

**INTERIM GUIDANCE FOR RETAIL FOOD FACILITIES:
HEALTH OFFICER'S ORDER
MODERATE/ORANGE TIER
(April 7, 2021)**

On July 28, 2020, the Contra Costa Board of Supervisors passed an ordinance delegating enforcement of the Health Officer's Order to various agencies, which includes Environmental Health. Per the Boards' directive, these agencies conduct inspections to verify compliance with the Order. **Please note that violation of the Health Officer Order is subject to fines and other enforcement actions.** The Order includes, but is not necessarily limited to the following:

- 1. Indoor Dining:** Indoor dining is allowed, but indoor dining capacity must be no more than 50 percent of the pre-COVID capacity or 200 people, whichever is less. Also take into account requirements for social distancing that may further reduce dining room capacity. Table and chair spacing must ensure that patrons at different tables are at least 6 feet apart. Base spacing on occupied chairs at adjacent tables.
- 2. Other Service:** Outdoor dining, take-out, and delivery are allowed. If a tent or temporary enclosure is used outside, it must conform to the State's criteria as described in the "Use of Temporary Structures for Outdoor Business Operations" that can be found at:

<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/Use-of-Temporary-Structures-for-Outdoor-Business-Operations.aspx>

Also check with local fire department regarding the use of a tent or heaters.

- 3. Face Coverings:**
 - Employees, contractors, owners, and volunteers must wear a face covering (that covers nose and mouth).
 - Employer must provide employees face coverings and other required personal protective equipment (PPE).
 - Facility must take all reasonable steps to prohibit any member of the public who is not wearing a face covering from entering and must not serve that person if those efforts are unsuccessful.



- Incorporate CDPH Face Covering Guidance and include a policy for handling exemptions. Examples of exemptions include the following:
 - Children younger than two years old.
 - Those with a medical condition, mental health condition, or disability that prevents wearing a face covering.
 - Those who are hearing impaired or communicating with a person who is hearing impaired and need to see the mouth to communicate.
 - Those for whom wearing a face covering would create a risk to the person related to their work.

Link to State masking guidance:

https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/COVID-19/Guidance-for-Face-Coverings_06-18-2020.pdf

- Customer can remove mask while food and drink are being consumed but must wear mask at all other times, including when interacting with waitstaff or other employees.
- Approved face coverings must cover nose and mouth and not contain a valve. A face shield is an acceptable option for employees who cannot wear a mask for medical reasons. **A business or facility operator can deny entrance or service to customers entering the business without a mask or face shield, or require documentation of a physician's note for a mask exemption.**

4. **Workplace Specific Plan:** Appendices A and C-1 are no longer part of the Contra Costa County Health Officer's Order, but many of the requirements previously described in Appendices A and C-1 are in the State Health Officer's Order. Businesses and operations, including retail food facilities, must comply with the State Order.

Each business and operation must perform a comprehensive risk assessment of all works areas and work tasks and establish a written Workplace Specific Plan for COVID-19 prevention. Each business or facility must designate a person to implement the plan.

Workers must be trained on the plan and a copy of the plan made available to workers. The plan must include the following:

- **Responsible person** - Person responsible for implementing the plan.
- **Control measures** - Risk assessment and the measures that will be taken to prevent the spread of the virus, specific to your business or operation (e.g., floor markings, signage, no customer self-serve, other social distancing measures, etc.), health screening of customers and employees, employees not coming to work if sick, regular disinfection of contact surfaces, etc.
- **Contact information** – Contact information for the Health Services Department for communicating information about COVID-19 outbreaks among workers or customers. In Contra Costa County you may contact: Covid.Business.Tracing@cchealth.org or (925) 313-6740 (when prompted, press 5).
- **Staff training** – Train staff on the plan and make plan available to staff.

