

Restaurant Protocols: Appendix H

Recent Updates:

- 5/5/21 – Guests at a single table indoors are limited no more than 6 people in the same party. Guests at a single table outdoors are limited to no more than 8 people in the same party.
- 5/5/21 - This protocol is effective as of May 5, 2021. Los Angeles County, including Long Beach, is subject to the Yellow Tier under the State's Blueprint to a Safer Economy. Indoor operations of a restaurant must be limited to 50% of maximum occupancy. Restaurants may increase their indoor capacity up to a maximum of 75% of total venue capacity where all attendees are either fully vaccinated or attendees show proof of a negative COVID-19 test conducted 72 hours prior to attendance in accordance with the requirements in the Blueprint for a Safer Economy Chart.
- 4/16/21 - Outdoor seated live events, indoor seated live events, and private events (such as meetings, receptions, conferences) may occur provided such events adhere to CDPH Guidance. Tables must be physically distanced by 6ft, measured from the back of the chair of the seated patron at one table to the back of the chair of the seated patron at an adjacent table.
- Changes are highlighted in yellow.

In addition to the conditions imposed on restaurants by the State Public Health Officer and regulations implemented by the California Alcohol and Beverage Control which may be found at <https://www.abc.ca.gov/> and <https://covid19.ca.gov/industry-guidance/>, establishments must also be in compliance with these employee safety and infection control protocols.

- **Restaurants, which include, brewpubs, breweries, bars, pubs, craft distilleries, and wineries that hold a City-issued restaurant permit to provide sit-down, dine-in bona fide meals**, may provide sit-down, dine-in bona fide meals indoors and outdoors. Indoor operations of a restaurant must be limited to 50% of maximum occupancy. Nothing in this subsection prevents an establishment from providing service via drive-thru, curbside, doormside, or other outdoor pickup and delivery.
- **Brewpubs, breweries, bars, pubs, craft distilleries, and wineries that do not hold a City-issued restaurant permit** may operate indoors and outdoors pursuant to the capacity limits in this Protocol if the establishment provides sit-down, dine-in bona fide meals and sells alcohol in the same transaction as a bona fide meal provided by a City-approved meal provider. Indoor operations of such establishments serving alcohol in the same transaction as a bona fide meal must be limited to 50% of maximum occupancy. Nothing in this subsection prevents an establishment from providing service via drive-thru, curbside, doormside, or other outdoor pickup and delivery.
 - Establishments operating pursuant to this Section must notify the City Health Department of the agreement and the relationship between the establishment and the City-approved meal provider through the City's permitting process for this activity. Approval shall be obtained by the City Health Department prior to operation.
 - All orders for food and alcoholic beverages are made to or coordinated by the establishment licensed with the ABC. Orders and payments from customers for food and alcoholic beverages

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must be received by the establishment. The establishment may then pass on the food order and a portion of the payment to the meal provider.

- ALCOHOL MUST BE PURCHASED IN THE SAME TRANSACTION AS A BONA FIDE MEAL.
- **Wineries, breweries, and craft distilleries** with premises set aside for beer and/or wine tasting, that are exempt from the definition of a food facility by California Health and Safety Code Section 113789(c)(5) may operate outdoors and indoors pursuant to the Protocols Wineries, Breweries, and Distilleries Tasting Rooms (Appendix T).
- **Bar and pubs** that do not hold a City-issued restaurant permit to provide sit-down, dine-in bona fide meals may serve alcohol to customers seated at tables indoors and outdoors pursuant to Protocols for Bars (Appendix U).
- **Food courts** may operate for indoor or outdoor dining. Capacity at indoor food courts must be limited to 50% of maximum occupancy. Food courts may also operate for curbside, doorside, or other outdoor pickup and delivery. Customers may be permitted to eat or drink on-site at a Shopping Center Operation only within an area designated for dining, as outlined in this Protocol.
- **Restaurants may increase their indoor capacity up to a maximum of 75% of total venue capacity** where all attendees are either fully vaccinated or attendees show proof of a negative COVID-19 test conducted 72 hours prior to attendance in accordance with the requirements in the Blueprint for a Safer Economy Chart which may be found at https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/COVID-19/Dimmer-Framework-September_2020.pdf
- **Face Coverings may only be removed** by customers when seated at a table while eating or drinking.
- **Tables located within an indoor and outdoor dining area must be separated by at least 6 feet**, measured from the back of the chair of the seated patron at one table to the back of the chair of the seated patron at an adjacent table. Maximize the distance between indoor dining service tables beyond the required 6 feet wherever possible, to minimize the risks from customers eating indoors without face coverings. If tables, chairs, booths, etc., cannot be moved, use visual cues to show that they are not available for use.
- **For all businesses required to adhere to this Protocol, the sale or service beverages, including alcohol, is prohibited for consumption by customers who are not seated at a table for bona fide meal service. The sale or service of alcohol only indoors for consumption onsite is prohibited unless such sale or service occurs in the same transaction as a bona fide meal.**
- Outdoor operations may occur in accordance with California Department of Public Health guidance entitled the "Use of Temporary Structures for Outdoor Business Operations" found at <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/Use-of-Temporary-Structures-for-Outdoor-Business-Operations.aspx>. Any City-issued permits required to operate outdoors, including any permits required to install any tent, canopy, other sun shelter, or structure used for outdoor dining,

