



CUPERTINO

Reopening Toolkit for Restaurants & Food Facilities COVID-19 Guidelines

How to Prepare for Safe Onsite Dining
Operations to Resume

City of Cupertino | 10300 Torre Avenue
Cupertino, CA 95014
www.cupertino.org/covid19businessinfo



City of Cupertino Suggested COVID-19 Reopening Toolkit for Restaurants & Food Facilities

To meet the requirements of the public health measures issued by the Governor of California and to prepare for measures to be issued by Santa Clara County, the steps outlined in this document are suggestions to prepare your restaurant/food facility to resume safe onsite dining of customers.

Please note the County's regulations and protocol shall supersede any guidance provided in this document.

The City of Cupertino is supporting local restaurants by encouraging outdoor dining and expanded dining areas. The City is expediting a special temporary outdoor dining permitting process and waiving fees to allow businesses to safely transition as quickly as possible to coincide with Santa Clara County's revised Order effective June 5, 2020.

A proposed no cost special temporary permit for outdoor dining will be allowed by City urgency ordinance. For updates on the County's order and corresponding City permitting, please visit www.cupertino.org/covid19businessinfo

The Department of Alcohol Beverage Control (ABC) is offering temporary relief measures to allow the on-site consumption of alcoholic beverages in these expanded dining areas under the [COVID-19 Temporary Catering Authorization Application](#). To be eligible for this temporary authorization the business must already be a licensee and bona fide meals must be served.

For more information, please visit www.abc.ca.gov/abc-218-cv19-instructions/

1. EMPLOYEE HEALTH:

IMPLEMENT MEASURES TO ENSURE FOOD HANDLERS DO NOT WORK IF ILL AND ARE PROTECTED FROM BECOMING ILL IN THE WORKPLACE.

- Notify employees not to come to work if sick.
- Conduct thermal or temperature scans of employees daily, especially upon arrival to the business.
- Conduct a health screening of each employee prior to the beginning of each shift that asks:
 - Are you ill or experiencing symptoms consistent with COVID-19 within in the past 7 days?
 - Does a household/family member have or had a fever or other COVID-19 symptoms in the past 7 days?
 - Have you had close contact with someone who is known to have COVID-19 in the past 14 days?
- Employees with COVID-19 like symptoms should not be allowed to work and encouraged to contact their medical provider.

- Face coverings must be worn by all employees that interact with the public and when unable to social distance with other employees.
- Clean and disinfect employee restrooms and breakrooms frequently.
- Employees must frequently wash their hands with soap and warm water for at least 20 seconds.
- Provide a copy of the COVID-19 Restaurant Operating Protocol to each employee and ensure they understand and will implement the protocols, including signing acknowledgement.
- Ensure all employees read and understand the most recent [Santa Clara County Health Order](#) (available in [Chinese](#) or [Spanish](#)).
- Notify employees not to share food, beverages, and food-ware.
- Remind employees to avoid handshakes and similar greetings.

2. SOCIAL DISTANCING:

IMPLEMENT MEASURES TO ENSURE SOCIAL DISTANCING IS ADHERED TO. RESTAURANT TABLES SHOULD BE SIX FEET APART OR IF UN-MOVABLE, A BARRIER OR PARTITION MUST SEPARATE TABLES TO PROTECT THE PUBLIC.

- Adhere to the State mandatory requirement to space all tables six feet apart or if unmovable, install a barrier or partition to separate tables.
- Implement measures to ensure social distancing is adhered to while customers are waiting to be seated, during ordering and pick-up of food. Suggest customers wait outside to be called into the restaurant.
- Place tape or install markings on the floor at least six feet apart in any area where members of public may form a line.
- Consider limiting the number of patrons at a single table to a household unit or patrons who have asked to be seated together. People in the same party seated at the same table do not have to be six feet apart. All members of the party must be present before seating and the host must bring the entire party to the table at one time.
- Ensure tables are spaced six feet away from all food preparation areas, including beverage and server stations.
- Consider installing physical barriers, such as sneeze guards and partitions at cash registers, or other food pickup areas where maintaining physical distance of six feet is difficult.
- Restrict the number of employees in shared spaces, including kitchens, break rooms, and offices to maintain at least a six-foot distance between people.
- Rotate or stagger shifts to limit the number of employees in the workplace at the same time.

3. EDUCATION FOR THE DINING PUBLIC:

IMPLEMENT MEASURES TO ENSURE THE PUBLIC IS EDUCATED ON DINING OUT SAFELY.

- Post signs to remind customers to maintain social distancing of six feet, to wash hands or use sanitizer upon entry into a restaurant, and to stay home if they are ill or have symptoms consistent with COVID-19 (**see attached sample**).
- Post [County's COVID-19 Social Distancing Protocol](#) at public entrance of your facility to be visible to customers (see attached May 18, 2020 version).
- Face coverings should be worn by customers when not seated at their table.
- Additional signs and posters to educate your customers and the public can be accessed [here](#).