- **Compliance checks** – Process to regularly evaluate the facility for compliance with the plan, and document and correct deficiencies identified.
- **COVID case investigation/response** - Protocols to respond to and investigate COVID cases.
- **Industry specific guidelines** – Protocols for compliance with industry-specific guidelines that apply to your business or operation.
- **Face coverings** – Protocols for face coverings. See #3 above.

Also complete the appropriate checklist for your type of operation and post in view of employees and customers.

For specifics related to your business or operation, see the applicable State COVID-19 Industry Guidance and checklist at <https://covid19.ca.gov/industry-guidance/>.

The Contra Costa County FAQs also have relevant information:

<https://www.coronavirus.cchealth.org/frequently-asked-questions>

Please note these guidance documents reference other documents that must be complied with. Multiple guidance documents may apply to your business or operation. Where there is a difference between documents, the stricter standard typically applies.

5. **Health Screening:** Provide temperature and/or symptom screenings for all workers at the beginning of their shift and any vendors, contractors, customers, guests, or other workers entering the establishment. Make sure the temperature/symptom screener avoids close contact with workers to the extent possible. If self-screening is used in lieu of screening at the facility, ensure that it is done before the person leaves home for the facility and follows CDC guidelines.
6. **Signage:** Post signage at each entrance and highly-visible locations and in reservation confirmations to remind the public
 - Use face coverings while not eating and drinking.
 - Practice social distancing.
 - Frequently wash hands with soap/water for at least 20 seconds.
 - Use hand sanitizer.
 - Not touch their face.
 - Avoid entering the facility if they have COVID-19 symptoms.
7. **Rules Display:** Display a set of clearly visible rules for customers and employees at the entrance(s) that are a condition of entry. The rules must include:
 - Use hand sanitizer.
 - Maintain physical distance from other customers.
 - Avoid unnecessary touching of surfaces.
 - Contact information for local health department.
 - Changes to businesses services.
 - Avoid entering the facility if they have COVID-19 symptoms.



8. **Social Distancing:** Implement and enforce social distancing (e.g., table spacing, floor markings, signage, limit number of people inside the facility, barriers, etc.). Table spacing must ensure customers at adjacent tables are at least 6-feet apart. This will require tables to be further than 6-feet apart to accommodate occupied chairs (the 6-feet minimum is measured from the backs of occupied to chairs).

Note: Waitstaff can be closer than 6-feet when taking orders at a table, but waitstaff and guests during that interaction must wear masks.

9. **Outdoor dining:**
- Set up for proper social distancing (e.g., table spacing).
 - Outdoor dining can include alcohol if served with the meal.
 - Table and chair spacing must ensure that patrons at different tables are at least 6 feet apart. Base spacing on occupied chairs at adjacent tables. Barriers are not a substitute for separation for outdoor dining.

10. **Bar Areas:** Bar areas must remain closed (i.e., no seating at the bar itself).

11. **Bars without meals can open** outdoors. Check with the State Department of Alcoholic Beverage Control and local jurisdiction for any restrictions regarding outdoor consumption of alcohol.

Bars with meals can open indoors if they offer sit-down, dine-in meals. This can be done via a contract with another vendor. Alcohol can only be sold in the same transaction as a meal, even if the meal is provided via a contract vendor. Also see the Department of Alcoholic Beverage Control (ABC) requirements at <https://www.abc.ca.gov/what-is-required-to-be-considered-a-meal/>

12. **Self-Serve:** No customer self-service of food, beverages, or related items (e.g., cups, utensils, salt/pepper shakers, etc.).

13. **Shopping Carts and Baskets:**
- Disinfectant wipes must be provided near shopping carts.
 - Shopping carts and baskets must be disinfected regularly.

14. **Cleaning/Disinfection:** High-contact surfaces must be disinfected regularly. Use disinfect(s) that are EPA approved for Covid-19 (Coronavirus).

15. **Menus:** Provide disposable menus to guests and make menus available digitally so that customers can view on a personal electronic device, if possible. If disposable menus cannot be provided, properly disinfect menus before and after customer use.