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must be obtained prior to operation.

- For events and live entertainment:
 - Outdoor seated live events and performances may occur in accordance with to guidance issued by the State Health Officer titled “COVID-19 Industry Guidance: Outdoor Seated Live Events and Performances” found at <https://files.covid19.ca.gov/pdf/guidance-live-performances--en.pdf>.
 - Indoor seated live events and performances may occur in accordance with to guidance issued by the State Health Officer titled “COVID-19 Industry Guidance: Indoor Seated Live Events and Performances” found at <https://files.covid19.ca.gov/pdf/guidance-live-performances-indoor--en.pdf>.
 - Private events (such as meetings, receptions, conferences) may occur in accordance with to guidance issued by the State Health Officer titled “COVID-19 Industry Guidance: Private Events” found at <https://files.covid19.ca.gov/pdf/guidance-private-events--en.pdf>.
 - Capacity at live events and private events shall not exceed the capacity limits in this Protocol for restaurants and similar food facilities.

SALE OF ALCOHOLIC BEVERAGES TO GO

Restaurants, including brewpubs, breweries, bars, pubs, craft distilleries, and wineries (Establishment) may sell beer, wine, and pre-mixed drinks or cocktails not in manufacturers containers for consumption off the licensed premises when sold in conjunction with a bona fide meal prepared for curbside, doorside, or other outdoor pickup and delivery under the following conditions and pursuant to the ABC’s Notices of Regulatory Relief (<https://www.abc.ca.gov/notice-of-regulatory-relief/>):

- (1) Bona fide meals are provided by a City-approved meal provider regularly engaged in the business of preparing and offering bona fide meals for sale to the public, such as, a traditional restaurant, a fast food restaurant or a mobile meal provider (e.g. a food truck), or similar licensed businesses that prepares and serves bona fide meals. If the Establishment does not hold a City-issued restaurant permit, the Establishment must notify the City Health Department of the agreement and the relationship between the Establishment and the City-approved meal provider through the City’s permitting process for this activity. Approval shall be obtained by the City Health Department prior to operation. **ALCOHOL MUST BE PURCHASED IN THE SAME TRANSACTION AS A BONA FIDE MEAL.**
- (2) All orders for food and alcoholic beverages are made to or coordinated by the Establishment licensed with the ABC. Orders and payments from customers for food and alcoholic beverages must be received by the Establishment. The Establishment may then pass on the food order and a portion of the payment to the meal provider. **ALCOHOL MUST BE PURCHASED IN THE SAME TRANSACTION AS A BONA FIDE MEAL.**
- (3) For deliveries away from the licensed premises, the Establishment must receive the food order from its meal provider, and then deliver both the meal and the alcoholic beverages to the

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consumer in a single transaction originating from its licensed premises. This must be done even if using a third-party delivery service. That is, the alcoholic beverages may not be delivered to the consumer separately from a meal delivered by the food provider and cannot leave the licensed premises without being accompanied by the appropriate food order.

