



Even though COVID-19 case rates have come down significantly from their peak in the third surge and more people are vaccinated, there remains a risk that people who you may come into contact with when you are outside your residence may have COVID-19. Most COVID-19 infections are caused by people who have no symptoms of illness. There are many people you may come into contact with in San Francisco who are not yet fully vaccinated. We have also seen surges in other parts of the country and the world, increasingly impacting younger adults.

The opening or expansion of sectors does not necessarily signify that these activities are “safe.” The purpose of the required safety protocols contained in San Francisco’s Stay-Safer-At-Home Order and companion health directives is to make these activities and sectors safer for workers and the public. But reopening and expansion requires that all individuals and businesses use particular care and do their part to make these activities as safe as possible by strictly and consistently wearing face coverings indoors and outdoors in large crowds and following social distancing requirements and all other safety protocols.

Everyone who is eligible, including people at risk for severe illness with COVID-19 – such as unvaccinated older adults and unvaccinated individuals with health risks – and members of their households are urged to get vaccinated as soon as they can if they have not already done so.

DIRECTIVE OF THE HEALTH OFFICER No. 2020-16i

**DIRECTIVE OF THE HEALTH OFFICER OF
THE CITY AND COUNTY OF SAN FRANCISCO REGARDING REQUIRED BEST
PRACTICES FOR DINING ESTABLISHMENTS AND FOOD DELIVERY SERVICES**

(PUBLIC HEALTH DIRECTIVE)
DATE OF DIRECTIVE: May 6, 2021

By this Directive, the Health Officer of the City and County of San Francisco (the “Health Officer”) issues industry-specific direction that all dining establishments, as described below, must follow as part of the local response to the Coronavirus Disease 2019 (“COVID-19”) pandemic. This Directive constitutes industry-specific guidance as provided under Sections 4.e and 11 of Health Officer Order No. C19-07w issued on May 6, 2021 (the “Stay-Safer-At-Home Order”) and, unless otherwise defined below, initially capitalized terms used in this Directive have the same meaning given them in that order. This Directive goes into effect immediately, and remains in effect until suspended, superseded, or amended by the Health Officer. This Directive has support in the bases and justifications set forth in the Stay-Safer-At-Home Order. As further provided below, this Directive automatically incorporates any revisions to the Stay-Safer-At-Home Order or other future orders issued by the Health Officer that supersede that order or reference this Directive. This Directive is intended to promote best practices as to Social Distancing Requirements and sanitation measures, helping prevent the transmission of COVID-19 and safeguard the health of workers, patrons, and the community.

**UNDER THE AUTHORITY OF CALIFORNIA HEALTH AND SAFETY CODE
SECTIONS 101040, 101085, AND 120175, THE HEALTH OFFICER DIRECTS AS
FOLLOWS:**



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- 1. This Directive allows Dining Establishments to offer dining services, and attempts to mitigate the risk of community transmission by modifying behaviors consistent with the medical and scientific understanding of the virus. In order to minimize the risk, all protocols in this Directive and Best Practices must be followed. When indoor dining is permitted, it presents a heightened risk of aerosol transmission of the virus because patrons remove their masks to eat and drink, and there is generally less ventilation indoors than outdoors. Accordingly, patrons are encouraged to choose Outdoor Dining, Take-Out, or Delivery options where possible.**
- 2. This Directive is intended to enable safer restaurant-style dining, not large social gatherings or lengthy gatherings. Dining Establishments may host receptions consistent with the safety precautions for Conferences, Meetings, and Receptions set forth in Section 28 of Appendix C-1 of the Stay-Safer-At-Home Order. Patrons or other members of the public congregating in or around a Dining Establishment, particularly without following Social Distancing Requirements or wearing Face Coverings indoors are at a heightened risk of community transmission.**
- 3. This Directive applies to all owners, operators, managers, and supervisors of any restaurant, bar, brewery, winery, or distillery (each a “Dining Establishment”). Each Dining Establishment must have received the necessary permits to serve meals, including any permits necessary to serve food outdoors (e.g. Shared Spaces permit), or catering permits to serve food (e.g. DPH Pop Up permit). This Directive also applies to food delivery services such as services that the public accesses via telephone, online, or via an app that deliver prepared food directly to residences or businesses (each a “Food Delivery Service”).**
- 4. Dining Establishments may serve alcoholic beverages outdoors without a bona fide meal consistent with this Directive.**
- 5. Any Dining Establishment offering indoor dining must comply with the following:**
 - a. Maximum Occupancy.**
 - i. Dining Establishments that provide bona fide meals must limit the total number of patrons who are present inside the Dining Establishment to 50% of the maximum occupancy.**
 - ii. Dining Establishments that do not provide bona fide meals must limit the total number of patrons who are present inside the Dining Establishment to the lesser of: (1) 25% of the maximum occupancy, or (2) 100 patrons.**
 - b. Dining Establishments with indoor spaces consisting of more than one room must limit the occupancy in each room to applicable maximum occupancy (e.g. individual rooms in Dining Establishments offering bona fide meals are limited to 50% occupancy).**
 - c. The occupancy limit for indoor dining includes patrons in the interior dining space, but it excludes Personnel, and patrons when seated outside. The number of Personnel allowed in the back of the house areas, like kitchens, must be determined based on the amount of space required to provide for physical distancing.**



