Restaurants and Mobile Food Vendors

SAFE MODE: Guidelines for safer operations during the COVID-19 pandemic

As Philadelphia residents and workers restart economic and physical activities, they must do so safely—that is, in a way that prevents the COVID-19 virus from spreading from person to person. Everyone must take precautions consistently to protect not only themselves, but also their family members, friends, colleagues, and everyone else.

The precautions will vary by the activity and setting, but some general guidelines apply to all.

<table>
<thead>
<tr>
<th>Safety Checklist</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Masks</strong> Block the virus from spreading from infected individuals by wearing masks and requiring others to wear them.</td>
</tr>
<tr>
<td><strong>Barriers</strong> Use sneeze guards or plexiglass screens to prevent respiratory droplets expelled by infected persons from reaching others.</td>
</tr>
<tr>
<td><strong>Isolate</strong> Keep people who might be carrying the virus safely away from others (ideally at home).</td>
</tr>
<tr>
<td><strong>Distance</strong> Maintain space between people to reduce the chance that one infected individual will infect others.</td>
</tr>
<tr>
<td><strong>Reduce crowds</strong> Decrease the number of people that an infected person could pass the virus to if other steps are not successful.</td>
</tr>
<tr>
<td><strong>Handwashing</strong> Reduce the spread of virus from one person to another from touching contaminated surfaces.</td>
</tr>
<tr>
<td><strong>Clean</strong> Remove respiratory droplets that may contain virus from surfaces that people may touch.</td>
</tr>
<tr>
<td><strong>Communicate</strong> Ensure staff, customers, and others taking part in permitted activities understand this Safety Checklist.</td>
</tr>
</tbody>
</table>

This Safety Checklist must be followed at all times. If an employee, customer, or participant develops 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 the Philadelphia Department of Public Health at 215-685-6741 to report positive cases.

If employees or customers want to report possible health and safety violations in the workplace related to COVID-19, please call 311.

If you have questions or concerns about the applicability of these guidelines to your business, please email business@phila.gov.

Note that guidance in this document is subject to change. Please check back for updates.

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

See also:

1. Order of the Secretary of Health providing for building safety measures, issued April 5, 2020.
2. Order of the Secretary of Health providing for business safety measures (to keep employees and customers safe), issued April 15, 2020.
5. Other future applicable Department of Health (DOH) and Centers for Disease Control and Prevention (CDC) guidance.
Restaurants and Mobile Food Vendors

During the Yellow Phase, outdoor dining at restaurants 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; (ii) and all applicable regulatory requirements are met, including but not limited to licensing and permitting requirements. Businesses must obtain any permits or other authorization, as required, to serve food and beverages outside of physical indoor service areas.

The following is intended as a plain language summary of rules for reopening in the Yellow 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, issued April 5, 2020.
Order of the Secretary of Health providing for business safety measures (to keep employees and customers safe), issued April 15, 2020.
Philadelphia executive order for Safer at Home Yellow Phase and addendum for relaxation of certain restrictions.
PA Guidance for Businesses in the Restaurant Industry Permitted to Operate During the COVID-19 Disaster.

Protections Needed

_masks_

- Provide masks for employees.
- Require employees and customers to mask while on-site except only:
  - As necessary for the employee to eat or drink during break times. The employee should be seated at least 6 feet from others when taking off mask.
  - While customers are eating and drinking while seated at an outdoor table.

_barriers_

- If the restaurant or food cart uses a serving counter, install plastic barriers between staff and the public.
- Consider the use of physical barriers between tables.

_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 onsite 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.
- Before allowing entrance to an outdoor dining area, ask customers if they have symptoms of COVID-19.
- Have sick leave policies in place so that employees excluded from the workplace do not lose earnings.
- If an employee develops 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 215-685-6741 to report positive cases.

_distance_

- Adjust work assignments to ensure employees can stay 6 feet from each other throughout their shifts. Install physical barriers such as sneeze guards or partitions in restaurant kitchens and at cash registers, host stands, or food pickup areas where maintaining physical distance of at least 6 feet is difficult.
- Establish procedures to prevent crowding at entrances among persons 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.
• Outdoor area capacity shall be determined by arranging seating to provide a minimum of 6 feet between seated diners at different tables and between seated diners and passersby (see also PA Guidance for the Restaurant Industry).
• Limit party size to 6 persons or fewer.
• 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.
• Close all self-service food areas (e.g. buffets, salad bars, coffee stations or beverage service).
• Mark enter/exit to and from restrooms to create paths that help keep people apart.
• Use non-contact payment methods if possible.
• Consider installing touchless door and sink systems 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
• During the Yellow Phase, inside dining in restaurants remains strictly prohibited.
• If possible, use a reservation or call ahead model for outdoor dining.
• Restaurants and food vendors shall not permit lines of more than 10 customers to form in or around their facilities. Customers waiting for tables or eating must be required to stay outdoors.
• 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.

Clean
• Continue to follow all Health Department Food Safety regulations.
• Clean high touch areas frequently while in operation including entrance doors, bathroom surfaces, host stands, etc.
• Clean and disinfect any shared items with which customers will come in contact such as tabletops, chairs, digital menus, digital payment devices after each customer use.
• Use paper menus and discard them after each customer use, or use chalkboard or app-based menus.
• Place settings, utensils, menus, and condiments should either be single-use or be cleaned and sanitized after every use.
• Avoid using disinfectants on surfaces with food contact.
• 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 permitted).
• Customers should handle their leftover food to be taken to-go.

Communicate
• Educate staff about symptoms and prevention of COVID-19.
• Post prominent signs at entrances and in employee breakrooms:
  – 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
  – Mandating physical distancing of at least 6 feet
  – Mandating that all staff and visitors wear masks

Masks REQUIRED