- (4) Any alcoholic beverages beer, wine, and pre-mixed drinks or cocktails not in manufacturers containers for consumption off the licensed premises must be packaged in a container with a secure lid or cap and in a manner designed to prevent consumption without removal of the lid or cap (e.g., no lids with sipping holes or openings for straws). Further, any Establishment selling such beverages for off-sale consumption shall prominently post the following warning in a manner that puts consumers on notice of limitations regarding open container laws:

Alcoholic beverages that are packaged by this establishment are open containers and may not be transported in a motor vehicle except in the vehicle's trunk; or, if there is no trunk, the container may be kept in some other area of the vehicle that is not normally occupied by the driver or passengers (which does not include a utility compartment or glove compartment (Vehicle Code Section 23225)). Further, such beverages may not be consumed in public or in any other area where open containers are prohibited by law.

“Post” means to prominently display on the premises, post online, or present in whatever manner is necessary to ensure that the consumer purchasing, or delivery person transporting, such beverages is given notice of this warning.

- (5) Any City-issued or State-issued permits required for the activity are obtained prior to operation; and
- (6) The Establishment operates curbside, doorside, or other outdoor pickup and delivery in accordance with applicable State and local laws and regulations, including, but not limited to, this Protocol and any other regulations implemented by the California Alcohol and Beverage Control.

“Bona fide meals” are defined as a usual assortment of foods commonly ordered at various hours of the day, that would be considered a legitimate meal; the service of prepackaged food like sandwiches or salads, or simply heating frozen or prepared meals, shall not be deemed compliant with the bona fide meal requirement.

Please note: This document may be updated as additional information and resources become available so be sure to check the Long Beach COVID-19 website at www.longbeach.gov/covid19 regularly for any updates to this document.

This checklist covers:

- (1) Workplace policies and practices to protect employee health
- (2) Measures to ensure physical distancing
- (3) Measures to ensure infection control
- (4) Communication with employees and the public
- (5) Measures to ensure equitable access to critical services.

These five key areas must be addressed as your facility develops any reopening protocols.

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All restaurants covered by this protocol must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.

Business Name:	
Facility Address:	

Date Posted:

**A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH
(CHECK ALL THAT APPLY TO THE FACILITY)**

- Everyone who can carry out their work duties from home has been directed to do so.
- Vulnerable staff (those above age 65, those who are pregnant, and those with chronic health conditions) are assigned work that can be done from home whenever possible, and should discuss any concerns with their healthcare provider or occupational health services to make appropriate decisions on returning to the workplace.
- All employees have been told not to come to work if sick or if they are exposed to a person who has COVID-19.
- Workers are provided information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on [government programs supporting sick leave and worker's compensation for COVID-19](#), including employee's sick leave rights under the [Families First Coronavirus Response Act](#) and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's [Executive Order N-62-20](#).
- Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all employees that had a workplace exposure to the case(s). The employer's plan must consider a protocol for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures.
- In the event that 3 or more cases are identified within the workplace within a span of 14 days the employer should report this cluster to the Long Beach Department Health and Human Services at 562-570-INFO.
- Symptom checks are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing. These checks can be done remotely or in person upon the employees' arrival.
A temperature check should be done at the worksite if feasible.
- All employees who have contact with the public or other employees during their shift(s) are offered, at no cost, a cloth face covering. The covering is to be worn by the employee at all times

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during the workday except where the employee is working in a vehicle, office, or room alone. Employees who have been instructed by their medical provider that they should not wear a face covering should wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves should not be used.