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- d. A “bona fide meal” means a sufficient quantity of food that it would constitute a main course. Dining Establishments should consult guidance from the State Department of Alcoholic Beverage Control on what constitutes a bona fide meal. <https://www.abc.ca.gov/what-is-required-to-be-considered-a-meal/>.
 - e. Bona fide meals must be prepared and served by the Dining Establishment or another person or business operating under an agreement with the Dining Establishment and appropriate permits from DPH. Dining Establishments offering bona fide meals prepared and served by another person or business in this manner must receive or coordinate all orders for food and alcoholic beverages. Orders and payment from patrons for alcohol and food must be received by the Dining Establishment, which may then pass on the food order and a portion of the payment to the meal provider.
6. Attached as Exhibit A to this Directive is a list of best practices that apply to all Dining Establishments and Food Delivery Services (the “Best Practices”). Each Dining Establishment and Food Delivery Service must comply with all of the relevant requirements listed in the Best Practices.
 7. Before engaging in any activity under this Directive, each Dining Establishment and Food Delivery Service must create, adopt, and implement a written health and safety plan (a “Health and Safety Plan”). The Health and Safety Plan must be substantially in the form attached to this Directive as Exhibit B.
 8. Guidance from the Department of Public Health related to Dining is attached to this Directive as Exhibit C, and available at <http://www.sfdph.org/directives>.
 9. If an aspect, service, or operation of a Dining Establishment or Food Delivery Service is also covered by another Health Officer directive (all of which are available at <http://www.sfdph.org/directives>), then the Dining Establishment or Food Delivery Service must comply with all applicable directives and amendments to those directives, and it must complete all relevant Health and Safety Plan forms.
 10. Each Dining Establishment and Food Delivery Service must (a) post its Health and Safety Plan at the entrance or another prominent location of every physical location it operates within the City, (b) provide a copy of the Health and Safety Plan to Personnel, and (c) make the Health and Safety Plan available to members of the public on request. Also, each Dining Establishment and Food Delivery Service must provide a copy of the Health and Safety Plan and evidence of its implementation to any authority enforcing this Directive upon demand.
 11. Each Dining Establishment and Food Delivery Service subject to this Directive must provide items such as Face Coverings (as provided in Health Officer Order No. C19-12, and any future amendment to that order), hand sanitizer or handwashing stations, or both, and disinfectant and related cleaning supplies to Personnel, all as required by the Best Practices. If any such Dining Establishment or Food Delivery Service is unable to provide these required items or otherwise fails to comply with required Best Practices or fails to abide by its Health and Safety Plan, then it must cease operating until it can fully comply and demonstrate its strict compliance. Further, as to any non-compliant Dining Establishment or Food Delivery Service,



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any such Dining Establishment or Food Delivery Service is subject to immediate closure and the fines and other legal remedies described below, as a violation of the Stay-Safer-At-Home Order.