4. MEASURES TO INCREASE SANITIZATION AND DISINFECTION:

IMPLEMENT MEASURES TO PROTECT THE PUBLIC THROUGH THE AVOIDANCE OR FREQUENT DISINFECTION OF MULTIPLE TOUCH POINTS AND SANITIZATION OF FOOD CONTACT SURFACES.

- Remove food items that can be touched by multiple customers or be shared between tables such as condiment bottles, salt and pepper shakers, or breadbaskets.
- Per the California guidelines discontinue self-service buffets and salad bars.
- Per the California guidelines close self-service machines, such as soda and frozen yogurt machines.
- Non-food items that may be used by multiple customers, such as menus, should be disinfected between each use if possible, or modified to be a single use item, such as a disposable paper menu.
- Ensure that all utensils and food-ware are properly washed, rinsed and sanitized. Verify the required contact time (the time the utensils must be submerged in the sanitizer) for the sanitizer to be effective occurs. If this cannot be reasonably accommodated, only single-service utensils or food-ware should be used.
- Frequently disinfect high contact touch points, such as phones, door handles, and credit card terminals using a disinfectant that is effective against Coronavirus.
- Disinfect and clean restrooms frequently.
- Designate a team member each shift to oversee the implementation of additional sanitization and disinfection procedures.
- Per the California guidelines discontinue tableside food preparation and presentation of foods, such as food selection carts and table side guacamole.
- Per the California guidelines do not provide community containers of after-meal mints, candies, snacks, or toothpicks for customers to help themselves. Provide individually with check or only upon request.
- Per the California guidelines discontinue shared entertainment items such as board games, arcade games, and vending machines. It is recommended to block access to game and entertainment areas where customers may share items such as pool tables or darts.
- Eliminate person-to-person contact for deliveries whenever possible. Designate drop-off locations to receive deliveries away from high traffic areas. Maintain a physical distance of at least six feet from delivery drivers.

- Avoid using food and beverage containers or utensils brought in by customers.
- Ensure that ventilation systems operate properly and increase circulation of outdoor air as much as possible such as by opening windows and doors. Do not open windows and doors if doing so poses a safety risk to employees, children, or customers.
- If possible, prop open or automate entrance doors to minimize customer contact with doorknobs and handles.
- Eliminate person-to-person contact for delivery of goods whenever possible, such as setting items on a designated table in a sealed bag, labeled with the order number or customer name.
- Leftover food should be packaged by the customer for takeout.

5. RECOMMENDATIONS:

CONSIDER IMPLEMENTING THESE ADDITIONAL RECOMMENDED SAFETY MEASURES.

- Provide a hand sanitizer dispenser/station or disinfection wipes (at least 60% alcohol) for customers.
- Use equipment that has touch free motion detectors, such as hands-free soap and towel dispensers.
- Use a payment system that does not require person-to-person contact.
- Encourage reservations or advise customers to call in advance to confirm seating availability. Consider a reservation system that allows customers to queue six feet apart or wait in cars and enter only when a phone call, text, or other method of notification indicates that a table is ready for seating.
- Limit the number of employees who serve individual parties. Consider assigning the same employee to each party for entire dining experience while ensuring mandatory employee meal and rest breaks.
- Expand outdoor seating where possible.
- Consider the use of disposable gloves to supplement handwashing when:
 - Conducting employee health screenings.
 - When handling items contaminated by body fluids.
 - When touching items used by customers (dirty cups, plates, napkins, etc.).
 - When handling trash bags.

Be Our Guest for SAFE DINING

WHAT YOU CAN EXPECT FROM US



**Healthy
Team Members**
daily temperature
checks



**Clean
Restaurants**
tables disinfected
after each visit



**Social
Distancing**
reconfigured
layouts



**Protective
Equipment**
masks on every
team member



**Frequent
Handwashing**
hand sanitizer
is available

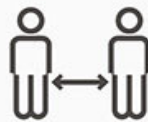
WHAT WE ASK OF YOU



**Stay Home if You
Have Symptoms**
of fever, coughing,
or shortness
of breath



**Do Not
Congregate**
in the lobby
or bar



**Give Fellow
Guests
Their Space**
at least six feet



**Wear a
Face Covering**
when not at your
table



**Utilize
Mobile Pay**
when possible

Welcome Back!



**CITY OF
CUPERTINO**

For more information or updates on Santa Clara County's Health Order,
please visit www.sccgov.org/covid19

Social Distancing Protocol
COVID-19 Site-Specific Protection Plan



Business Name:

Facility Address: Click or tap here to enter text.

This Protocol was most recently updated on: Click or tap here to enter text.

