



COVID-19 Guidance for Restaurants and Food Services GREY – LOCKDOWN

This document provides public health information, guidance and recommendation on prevention of COVID-19 as issued by Ottawa Public Health and should not be considered a regulatory document. The information included here is intended for readers in Ottawa, Ontario, Canada. For information on regulatory restrictions in place for the regions of Ontario and the City of Ottawa, please see the [Government of Ontario response framework](#) and the [City of Ottawa Provincial and City Rules](#).

The province's [COVID-19 Response Framework](#) has five levels of public health measures **Prevent**, **Protect**, **Restrict**, **Control** and **Lockdown**. This guidance document describes the public health measures for **Restaurants and Food Services** aligned with the [Reopening Ontario Act](#) and [City of Ottawa specific enhanced measures](#). A time-limited province wide Shutdown beginning on Saturday December 26th at 12:01 am will place us in the **Grey - Lockdown Level**.

Restrictions

Indoor and outdoor food and alcohol service is prohibited under the **Grey-Lockdown** level of the [COVID-19 response framework](#).

Take out, drive through and delivery are permitted for both food and alcohol.

In-person dining may be permitted in limited setting-specific circumstances. Please refer to [O.Reg.82/20 \(Reopening Ontario \(A Flexible Response to COVID-19\) Act, 2020, S.O. 2020, c. 17\)](#) for details.

The following guidance is specific to the **Restaurants and Food Services Sector** and is intended to guide you in being COVID Wise in the workplace. This information will help you plan and implement COVID Wise protocols to keep staff and customers safer. For additional information and resources, please consult the Ottawa Public Health [Business and Workplace COVID-19 webpage](#).



Preparing to open your establishment

Operators are responsible for providing an environment that minimizes the risk of transmission of COVID-19 and should also refer to the [restaurant and food services health and safety during COVID-19 guidance](#) from the Government of Ontario. Government of Ontario guidance supplements, but does not replace, guidance from Ottawa Public Health about food safety, or the [Ontario Food Premises Regulation](#).

Does my establishment need to be inspected prior to opening?

Your establishment requires inspection by Ottawa Public Health prior to opening if:

- It is opening new since the pandemic began, and
- It has not been previously inspected.

If your establishment meets both above points, please contact Ottawa Public Health to arrange an inspection with a Public Health Inspector.

Recording staff contact information

Ottawa Public Health strongly recommends keeping a daily record of staff names, contact information, shift start and end times, and has made available a [COVID-19 Workplace Staff Log](#) to collect this information, if needed.

Staff screening

Your business will need policies and procedures to address the following:

- Active staff screening for signs and symptoms of COVID-19, and
- Preventing staff from working if they show signs and/or symptoms of COVID-19

Ottawa Public Health offers an [employee screening questionnaire](#) that can be used to actively screen each employee before each of their shifts for signs and symptoms of COVID-19.

Do not allow sick staff members to come to work

In addition to the above requirements, consider updating your business policies for managing absences and for backfilling shifts in case of absence.

All measures must be taken to ensure staff are well before being allowed to interact with patrons and/or colleagues. **Staff members who are sick should remain at home.** Staff who develop symptoms and/or who become sick during their shift must report to their supervisor immediately. They should also be advised to complete the [COVID-19 self-assessment tool](#), to contact their primary health provider and/or to get tested.



Gathering limits for your establishment

Patrons lined up outside your establishment must be able to maintain a physical distance of two metres from other groups of persons and be wearing a mask or face covering that covers their mouth, nose and chin unless they are entitled to an exception set out in the [regulation](#).

Safety plan

Workplaces must also prepare and make available a [safety plan](#). This safety plan must:

- Describe measures/procedures that have been or will be implemented in the business, place, facility or establishment to reduce spread of COVID-19.
- Include measures for screening, physical distancing, masks, cleaning, disinfecting and personal protective equipment (PPE).
- Be in writing and made available to any person for review on request.
- Be posted in a visible place to come to the attention of those working or attending the location.

Adapting your Equipment and Logistics

Consider changes to the equipment and logistical systems used at your business to enhance the ability of staff members and patrons to protect one another from COVID-19. Such changes may include, but are not limited to:

- Using chalkboard, electronic, web-based, disposable or other non-contact or single-use menu formats
- Installing automatic, no-touch devices such as doors, faucets and lights
- Asking patrons to call ahead to schedule a pick-up time to minimize line ups and/or crowds
- Supplying rolled or packaged utensils and disposable napkins
- Replacing condiment and spice containers for patrons with single-use packets
- Limiting payment methods to credit and/or debit, where possible
- Supplying hand sanitizer at all entrances, exits and other high traffic areas
- Refreshing staff training and education on proper [hand hygiene](#)

Remember to include staff office areas, break rooms and other non-public areas of the establishment when adapting your space for operation. These areas should also allow for physical distance, traffic control and other key preventive measures meant to protect staff from illness.

Staff Training and Education

It is essential that all staff members receive training and education on all modified and new policies, procedures and practices prior to working directly with patrons and colleagues.



Ottawa Public Health recommends that employers pay close attention in particular to ensuring that all staff working have current training on and are familiar with:

- Active screening for signs and symptoms of COVID-19
- Actions to take if they experience symptoms of illness
- Proper use of approved cleaning and disinfecting products
- Cleaning protocols to sanitize reusable items between uses
- Procedures for environmental cleaning
- How to properly wear and use masks and face coverings
- How to properly use gloves, face shields and other personal protective equipment if required by the employer
- Maintaining physical distance of at least 2 metres when possible
- Adapted procedures for food and bar service, where needed

Information and resources are available through Ottawa Public Health to help support staff learning and training, such as the [Coronavirus Disease 2019 \(COVID-19\) Cleaning and Disinfection for Public Settings](#) information sheet.