- 12. For purposes of this Directive, “Personnel” includes all of the following people who provide goods or services associated with a Dining Establishment or Food Delivery Service: employees; contractors and sub-contractors (such as those who sell goods or perform services onsite or who deliver goods for the business); independent contractors; vendors who are allowed to sell goods onsite; volunteers; and other individuals who regularly provide services onsite at the request of the Dining Establishment or Food Delivery Service. “Personnel” includes “gig workers” who perform work via the business’s app or other online interface, if any.**
- 13. This Directive and the attached Best Practices may be revised by the Health Officer, through revision of this Directive or another future directive or order, as conditions relating to COVID-19 require, in the discretion of the Health Officer. Each Dining Establishment and Food Delivery Service must stay updated regarding any changes to the Stay-Safer-At-Home Order and this Directive by checking the Department of Public Health website (<https://www.sfdph.org/directives>) regularly.**
- 14. Implementation of this Directive augments—but does not limit—the obligations of any Dining Establishment or Food Delivery Service under the Stay-Safer-At-Home Order including, but not limited to, the obligation to prepare, post, and implement a Social Distancing Protocol under Section 4.d and Appendix A of the Stay-Safer-At-Home Order. Each Dining Establishment and Food Delivery Service must follow these industry-specific Best Practices and update them as necessary for the duration of this Directive, including, without limitation, as this Directive is amended or extended in writing by the Health Officer and consistent with any extension of the Stay-Safer-At-Home Order, any other order that supersedes that order, and any Health Officer order that references this Directive.**
- 15. Dining Establishments and Food Delivery Services must allow City representatives immediate full access to the entire premises, including the kitchen, to inspect for compliance, including surprise inspections.**
- 16. A violation of any condition contained in a permit issued to a Dining Establishment by the Entertainment Commission is a violation of this Directive and the Stay-Safer-at-Home Order, and may be enforced as such.**
- 17. Dining Establishments and Food Delivery Services that fail to comply with this Directive, including, but not limited to, preventing large social gatherings or lengthy gatherings where individuals are not wearing Face Coverings indoors other than when eating or drinking, create public nuisances and a menace to public health. Accordingly, Dining Establishments and Food Delivery Service must not permit or allow such gatherings, whether on public or private property. Any Dining Establishment or Food Delivery Service that permits or allows such gatherings is injurious to public health within the meaning of Business & Professions Code section 25601 and is subject to reporting to the California Department of Alcoholic Beverage Control. Patrons or other members of the public who violate these requirements are subject to citation per Cal. Penal Code section 148(a), S.F. Admin.**



**City and County of
San Francisco**

**Department of Public Health
Health Officer Directive**

Health Officer Directive No. 2020-16i

Code section 7.17, S.F. Police Code section 21, and Cal. Business & Professions Code section 25620.

This Directive is issued in furtherance of the purposes of the Stay-Safer-At-Home Order. Where a conflict exists between this Directive and any state, local, or federal public health order related to the COVID-19 pandemic, including, without limitation, the Social Distancing Protocol, the most restrictive provision controls. Failure to carry out this Directive is a violation of the Stay-Safer-At-Home Order, constitutes an imminent threat and immediate menace to public health, constitutes a public nuisance, and is a misdemeanor punishable by fine, imprisonment, or both.

A handwritten signature in black ink, appearing to read "Susan Philip".

Susan Philip, MD, MPH,
Health Officer of the
City and County of San Francisco

Date: May 6, 2021



Exhibit A to Health Officer Directive No. 2020-16i (issued 5/6/2021)

Best Practices for Dining Establishments and Food Delivery Services

In addition to preparing, posting, and implementing the Social Distancing Protocol required by Section 4.d and Appendix A of Health Officer Order No. C19-07, and any amendments to that Order, (the “Social Distancing Protocol”), each Dining Establishment or Food Delivery Service that operates in San Francisco must comply with each requirement included in these Best Practices, and prepare a Health and Safety Plan substantially in the format of Exhibit B, below.

1. Section 1 – General Requirements for all Dining Establishments and Food Delivery Services:

- 1.1.** Follow all applicable public health orders and directives, including this Directive and any applicable State orders or industry guidance. In the event of any conflict between a State order or guidance and this directive, follow the more restrictive measure.
- 1.2.** Ensure patrons and Personnel comply with the Social Distancing and Health Protocol. At a minimum, each Dining Establishment must:
 - 1.2.1.** Require all Personnel to use Face Coverings as required under Health Officer Order No. C19-12, and any future amendment to that order (the “Face Covering Order”), wash hands frequently, and maintain physical distance of at least 6-feet to the extent possible. Consistent with the Face Covering Order, Personnel must wear Face Coverings whenever interacting with the public.
 - 1.2.2.** Advise patrons that Face Coverings are required for indoor dining, and any time a patron enters the Dining Establishment (e.g. to use the restroom, or pick up a take-out order). Indoor dining patrons must wear their Face Coverings any time they are not actively eating or drinking, including but not limited to: while they are waiting to be seated; while reviewing the menu and ordering; while socializing at a table waiting for their food and drinks to be served or after courses or the meal is complete; and any time they leave the table, such as to use a restroom. Indoor dining patrons must also wear Face Coverings any time servers, bussers, or other Personnel approach their table. Personnel must not approach a customer’s table until the patron has replaced their Face Covering.
 - 1.2.3.** Each Dining Establishment must require indoor dining patrons to wear a Face Covering, unless they are actively eating or drinking. This includes taking steps to notify patrons they will not be served if they are not wearing a Face Covering as required by this Directive, and the Face Covering Order. Dining Establishments may provide a clean Face Covering to patrons. For clarity, the transaction or service must be aborted if the patron is not wearing a Face Covering when required to do so by this Directive, but the business must permit a patron who is excused by the Face Covering Order from wearing a Face Covering to conduct their transaction or obtain service, including by taking steps that can otherwise increase safety for all.
 - 1.2.4.** Establish designated areas/lines with markings on the ground to indicate minimum six-foot distancing for patrons. This requirement includes marking lines for check-stands and restrooms, and patrons in various service settings, if