Maximum number of people allowed in facility at any time:

Total Facility Square Footage:

Total Facility Square Footage Open to Public:

The Person Responsible for Implementing this Protocol

Name: Click or tap here to enter text. **Title** Click or tap here to enter text.

Phone number: Click or tap here to enter text. **Email Address:** Click or tap here to enter text.

Businesses **must** implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is inapplicable to the business.

Signage and Distribution:

- Post signage at each public entrance of the facility to inform personnel and customers of the following:
 - Do not enter the facility if you have COVID-19 symptoms;
 - Maintain a minimum six-foot distance from others, including when in line;
 - Sneeze and cough into a cloth or tissue or, if not available, into your elbow;
 - Face coverings required to enter (except if 6 years of age or under or medically inadvisable);
 - Do not shake hands or engage in any unnecessary physical contact.
- Post signage at appropriate locations throughout the facility reminding customers to maintain social distance.
- Post a copy of your COVID-19 PREPARED Sign and Social Distancing Protocol Visitor Information Sheet at each public entrance to the facility where staff and customers can easily view them.

Personnel Training:

- Copies of this Protocol will be distributed to all personnel.
- Personnel are trained on [COVID-19 information from the CDC](#), how to prevent COVID-19 from spreading, who is especially vulnerable to the disease, and when to seek medical attention.
- Personnel are trained on screening themselves for COVID-19 symptoms, including temperature and/or symptom checks using [CDC guidelines](#).
- Personnel are trained on the need to stay home and get tested if they have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.

Social Distancing Protocol
COVID-19 Site-Specific Protection Plan



Personnel Training (continued)

- Personnel are trained on [County guidelines](#) for when it is safe to return to work if they are symptomatic or have tested positive for COVID-19.
- Personnel are trained on the need for frequent handwashing with soap and water, proper use of face coverings, the importance of social distancing, and other measures in this Protocol.
- Personnel are encouraged to get tested for COVID-19 in accordance with County guidance and given information on test locations: <https://www.sccgov.org/sites/covid19/Pages/covid19-testing.aspx>.
- Personnel have been informed that they can contact the County Office of Labor Standards Enforcement to report any deficiencies in compliance with Social Distancing Protocol requirements by this business:

Office of Labor Standards Enforcement Advice Line: 866-870-7725

- Personnel are trained on new or modified measures immediately upon updating this Protocol.
- Optional—Describe other measures:

Individual Control Measures and Screenings:

- All personnel who can carry out their work duties from home have been directed to do so and are doing so.
- All workers have been directed not to come to work if sick or exhibiting symptoms of COVID-19.
- All employees are given temperature and other COVID-19 symptom screenings at the beginning of their shift, and all other vendors, contractors, and other workers are screened before entering the facility.
- Require all persons to properly wear face coverings at all times in the facility (except if 6 years of age or under, medically inadvisable, or the face covering would create a safety hazard for workers under established health and safety guidelines).
- Optional—Describe other measures:

Handwashing and Hand-Sanitizing Protocols:

- Encourage frequent handwashing and use of hand sanitizer and provide frequent breaks for handwashing.
- Soap and water are available to all personnel at the following location(s): *Click or tap here to enter text.*
- Hand sanitizer effective against COVID-19 is available to all frontline staff as well as to other personnel at the following location(s): *Click or tap here to enter text.*
- Hand sanitizer and/or soap and water are available to the public at or near the facility entrance, at checkout counters, and at various locations throughout the facility to enable the public and staff to frequently clean their hands.

Social Distancing Protocol
COVID-19 Site-Specific Protection Plan



Handwashing and Hand-Sanitizing Protocols (continued)

- Ensure that handwashing and other sanitary facilities are operational and stocked at all times.
- Optional—Describe other measures:

Cleaning and Disinfecting Protocols

- Thoroughly and regularly clean high traffic areas and frequently disinfect high-contact surfaces (including doorknobs, handrails, counters, tables, checkout areas, cash registers, telephones, etc.).
- Break rooms, bathrooms, and other common areas are disinfected frequently, on the following schedule:
 - Break rooms:
 - Bathrooms:
 - Other (Click or tap here to enter text.): Click or tap here to enter text.
- Disinfectant and related supplies are available to all employees at the following location(s):
Click or tap here to enter text.
- Disinfecting wipes that are effective against COVID-19 are available for use by customers and personnel near shopping carts and baskets.
- Staff are assigned to disinfect carts and baskets regularly.
- Shared equipment and touchable surfaces like payment portals and pens are disinfected after each use.
- Adjust stores hours to provide adequate time for cleaning and stocking with social distancing, and provide time for workers to clean between shifts.
- Optional—Describe other measures:
Click or tap here to enter text.

