Coronavirus Disease (COVID-19)
Key Principles for Food Service Establishments

Food service establishments must comply with the Provincial Health Officer’s Order.

STAY HOME if you are SICK
Stay away from others if you are feeling ill, isolate at home, do not go to work.
- Tell your employees if they are sick with any symptoms consistent with cold, influenza or COVID-19, even if symptoms are mild, they must remain at home, and contact their family physician/primary care provider or Health Link BC at 8-1-1 for further assistance.

PRACTICE GOOD HYGIENE
Wash your hands often, avoid touching your face and cough/sneeze into your elbow or a tissue.
- Provide alcohol-based hand sanitizer at entrances and posters reminding of the importance of handwashing/sanitizing following contact with common touch surfaces.
- Washrooms and dedicated hand washing sinks must have liquid soap, paper towels and warm running water at all times. Limit and monitor entry into washrooms.
- Employees must wash their hands with soap and water at the start and end of their shift, after using the bathroom, before eating, after returning from a break, and when hands are visibly soiled.
- Employees should avoid the use of hand sanitizer when handling food.
- There should be no sharing of cigarettes or vaping equipment.

MAKE SPACE BETWEEN PEOPLE
Maintain a distance of at least 2 metres from others and replace close contact greetings like handshakes, hugs or high fives with waves and smiles.
- Empty floor space could be increased by removing unnecessary materials, equipment, and merchandise displays, especially in foyers, high traffic areas, and other small spaces.
- 2 metre increments could be marked on floors where crowds normally form (e.g. line-up areas inside and outside the restaurant, payment areas etc.).
- Consider extending operating hours to compensate for reduced total capacity.
- Where feasible, consider expanding outdoor patios to further spread out seating, and encourage guests to sit outside. Check with local government for requirements.

LEARN how to use PERSONAL PROTECTIVE EQUIPMENT
Learn how to choose and use Personal Protective Equipment correctly, know the limitations of PPE, and always have other controls in place.
- Service employees and food handlers are not required to wear gloves and/or masks unless they are normally used to perform job duties.
- In situations where the other controls cannot be maintained, service employees and food handlers may choose to wear non-medical masks; follow WorkSafe BC Guidance on mask use.
MODIFY the ENVIRONMENT

Make your environment safer for interacting with others by reducing common touch surfaces, using non-porous barriers, or by changing the room design.

- Protective shields of non-porous materials like plexiglass may be used in addition to physical distancing measures at customer service and point of sale areas.
- Where physical distancing cannot be maintained between employees, barriers of non-porous materials like plexiglass may be used between employee work stations.
- Encourage customers to book reservations as much as possible, have them wait outside until their table is ready, and encourage the use of touch-free payment options.
- Barriers must be made of rigid, non-porous materials, and if used between tables or at counters/bars, must be installed according to the PHO’s Order.
- Self-serve areas must be set-up according to the PHO’s Order.

INCREASE SANITATION

Disinfect common touch surfaces frequently using a chemical that will destroy the Coronavirus (COVID-19).

- Keep separate cleaning supplies for front of house and back of house areas.
- In addition to following your regular cleaning activities, create a checklist of high-touch surfaces that must be cleaned and sanitized more frequently throughout the day.
- Most disinfectants typically used in food service establishments are sufficient to kill COVID-19 as long as manufacturer’s instructions are followed; special products are not necessary.
- Make sure the appropriate contact time is met (i.e. surfaces must remain wet with disinfectant for the correct length of time in order to destroy any contamination).
- Surfaces that are dirty must be cleaned with soap and water first, before disinfecting.

MANAGE INFORMATION

Stay informed, follow public health advice, keep records, and make sure information you communicate is clear, accurate and easy to find.

- Place signs on front doors to tell anyone entering not to enter if they are feeling ill.
- Have team members or a manager keep daily records of the people who worked together and retain these records for at least 30 days.
- Maintain up-to-date and consistent messaging on websites, social media, emails, press releases, and during conversations with customers to ensure all details are aligned, timely and accurate.