applicable (e.g. ordering food, take out, and waiting to be seated). Patrons must form lines outside while waiting for take-out, and waiting to be seated.

- 1.2.5.** Create directional paths of travel where feasible (e.g. separate entrance and exit for patrons, lines for restrooms).
- 1.3.** Provide hand sanitizer (using touchless dispensers when possible) at key entrances and contact areas such as reception areas, elevator and escalator landings, and stairway entrances.
- 1.4.** In addition to making hand sanitizer available (as required in the Social Distancing Protocol), post signage requiring patrons and Personnel to use hand sanitizer or wash their hands (with soap and water, for at least 20 seconds) before and after using any equipment.
- 1.5.** Any Dining Establishment offering a combination of take out, outdoor dining, and indoor dining (when permitted) should provide clear paths of travel for ingress, and egress, and consider separate entrances for each form of dining. Pursuant to section 1.2.4 all patrons must form lines outside while waiting to be seated.
- 1.6.** Each Dining Establishment must follow all applicable directives, and prepare applicable Health and Safety Plans required by those directives. The full list of Health Officer directives is available at <https://www.sfdph.org/directives>.
- 1.7.** Each Dining Establishment must comply with the ventilation requirements of section 4.i of the Stay-Safer-At-Home Order.

2. Section 2 – Patron Screening & Advisories

- 2.1.** Screen all patrons and other visitors on a daily basis using the standard screening questions attached to the Stay-Safer-At-Home Order as Appendix A and Attachment A-2 (the “Screening Handout”). Screening must occur before patrons are seated at the Dining Establishment in order to prevent the inadvertent spread of the SARS-CoV-2 virus. A copy of the Screening Handout must be provided to anyone on request, although a poster or other large-format version of the Screening Handout may be used to review the questions with people verbally. Any person who answers “yes” to any screening question is at risk of having the SARS-CoV-2 virus, must be prohibited from entering the Dining Establishment, and should be referred for appropriate support as outlined on the Screening Handout. Dining Establishments can use the guidance available online at <https://www.sfdph.org/dph/alerts/covid-guidance/covid-screening.pdf> for determining how best to conduct screening. Patrons who are feeling ill, have exhibited symptoms of COVID-19 within 24 hours of arriving at the Dining Establishment, or answer “yes” to any screening question must cancel or reschedule their reservation. In such cases, patrons must not be charged a cancellation fee or other financial penalty.
- 2.2.** Each Dining Establishment must post signage required by sections 4.g, 4.h, and 4.i of the Stay-Safer-At-Home Order.
- 2.3.** In addition, post signage stating the following. Sample signage is available at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>.



- 2.3.1. Post signage informing patrons that they must be seated at tables to consume food or beverages, that they must be at least six feet away from patrons at other tables at all times.
- 2.3.2. Post signage at tables reminding indoor dining patrons to wear Face Coverings when ordering and all other times when they are not eating or drinking.
- 2.3.3. Dining Establishments must post signage informing employees how to report COVID-19 health order violations.
- 2.3.4. Post signage describing the relative risks associated with dining. The signage must:
 - 2.3.4.1. Advise all patrons that dining outdoors is generally safer than dining indoors.
 - 2.3.4.2. Recommend that all people, including those at risk for severe illness with COVID-19—such as unvaccinated older adults, and unvaccinated individuals with health risks—and members of their household to get vaccinated before dining in crowded spaces or indoors.
 - 2.3.4.3. Advise outdoor dining patrons that seating arrangements with at least six feet distance between seated patrons is generally safer than seating arrangements using a barrier with less than six feet distance.
- 2.3.5. Post signage providing employees with information about how they can get vaccinated.

