REOPENING GUIDANCE

Restaurants and Mobile Food Vendors

As of September 8, 2020 during the Green Phase, dine-in dining, outdoor dining, and walk-up ordering at restaurants and mobile food vendors, including food trucks, are permitted, provided that: (i) all applicable health and safety requirements and guidance are followed, including but not limited to physical distancing and mandatory masking for employees and customers, and (ii) all applicable regulatory requirements are met, including but not limited to licensing and permitting requirements. In particular, restaurants must follow requirements in PA Guidance for Businesses in the Restaurant Industry Permitted to Operate during the COVID-19 Disaster Emergency. Businesses must obtain any permits or other authorization, as required, to serve food and beverages outside of physical indoor service areas.

Note: Service at bars, including bars within restaurants, is currently prohibited during the Green Phase. The City will notify establishments if this restriction is relaxed at a later date.

The following is intended as a plain language summary of rules for reopening in the Green Phase and does not replace the need to follow all applicable federal, state, and local laws and regulations.

See also:
Order of the Secretary of Health providing for building safety measures
Order of the Secretary of Health providing for business safety measures (to keep employees and customers safe)

Protections Needed

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• Provide masks for employees.
• Provide face shields for servers and require that they be worn in addition to masks as an additional layer of protection if offering indoor dining.
• Require employees and customers to mask while on-site, with only these exceptions:
  – While employees are eating or drinking during break times. Employees should be seated at least 6 feet from others when taking off mask.
  – While customers are eating and drinking while seated at a table.

Barriers

• Install physical barriers such as sneeze guards or partitions in restaurant kitchens and at cash registers, host stands, and food pickup areas where maintaining physical distance of at least 6 feet is difficult.
• Consider the use of physical barriers between tables. Tables separated by impermeable barriers that extend 6 feet from the floor do not need to be 6 feet apart.

Isolate

• Screen every employee for symptoms before every shift and prevent them from remaining on-site if they have cough, shortness of breath, fever, chills, muscle pain, or new loss of taste or smell.
• It is not necessary to conduct on-site temperature measurement for staff or customers. If you measure temperatures, use a no-touch thermometer, and do not allow anyone with a temperature of 100.4 or higher to remain on-site.
• Share information with staff about the location of free COVID-19 test sites.
• Before allowing entrance to a dining area, ask customers if they have symptoms of COVID-19 or have been exposed to someone with COVID-19 within the past 2 weeks.
• Have sick leave policies in place so that employees excluded from the workplace do not lose earnings.
• If an employee develops a COVID-19 infection or has a positive test, businesses and other organizations must take additional precautions to stop the virus from spreading further, as described in Guidance for Essential Businesses and Organizations During COVID-19. Required precautions include calling PDPH at 215-685-5844 to report positive cases and provide information requested by PDPH contact tracing staff. Businesses must provide information requested by PDPH contact tracing staff.

Distance

• Establish procedures to prevent crowding at entrances among people waiting for food or tables.
  – Consider the use of sidewalk decals or other visual cues to encourage customers to stay at least 6 feet apart and at least 6 feet from seated diners.
• Seating capacity shall be determined by arranging tables and chairs to provide a minimum of six feet between seated diners at different tables and between seated diners and passersby and shall not exceed 25% of maximum occupancy (see also PA Guidance for the Restaurant Industry).
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- Indoor areas other than seating areas, including bar areas, of restaurants and retail food service businesses must be closed to customers except for through-traffic.
- Customers must be seated at tables unless entering, exiting, or using the restroom. Customers are not allowed to sit at a bar or stand while in the restaurant.
- Alcohol can be served only for on-premises consumption when in the same transaction as a meal.
- Limit party size to 4 people or fewer for indoor dining and 6 people or fewer for outdoor dining.
- Employees should stay at least 6 feet from customers when possible. Deliver items to table on service trays to minimize time staff are close to customers.
- Place signage at former smoking and vaping areas to indicate that they are closed to avoid creating gathering spots.
- Use non-contact payment methods if possible.
- Consider installing touchless door openers and touchless sinks or providing single-use barriers (e.g., deli tissues, paper towels) for use when touching door and sink handles.
- No refills of food and beverage containers brought in by customers are permitted.