- Employees are instructed on the proper use of face covering, including the need to wash their face coverings daily.
- Face shields are provided and shall be worn by wait staff and other employees when servicing customers not wearing a cloth face covering while eating and drinking. The face shield shall be worn in addition to the cloth face covering. Cloth face coverings protect others from the wearer's droplets; face shields help protect the wearer from other's droplets.
- Face shields are to be used, cleaned and disinfected per manufacturer's directions.
- Employees are directed to ensure hand hygiene practices including handwash frequency, use of hand sanitizer and proper glove use are adhered to.
- Employees are allowed time to wash their hands frequently.
- Employees are reminded to cover coughs and sneezes with a tissue. Used tissue should be thrown in the trash and hands washed immediately with soap and warm water for at least 20 seconds.
- Employees are prohibited from eating or drinking anywhere inside the food facility other than designated break rooms.
- All employees, vendors and delivery personnel have been provided instructions regarding maintaining physical distancing and the use face coverings while onsite.
- Breaks are staggered, in compliance with wage and hour regulations, to ensure that six (6) feet between employees can be maintained in break rooms at all times.
- Break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:
 - Break rooms _____
 - Restrooms _____
 - Other _____
- Disinfectant and related supplies are available to employees at the following location(s):

- Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):

- Copies of this Protocol have been distributed to all employees.
- Optional—Describe other measures:

B. MEASURES TO ENSURE PHYSICAL DISTANCING

- The number of people in an indoor restaurant or bar facility is low enough to ensure physical distancing but in no case more than 50% of the maximum occupancy of the restaurant facility.

Maximum number of people in the indoor restaurant or bar facility are limited to: _____

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- ❑ Tables must be physically distanced by 6ft, measured from the back of the chair of the seated patron at one table to the back of the chair of the seated patron at an adjacent table. Maximize the distance between indoor dining service tables beyond the required 6 feet wherever possible, to minimize the risks from customers eating indoors without face coverings.
- ❑ Tables and chairs must be removed from indoor and outdoor dining areas so that 6 feet of physical distance can be maintained for customers and workers. If tables, chairs, booths, etc., cannot be moved, use visual cues to show that they are not available for use.
- ❑ Discontinue seating of customers where customers cannot maintain six feet of distance from workers, work areas, and food and drink preparation areas.
- ❑ Customers dining-in may order and engage in point-of-sale transactions indoors provided that:
 - All customers wear face coverings while not seated at a table eating or drinking;
 - All persons maintain a physical distance at least 6 ft. or greater while indoors;
 - Countertops and other high-touch surfaces are sanitized frequently;
 - Customers are prohibited from picking up food and/or beverages indoors; and
 - All other requirements in this Protocol are followed.
- ❑ Methods of ordering that limit the interaction between workers and customers, such as online or technology-based ordering, are strongly encouraged.
- ❑ Bar counters or areas used for the purposes of preparing or serving alcoholic beverages are closed to food and beverage service at the counter. Counters may be used for the purpose of in-person dining service as long as food or drink preparation is not occurring at the same bar counter. The intent of this requirement is to limit the interaction between customers from different tables, the interaction between customers and staff, and the ability of customers to come into contact with multiple surfaces. When customers are dining in, food, beverage, and alcohol shall be delivered to customers seated at tables.
- ❑ If possible, an employee wearing a cloth face covering is posted near the door but at least 6 feet from the nearest customers, to monitor that physical distancing procedures are adhered to.
- ❑ Measures to ensure physical distancing are adhered to where customers or employees are in a queue. This includes check-stands and terminals, deli counters and lines, restrooms, elevator lobbies, host stands and waiting areas, valet drop off and pickup, and any other areas where customers congregate.
 - Place tape or other markings at 6-foot intervals in any area where members of the public may form a line or stand.
 - Establish directional hallways and passageways for foot traffic, if possible, to eliminate employees and customers from passing by one another.
- ❑ Food facilities offering food pick-up options or delivery are to ensure physical distancing practices are implemented for those customers in the queue when ordering or during pick-up.
- ❑ Technology solutions where possible have been implemented to reduce person-to-person interaction; mobile ordering and menu tablets, text on arrival for seating, contactless payment options.
- ❑ Design interaction between customers, delivery drivers and employees to allow for physical distancing.
 - Floors inside and outside of the restaurant in areas when customers, delivery drivers or others may wait for are marked to enable and enforce physical distancing.