Measures to Maintain Social Distancing:

- To allow adequate social distancing (6 feet minimum) at all times and comply with any occupancy limitations in the Order, limit the number of people in the facility at any one time to _____ (see applicable County guidance or directive for your facility type).
 1. Total square footage of the facility:
 2. Total square footage open to the public:
- Post an employee near the door to ensure that the maximum number of customers is not exceeded, that all customers are wearing face coverings to enter (except children 6 years of age or under or persons for whom face coverings are medically inadvisable), and that customers comply with other provisions of this Protocol. Ensure that this employee is more than 6 feet away from customers to maintain adequate social distance.

Social Distancing Protocol
COVID-19 Site-Specific Protection Plan



Measures to Maintain Social Distancing (continued)

- Place additional limitations on the number of workers in enclosed areas of the facilities (such as the break rooms) to ensure at least six feet of separation.
- Place per-person limits on goods that are selling out quickly to reduce crowds and lines.
Explain: [Click or tap here to enter text.](#)
- Place tape or other markings at least six feet apart in customer line areas inside the store and on sidewalks at public entrances with signs directing customers to use the markings to maintain distance.
- Separate order areas from delivery areas to prevent customers from gathering.
- Minimize exposure between cashiers and customers through social distancing or use of barriers where social distancing cannot be maintained. Describe:

- Increase remote (online and telephone) purchasing, delivery, and curbside pickup service options.
- Instruct staff to maintain at least six feet of distance from customers and from each other, except staff may momentarily come closer when necessary to accept payment, deliver goods or services, or perform a job duty.
- Stagger personnel breaks, in compliance with wage and hour regulations, to maintain adequate social distancing.
- Minimize any in-person meetings and adjust those that are necessary to ensure adequate social distancing.
- All desks or individual workstations are separated by at least six feet.
- Reconfigure, restrict, or close break rooms and other common areas to maintain social distancing.
- Optional—Describe other measures:

Measures to Prevent Unnecessary Contact:

- Close all public seating areas.
- Prevent people from self-serving any food-related items, including from food bars, bulk-item bins, and shared containers in breakrooms. Discontinue product sampling.
- Do not allow customers to use their own cups or other reusable food containers from home for takeaway.
- Require customers using reusable bags from home to bag their own groceries or prevent use of reusable bags from home. Describe:

Social Distancing Protocol
COVID-19 Site-Specific Protection Plan



Measures to Prevent Unnecessary Contact (continued)

- Provide contactless payment systems if possible.
- Optional—Describe other measures (e.g. providing senior-only hours):

Compliance Procedures:

- Regularly evaluate the workplace for compliance with this Protocol and document and correct deficiencies.
- Personnel have been informed that they can call the **County of Santa Office of Labor Standards Enforcement at 1-866-870-7725** to report any deficiencies in compliance with Protocol requirements.
- Customers are informed that they can report any deficiencies in compliance with Protocol requirements to **County of Santa Clara Office of the District Attorney** at www.santaclara-da.org or pubhealthreferral@dao.sccgov.org.

Describe additional health and safety measures implemented for this facility:

Certification

I, [Click or tap here to enter text.](#), affirm that all information in this Social Distancing Protocol is true and accurate to the best of my knowledge, that all employees will be provided a copy of this Protocol and receive trainings as required in this Protocol, that copies of the COVID-19 PREPARED Sign, Social Distancing Protocol Visitor Information Sheet, and signage will be posted as required herein, and that all applicable measures are being implemented as set forth herein.

Name

Signature

Social Distancing Protocol

Visitor Information



Last updated:

Business Name: _____

Facility Address: _____

The maximum number of people allowed in this facility to ensure that people are easily able to maintain six-foot social distancing, or as required by the Order, is _____.

The total square footage of this facility is _____.

The square footage of this facility open to the public is _____.

Summary of Customer-Facing Requirements

- Handwashing facilities or sanitizer is available near the facility entrance.
- An employee is posted at or near the facility entrance to ensure the maximum number of customers is not exceeded and all persons are wearing face coverings.
- Tape or markings have been placed at least six feet apart where people form lines.

Learn More or Report a Complaint

To report a complaint about this or another business not following a Social Distancing Protocol, visit **www.santaclara-da.org** or email **pubhealthreferral@dao.sccgov.org**.

To view the County Health Officer's Order and other information related to COVID-19, visit **sccgov.org/coronavirus**.

The person responsible for implementing this business's protocol is:

Name

Title

Email

Phone Number

COVID-19 Prepared



This business has completed a **Social Distancing Protocol** to prevent the spread of **COVID-19**.

For more information or to learn how to file a complaint, see this business's Social Distancing Protocol Visitor Information Sheet (required to be posted with this sign) or visit sccgov.org/coronavirus.

Santa Clara County
**PUBLIC
HEALTH**

