnerable](http://www.sfcdcp.org/vulnerable)). If N95 masks are provided, CalOSHA requirements may apply (see <https://www.dir.ca.gov/Title8/5144d.html>). If using an N95 mask:
    - Do not use a surgical N95 (FDA-cleared) mask which are needed for health care workers.
    - Choose respirators certified for use to protect against the contaminant of concern. NIOSH, the National Institute for Occupational Safety and Health of the U.S. Department of Health and Human Services, certifies respirators. A label or statement of certification should appear on the respirator or respirator packaging. It will tell you what the respirator is designed for and how much it will protect you.



- Read and heed all instructions provided by the manufacturer on use, maintenance, cleaning and care, and warnings regarding the respirator's limitations. Forthcoming information on how to safely use N95 masks will be posted at: [www.sfgdcp.org/ppe](http://www.sfgdcp.org/ppe)
- Do not share respirators.
- If you use an N95 mask or respirator with a valve, you must cover the valve with an additional face covering.
- For Personnel who are at increased risk of severe disease if they get COVID-19 ([www.sfgdcp.org/vulnerable](http://www.sfgdcp.org/vulnerable)), assign duties that minimize their contact with patrons and other Personnel and patrons (e.g. managing inventory rather than working as a cashier, managing administrative needs through telecommuting).
- Consider the following measures to protect Personnel:
  - Discourage Personnel gatherings in break rooms; space tables at least six feet apart; if space is small schedule Personnel breaks at different times; stagger Personnel breaks to maintain physical distancing protocols.
  - Extend start and finish times to reduce the number of Personnel in the kitchen at the same time.
  - Create additional shifts with fewer Personnel to accommodate social distancing.
  - Where possible, stagger workstations so Personnel avoid standing directly opposite one another or within six feet distance.
- Provide dishwashers with equipment to protect the eyes, nose, and mouth from contaminant splash using a combination of face coverings, protective glasses, and/or face shields. Dishwashers must be provided impermeable aprons and change frequently. Reusable protective equipment such as shields and glasses must be properly disinfected between uses. Cleaned/sanitized utensils must be handled with clean gloves.
- Major changes to food service operations, such as the addition of cleaning stations, food preparation areas, or food storage areas, may require advance approval by the Department of Public Health.
- Many people with COVID-19 do not know they are sick because they have no symptoms, yet they can still infect others. Testing is important to reduce the spread of COVID-19 because it lets those who have COVID-19 know they must keep away from others to prevent infecting others. Testing for COVID-19 is available in San Francisco. Healthcare providers in San Francisco are REQUIRED to test anyone with COVID-19 symptoms (see [sfgdcp.org/covid19symptoms](http://sfgdcp.org/covid19symptoms)). If you want to get tested when you have no symptoms, health insurers in California are REQUIRED to pay for testing for essential workers including restaurant workers. If you choose to get tested when you have no symptoms, do not get tested more frequently than once every 2 weeks. If you are uninsured, you can get tested at CityTestSF ([sf.gov/citytestsf](http://sf.gov/citytestsf)).
  - If you are feeling ill with cold or flu-like symptoms, you MUST get tested for COVID-19 and have a negative result before being allowed to go back to work (see [sfgdcp.org/screen](http://sfgdcp.org/screen) and [sfgdcp.org/rtw](http://sfgdcp.org/rtw)). If you are feeling ill, get tested and DO NOT enter a business or organization unless it is for core essential needs (such as food, housing, health care, etc.) that you cannot obtain by any other means.



- Take all possible steps to prevent getting sick. Wear a face covering, practice good hand hygiene, stay physically distant from others (at least 6 feet), and do not approach the dining table until patrons are masked.
- See the [After your COVID-19 test: What to do while you wait for your test results to prevent the spread of COVID-19 and save lives](#) booklet.

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