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- The use of contactless processes for pickup and delivery and other electronic systems for guest interactions have been implemented, where possible.
- Interactions between servers or other employees' interactions and customers are limited to a maximum of five minutes per occurrence, where possible.
- ❑ On-site dining and wine tasting made by reservation or customers notified to call in advance to confirm seating/serving capacity, where possible. Contact information for party is collected, if practicable, in the normal course of business operation, either at time of reservation booking or on site to allow for contact tracing should this be required.
 - Consider a phone reservation system that allows people to queue or wait in cars and enter only when a phone call, text or other method, notifies the customer that a table is ready.
- ❑ If the establishment has capacity and chooses to offer on-site ordering, customers should be offered a menu (posted or a single-use handout), to allow for ease of ordering, and items ordered should be gathered, packaged and picked up by the customer as soon as possible; customers should be notified of the estimated pick-up time. Customers waiting for items may not congregate within the business.

They should either remain in their car or return at the appropriate time to obtain their order.
- ❑ Limit the number of guests at a single table **indoors** to no more than 6 people in the same party. **Limit the number of guests at a single table outdoors to no more than 8 people in the same party.**

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 hosts must bring entire party to the table at one time. Strongly encourage in-person dining only by members of the same household.
- ❑ Customers should be offered a menu (posted or a single-use handout), to allow for ease of ordering, and items ordered should be gathered, packaged and picked up by the customer as soon as possible; customers should be notified of the estimated pick-up time. Customers waiting for items may not congregate within the business. They should either remain in their car or return at the appropriate time to obtain their order.
- ❑ Limited contact between wait staff and customers.
 - Install physical barriers such as partitions or plexiglass at registers, host stands, ordering counters, etc., where maintaining physical distance of six feet is difficult.
 - Limit the number of employees serving individual parties.
- ❑ Discourage employees and customers from congregating in high traffic areas such as bathrooms, hallways, bar areas, reservation and credit card terminals, etc.
 - Require employees to avoid handshakes and similar greetings that break physical distance.
- ❑ Use barriers or increase distance between tables/chairs to separate employees in employee breakrooms. Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.
- ❑ Operations have been redesigned, where possible, to achieve physical distancing between employees.
 - Kitchen and other back of house area's floors are marked to reinforce physical distancing requirements.
- ❑ Physical distancing protocols should be used in any office areas, kitchens, pantries, walk-in freezers, or other high density high-traffic employee areas.
 - Incidental contact is to be expected, however, the goal is to limit this to 10 minutes, and

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the employees are always wearing their face coverings.

ADDITIONAL CONSIDERATIONS FOR TASTING ROOMS

- Provide a clean glass for each tasting and, if possible, do not pour beverages into a glass that a customer has already used (smelled, tasted from, etc.)
- The use of communal dump buckets, spit buckets, spittoons, etc. must be discontinued
- Provide individual, disposable cups to each guest instead to avoid splash contamination between guests.
- Do not touch beverage container necks to cups, glasses, etc., when pouring wine, beer, or spirits.
- Take measures to ensure that tasting group appointment times do not overlap to minimize interaction of people from different groups and places.
- Discontinue tours that combine individuals from different households into the same tour group. Tour guides must maintain at least six feet of physical distance from customers/visitors. Tours may not occur indoors.

C. MEASURES FOR INFECTION CONTROL

PRIOR TO OPENING

- The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased.
 - Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in all working areas.
- For facilities that have not been operating, flush each of the hot and cold-water fixtures for five minutes prior to reopening to replace stale water in the facility's plumbing with a fresh and safe water supply.
- Facility has been thoroughly cleaned and sanitized/disinfected (using products approved for use against COVID-19), especially if it's been closed.
 - Procure options for third-party cleaning company to assist with the increased cleaning demand, as needed.
- Spaces such as dining rooms, host stands, and kitchens have been equipped with proper sanitation products, including hand sanitizer and sanitizing wipes for all employees directly assisting customers.
 - Ensure sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.
 - Recommend installing touchless dispensers for hand sanitizer, soap dispensers, paper towel and trash dispenser.
- Drop-off locations are designated to receive deliveries away from high traffic areas. Person-to-person contact for delivery of goods has been eliminated whenever possible.