3. Section 3 – Dining Service Requirements

- 3.1. Tables are limited to a maximum of eight patrons. People in the same party seated at the same table do not have to be six feet apart.
- 3.2. All patrons must be seated at a table to eat or drink. Standing between tables or gathering in other areas of the Dining Establishment is not permitted. Patrons are not allowed to stand, gather, dance, or circulate between tables.
- 3.3. Patrons may not be served food or beverages while waiting to be seated, and Dining Establishments must deliver alcoholic beverages to patrons only when they are seated.
- 3.4. Encourage reservations to prevent crowds from gathering.
 - 3.4.1. Reservations may be offered with common seating times.
 - 3.4.2. For outdoor dining, patrons may reserve any combination of tables for up to 25 patrons so long all patrons in the group wear in an easily observable location on their person identification that they are part of the group, such as a color coded bracelet provided by the Dining Establishment, unless there are no other patrons in the outdoor area where the group is seated. Patrons who are part of the group reservation may mingle between tables, but must keep at least six feet distance from Households not associated with the group reservation.



- 3.4.3. Indoor dining reservations are limited to one table of up to eight patrons.
- 3.4.4. Unless the reservation is for 25 patrons outdoors, partial “buyouts” by patrons of Dining Establishments are not allowed pursuant to this Directive. Dining Establishments may host exclusive gatherings and events such as birthday parties, receptions, or meetings in excess of the limits described in Sections 3.3.2 and 3.3.3, consistent with the safety precautions for Conferences, Meetings, and Receptions set forth in Section 28 of Appendix C-1 of the Stay-Safer-At-Home Order, provided that: if a guest has reserved an indoor space for a private event, the Dining Establishment may not seat any other patrons in the same indoor space; and if a guest has reserved an outdoor space for a private event, the Dining Establishment may not seat any other patrons in the same outdoor space.
- 3.5. Close areas where patrons may congregate without being able to maintain social distance.
- 3.6. Dining Establishments may reopen self-service of food and food-related items, including hot bars, cold bars, salad bars, beverage stations, and buffets, only if they can comply with the following requirements:
 - 3.6.1. Patrons are required to maintain at least six feet of distance from each other and Personnel at all times; and
 - 3.6.2. The Dining Establishment prohibits patrons from congregating at or near the self-service stations.
- 3.7. Table top cooking by Personnel and patrons is allowed.
- 3.8. Limit the number of Personnel serving individual parties, subject to wage and hour regulations. To the extent possible, have only one person serving a group of patrons for the duration of the meal.
- 3.9. Subject to the necessary permits from the Entertainment Commission, and consistent with Section 3.i of the Stay-Safer-At-Home Order, live entertainment is permitted both indoors and outdoors, including singing and wind and brass instruments, in accordance with the general safety rules for such activities.

4. Section 4 – Outdoor Dining Requirements

- 4.1. In addition to the provisions in Sections 1, 2, 3, 6 and 7, any Dining Establishment offering outdoor dining must comply with the requirements in this section.
- 4.2. Outdoor dining, placement of outdoor seating arrangements, and food service must comply with state and local laws, regulations, and permitting requirements (e.g. ADA access, relevant permits for chairs and tables including Shared Spaces permits, compliance with applicable zoning, and California Department of Alcohol Beverage Control requirements).
- 4.3. Outdoor service tables must be spaced far enough apart to ensure that patrons are at least six feet apart from other patrons seated at different service tables, provided that outdoor dining establishments that were open before December 6, 2020 (i.e., when SF suspended outdoor dining) and placed outdoor barriers between tables in lieu of six-foot minimum distancing (in accordance with applicable permits and approvals), may continue to use



barriers in lieu of six feet of distance. Any use of impermeable barriers, or area umbrellas, canopies, and other shade structures must be consistent with guidance in Section 4.c of the Stay-Safer-At-Home Order.

- 4.4. Advise patrons that if they are dining outdoors they must remain outside the Dining Establishment, and may enter the establishment only (1) to access a bathroom, (2) to access an outdoor space that is only accessible by traveling through the restaurant, or (3) to order or pickup food at an indoor counter. Anytime a patron enters the Dining Establishment, they must wear a Face Covering.
- 4.5. Dining Establishments are encouraged to prioritize and use outdoor space for outdoor dining whenever feasible.