16. **Pre-set Tables Prohibited:** Discontinue pre-setting tables with napkins, cutlery, glassware, food ware, etc. Do not leave card stands, flyers, napkin holders, or other items on tables.



17. **Condiments:** Suspend use of shared food items such as condiment bottles, salt and pepper shakers, etc. and provide these foods in single serve containers. Where this is not possible, provide shared items such as condiment bottles, shakers, etc., as needed to customers and disinfect after each use.
18. **Pre-Roll Utensils:** Pre-roll utensils in napkins prior to use by customers. Workers must wash hands before pre-rolling utensils in napkins. The pre-roll should then be stored in a clean container. After customers are seated, the pre-roll should be put on the table by a worker who recently washed their hands.
19. **Takeout Containers for Leftovers:** Takeout containers for leftovers must be filled by customers (not waitstaff) and available only upon request.
20. **Clean After Use:** Thoroughly clean each customer dining location after every use. This will include disinfecting tables, chairs, booster seats, highchairs, booths, etc. and allowing adequate time for proper disinfection, following product instructions.
21. Do not leave out after-meal mints, candies, snacks, or toothpicks for customers. Offer them with the check or provide only on request.
22. **Table Seating:** Limit 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 hosts must bring the entire party to the table at one time.
23. **Physical Barriers:** Install physical barriers or partitions at cash registers, host stands, and other areas where maintaining physical distance of six feet is difficult. If impermeable barriers are to be used in the dining area (indoor only), contact the district inspector at (925) 608-5500 to discuss your proposal.

If impermeable barriers are to be used in the dining area, the following are minimum standards:

- Constructed of rigid plastic (e.g., Plexiglass), easily cleanable, and designed to provide adequate protection. Plastic sheeting or fabric are not acceptable materials.
- Barrier must take into account the tallest anticipated user.
- Barriers must not cause a tripping, fire hazard, or interfere with emergency egress.
- Barrier (which may include a booth back) must extend to a height of at least 6-feet from the floor.
- Barrier must not extend to within 18 inches of a sprinkler head (or as required by the local fire department)
- Barriers must be regularly cleaned and disinfected.
- If a booth is fitted with a barrier, the distance to any table(s) in front of the booth shall be such at least a 6-foot separation is maintained from the other parties.
- Operator should consult with local building and fire department also.

Please note that some seating even with a barrier may not be acceptable.

24. **Sampling:** Food or beverage sampling is not allowed.
25. **PPE:** Servers, bussers, and other workers removing items used by customers (e.g., dirty plates, cups, or utensils, used napkins, etc.) must use disposal gloves and wash hands before putting gloves on and wash hands after removal of gloves. Dishwashers must be provided equipment to protect the eyes, nose, and mouth from splash contamination, such as protective glasses, goggles, or face shield in addition to face covering. Dishwashers must be provided impermeable aprons and change these frequently. Reusable protective equipment such as face shields and glasses must be properly disinfected between uses.

Offer a second barrier (e.g., face shield or safety goggles) to other workers (e.g., waitstaff) who consistently come within 6 feet of customers and co-workers.

26. **Ventilation:** Provide good ventilation. Maximize the amount of air that the ventilation system provides. Avoid air flow from one table to another table. Install the highest efficiency filters compatible with the ventilation system.

For the Contra Costa County Health Officer's Order and FAQs go to:

<https://www.coronavirus.cchealth.org/health-orders>

For the State's guidance documents go to: <https://covid19.ca.gov/industry-guidance/>

To see the Contra Costa County Ordinance adopted for the enforcement of the Health Officer's Order go to: <https://www.contracosta.ca.gov/DocumentCenter/View/67807/Ordinance-2020-21>

Please note the Health Officer Order is regularly updated. The Health Officer Order includes references to the State Health Officer's Order and associated guidance documents. Where there are differences between these orders, the stricter standard shall apply.