Reduce crowds
- Limit outdoor seating capacity to fewer than 50 diners. Restaurants seeking to have more than 50 people seated outdoors must have their plans approved by the Philadelphia Department of Public Health.
- Promote online ordering, curbside pickup, and delivery options.
- If possible, use a reservation or call-ahead model.
  - Best practice: Ask all diners to give their name and cell phone number. This will ease contact tracing, if needed.
- Do not permit lines of more than 10 customers to form in or around facilities. Customers waiting for tables or food must be required to stay outdoors.
- Outdoor dining sites must plan for inclement weather. It will not be permissible for customers to crowd together if it rains.
- If possible, group employees in clusters and schedule groups on same shifts to reduce cross-team exposure.
- Stagger employee break times.

Handwashing
- Ensure that all staff wash hands on arrival and in accordance with pre-existing food safety regulations (e.g., before, during, and after preparing food; after touching garbage).
- Place hand sanitizer near payment counter and make handwashing facilities available to all patrons at outdoor dining sites.
- Place handwashing stations or hand sanitizer at entry and outside communal bathrooms for all staff and patrons with prominent signage promoting use.
- Give staff hourly handwashing breaks.

Clean
- Continue to follow all Department of Public Health food safety regulations.
- Clean high-touch areas frequently while in operation including entrance doors, bathroom surfaces, host stands, etc.
- Clean and sanitize any shared items with which customers will come in contact, such as tabletops, chairs, digital menus, and digital payment devices, after each customer use.
- Use paper menus and discard them after each customer use or use chalkboard or app-based menus.
- Eliminate table presets (e.g., table tents, menus, salt and pepper shakers, shared condiments, etc.).
- Use single-packet condiments, if possible, OR serve condiments in containers, such as a washable bowl or paper cup, that can be sanitized or disposed of after use. No shared condiments are permitted.
- Temporarily close self-serve buffets, topping bars, drink dispensers, and other communal serving areas.
- Customers should handle their leftover food to be taken to-go.

Ventilation
If possible, increase ventilation in the building by either:
- Opening windows and/or doors on opposite sides of the building and using fans to blow outside air through the building, OR
- Optimizing ventilation provided by the heating, ventilation, and air conditioning (HVAC) system by:
  - Having the HVAC system checked to assure that it is working properly. If it can be adjusted, the system should be set to provide at least 6 air exchanges per hour.
  - Maximizing the amount of outside air circulated by the system.
  - Installing filters with minimum efficiency reporting values (MERV) of 13, or the highest compatible with the filter rack. It is not necessary to use high-efficiency particulate air (HEPA) filters or ultraviolet light irradiation systems.
  - Checking that the external air inlet duct is not blocked and that it is at least 15 feet from people.

Communicate
- Educate staff about symptoms and prevention of COVID-19.
- Encourage customers to download and turn on the PDPH exposure notification app to help with contact tracing.
- Post prominent signs at entrances and in employee breakrooms:
  - Mandating that all staff and visitors wear masks.
  - Mandating physical distancing of at least 6 feet.
  - Asking people who are sick or have had contact with someone with COVID-19 within the past 14 days not to come to the establishment, even to pick up food.
  - Encouraging people to cover coughs or sneezes.
Outdoor Dining for Restaurants

In addition to expanding Sidewalk Café permits, the City has created new guidelines for converting on-street parking spaces for outdoor dining and temporary street closures. See the full guidelines here and additional updates at philadelphia.gov/reopen.

Sidewalk Café

Requires collaboration with an adjacent business

Sidewalk Café - Extension

Streetery

Street level

Temporary Street Closure

Private Lot Extension