Signs and Floor Markers

Using clear signage in high visibility locations in your establishment helps inform staff and patrons of safety measures and requirements for service at your place of business. Combining signage with markers on the floor or other surfaces to help control traffic flow through the establishment and encouraging physical distance while waiting, can help further protect your staff and patrons from COVID-19.

To help all businesses operating in Ottawa be [COVID Wise Together](#), Ottawa Public Health provides ready-made signage for use in your establishment in addition to its other [online resources for business](#) to help them protect the health of their staff, patrons and communities.

Masks and Other Personal Protective Equipment

The City of Ottawa has introduced a temporary mandatory mask by-law requiring that masks be worn indoors and in some outdoor situations. Information on the by-law, access to mask signage for use in your establishment and other resources related to masks is available at the [Wearing a Mask](#) online resource from the City of Ottawa.



Delivery and Takeout Services

Ottawa Public Health recommends these additional measures for establishments that offer delivery and/or takeout services:

- Limit the number of patrons allowed in the takeout area.
- Practice hand hygiene after
 - picking up a used delivery bin
 - providing items for pick-up or delivery
- Ask patrons to call ahead to schedule a pick-up time.
- Place takeout orders in a non-contact collection area for patrons to pick up.
- Schedule delivery and/or takeout staff to minimize the number of people on-site.
- Leave deliveries at the patron's door and move at least 2 metres away after knocking or ringing the doorbell.
- Clean and disinfect reusable items, and high contact surfaces and objects in delivery vehicles as often as necessary to maintain sanitation.

Mobile Food Services

Ottawa Public Health recommends these additional measures for mobile food services:

- Limit employees in the mobile unit to maintain 2 metres physical distance.
- Consider installing an impermeable barrier, such as a plexiglass window, at checkout stations.
- Encourage waiting customers to remain
 - At least 2 metres away from the order window and from other patrons, or
 - In their vehicle while waiting for their order to complete, if possible
- Remove all product sampling stations
- Replace self-serve condiment stations with single-serve condiment packets and/or offer toppings at the time of ordering.



Pre-opening Checklist

Ottawa Public Health recommends using the following checklist prior to opening your establishment for business:

- ✓ Expired and otherwise unfit products discarded
- ✓ Cleaned and disinfected
 - Food contact surfaces
 - Non-food contact surfaces
 - Hot holding facilities/equipment
 - Cold holding facilities/equipment
 - Washrooms
 - Frequently touched objects
 - door handles
 - touch screens
 - switches
 - tabletops
 - chairs
 - condiment containers
 - sneeze guards
 - taps
 - utensils
 - glassware
 - dispensers
 - credit card machines
 - cash registers
- ✓ Hand hygiene stations supplied and working
- ✓ Pest control checks completed
- ✓ Hot and cold holding facilities/equipment functioning safely
- ✓ Dishwashing machines functioning safely
- ✓ Sanitizers and detergents available for manual dishwashing
- ✓ Garbage storage areas clean and large enough
- ✓ Washroom supplies available
- ✓ Faucets working properly
- ✓ Pipes flushed for at least five minutes.
- ✓ All staff trained on new procedures/requirements
- ✓ Seating removed or closed off in high traffic areas
- ✓ Signage posted for [masks](#), [handwashing](#), [physical distancing](#), and reporting symptoms
- ✓ Staff logs ready for use

Consider using a dedicated service provider to complete technical or complex tasks such as pest control checks.



While Open for Business

Ottawa Public Health recommends the following measures so that the person responsible for the establishment can best ensure that all regulations, policies, procedures and best practices are followed while open for business:

- Encourage customers to do their own health assessment by posting signage at your entrance, and do not permit entry into your establishment if they have symptoms of COVID-19.
- Ensure patrons maintain physical distancing while waiting to collect their order.
- Reinforce the requirement that a mask or other face covering must be worn on the premises.
- Clean and sanitize high contact surfaces between patrons.
- Maintain cleaning and sanitation logs.
- Consider opening doors and/or windows to increase ventilation for any indoor operations.
- Follow [provincial regulations](#) regarding serving alcohol and hours of operation.
- Keep music volume low enough so that employees and patrons can speak without needing to raise their voice or lean in to be heard. can speak without needing to raise their voice or lean in to be heard.

Signage for your Establishment

- [Physical distancing](#)
- [Stop the spread of germs](#)
- [Mandatory Mask Requirements](#)
- [How to put on and take off a Mask or face covering](#)
- [Employee Screening Questionnaire](#)
- [Customer Passive Screening Signage](#)

Additional Resources

- [Government of Ontario COVID-19 Response Framework: Keeping Ontario Safe and Open](#)
- [Government of Ontario Restaurant and food services health and safety during COVID-19](#)
- [Government of Ontario Guidance on Health and Safety for Restaurant Servers, Cooks and Dishwashers during COVID-19](#)
- [Government of Ontario Guidance on Health and Safety for Curbside Pickup and Delivery Services during COVID-19](#)
- [Reopening Ontario \(A Flexible Response to COVID-19\) Act, 2020, S.O. 2020, c. 17](#)
- [Temporary Mandatory Mask By-law: Info for businesses and operators](#)

Visit our website OttawaPublicHealth.ca/Coronavirus, or call us at 613-580-6744.

Last updated: Dec 30, 2020