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FOOD SAFETY CONSIDERATIONS

- All food safety practices outlined in the California Retail Food Code (CRFC) are being followed and maintained.
 - Keep hot food hot (135 °F or above) and cold food cold (41 °F or below).
 - Thoroughly cook foods as required in the CRFC.
 - Clean and sanitize utensils and equipment at the required frequency outlined in the CRFC.
 - Adhere to employee health and hygiene practices: Don't work when ill; wash hands frequently; gloves used as required in the CRFC.
 - Ensure all food and food ingredients are from an approved food source.
 - Food preparation employees are discouraged from changing or entering others' workstations during shifts.
- Self-service machines, such as soda and frozen yogurt machines are dispensed by a food employee and cleaned and sanitized frequently.
- Areas where customers may congregate or touch food or foodware items that other customers may use have been closed. These items are provided to customers individually and discarded or cleaned and disinfected after each use, as appropriate. This includes but is not limited to:
 - Self-service areas with condiment caddies, utensil caddies, napkins, lids, straws, to-go containers, etc.
 - Self-service food areas, such as salsa bars, salad bars or buffet-style, including food sampling.
 - Tableside food preparation and presentation such as food item selection carts and conveyor belts, guacamole preparation, etc.
 - After-meal mints candies, snacks, or toothpicks for customers. These are offered with the check or provided only on request.
- A designated food employee is assigned the task of wrapping silverware prior to providing to the customer, rather than multiple employees handling uncovered silverware prior to customer use.
- Refilling beverages at the table or from common containers (e.g. pitchers, carafes, decanters, bottles) is not allowed. Clean glassware is provided for customer refills.
- Restaurants may sell market products (such as, produce, pantry goods, meat, and eggs) if they offer such products for pickup or delivery only. Restaurants shall obtain market products for the customer. Restaurants are prohibited from converting indoor or outdoor seating areas into a market.

FACILITY CONSIDERATIONS

- Restrooms that were previously open to the public should remain open to the public.
- A food employee per shift is designated to oversee and enforce additional sanitization and disinfection procedures, as needed.
- A cleaning and disinfection plan for high-touch surfaces and access areas has been developed and is followed.
 - Common areas and frequently touched objects related to customer pickup and payment (e.g., tables, doorknobs or handles, credit card readers) are disinfected on an hourly basis during business hours using EPA approved disinfectants.
 - All payment portals, pens, and styluses are disinfected after each use.
- Facility is thoroughly cleaned and sanitized/disinfected (using products approved for use against COVID-19) nightly. A log is kept to monitor completion wherever possible.

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- Audio headsets and other equipment are not shared between employees unless the equipment is properly disinfected after each use. Consult equipment manufacturers to determine appropriate disinfection steps.
- Dishwashers that wash multi-use customer utensils are provided with equipment to protect their eyes, nose and mouth from contamination due to splash using a combination of face coverings, protective glasses, and/or face shields. Dishwashers are provided impermeable aprons and required to change frequently. Reusable protective equipment such as face shields and glasses are to be properly disinfected between uses.
- Restrooms are checked regularly and cleaned and disinfected on an hourly basis using approved EPA disinfectants.
- Hand sanitizer and trash cans are available to the public at or near the entrance of the facility.

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- A copy of this protocol is posted at all public entrances to the facility.
- A sign notifying customers to use hand sanitizer and to wear a face covering when not eating or drinking is also posted at all entrances.
- Signage is posted that reminds the dining public to maintain physical distancing of six feet, 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.
- Signage is posted that notifies customers that while it may be common practice for diners to socialize after the meal, this practice will be discouraged during the pandemic.
- Online outlets of the establishment (website, social media, etc.) provide clear information about facility hours, required use of face coverings, policies in regard to preordering, reservations, prepayment, pickup and/or delivery and other relevant issues.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- Services that are critical to the customers/clients have been prioritized.
- Transactions or services that can be offered remotely have been moved on-line.
- Measures are instituted to assure access to goods and services for customers who have mobility limitations and/or are at high risk in public spaces.

Any additional measures not included above should be listed on separate pages, which the business should attach to this document.

You may contact the following person with any questions or comments about this protocol:

Business Contact Name: _____

Phone number: _____

Date Last Revised: _____

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An Example of Seating Arrangement Within the Allowable Occupancy