5. Section 5 – Indoor Dining Requirements

- 5.1. In addition to the provisions in Sections 1, 2, 3, 6 and 7, any Dining Establishment offering indoor dining must comply with the requirements in this section.
- 5.2. Dining Establishments must post the calculated occupancy limit at the entrance of the building.
- 5.3. Ensure that seated patrons maintain at least six feet distance from other patrons seated at different service tables. Dining Establishments must use signage or other techniques (e.g. removing chairs or using rope) to indicate which tables that are not available for use. Seating arrangements should maximize the interior space to allow for more than six feet distance between patrons where possible.
- 5.4. Patrons may be seated at bar counters and food preparation areas, if they can maintain six feet distance from Personnel and other patrons.

6. Section 6 – Food Delivery (applies to Dining Establishments and Food Delivery Services that deliver food, employ or utilize Personnel to deliver food, or provide food for delivery):

- 6.1. Ensure that delivery Personnel use refrigerated transport, portable coolers, or insulated delivery bags to transport perishable food from restaurants to customers. Perishable food must be delivered according to the following temperatures:
 - a) Cold foods are maintained at 41°F or below,
 - b) Frozen foods are maintained in a solid state, and
 - c) Hot foods are maintained at 135°F or above.
- 6.2. If refrigerated transport, portable coolers, or insulated bags are available, ensure that perishable food is labeled “Process Immediately” and must not be out of temperature controls for more than 30 minutes during transportation to prevent foodborne illness. (Whole produce, canned goods, dry foods and other non-perishable products can be delivered anytime without requirement for temperature controls or delivery times.)
- 6.3. Allow customers to provide a specified delivery location and contact method to allow for delivery without direct interaction, except as necessary to accept payment. When possible, provide options to accept payment through contactless technologies, in advance via phone, an app, or the internet, or verbally (such as reading a credit card number and required information).



- 6.4. When necessary for the delivery business' payment or delivery-confirmation processes, modify or eliminate (if possible) customer signature-capture procedures so Personnel may maintain a safe, appropriate distance.
- 6.5. Instruct delivery Personnel to wait outside a restaurant or food preparation facility if food is not ready for pick-up upon arrival and to maintain social distancing while waiting outside
- 6.6. Both the restaurant/food seller and the delivery business must permit delivery Personnel to use the restaurant's restroom to wash hands.

Section 7 – Cleaning and Disinfecting Requirements for All Dining Establishments

- 7.1. Thoroughly clean each patron seating location before opening each day or more frequently if required by industry standards, including tables, chairs, booster seats, highchairs, booths, and the sides of such surfaces. Cleaning and disinfection does not have to occur after each individual patron touches a surface unless patron appears symptomatic or there is visible contamination from nasal or oral secretions.
- 7.2. Clean highly touched surfaces (e.g. doors, handles, faucets, tables, etc.), and high traffic areas (e.g. waiting areas, hallways, bathrooms) at a minimum daily, or consistent with industry standards if more frequent.
- 7.3. Clean bathrooms at least once daily, or more frequently if required by industry standards. Cleaning and disinfection may need to be more frequent if a patron appears symptomatic or there is visible contamination from nasal or oral secretions. Create and use a daily checklist to document each time cleaning and disinfection of bathrooms occurs. Conspicuously post the checklist inside each bathroom clearly detailing the dates and times the room was last cleaned, disinfected, or restocked. External doors and windows should be left open whenever possible to increase ventilation.

8. Section 8 – Operational Requirements for All Dining Establishments

- 8.1. If all or part of a Dining Establishment has been vacant or dormant for an extended period, check for pest infestation or harborage, and make sure all pest control measures are functioning. Ensure that plumbing is functioning and that pipes are flushed before use. The San Francisco PUC provides guidance for flushing and preparing water systems at <https://sfwater.org/index.aspx?page=1327>.
- 8.2. All Dining Establishments must comply with the ventilation protocols at Section 4.i of the Stay-Safer-At-Home Order. Review SFDPH's guidance for improved ventilation available at: <https://www.sfcdep.org/COVID-ventilation>.
- 8.3. Increase fresh air circulation for Personnel by opening windows or doors, if possible to do so, in compliance with the screen requirements contained in California Retail Food Code section 115259.2 & S.F. Health Code section 412.
- 8.4. Each Dining Establishment must designate a Worksite Safety Monitor. The Worksite Safety Monitor shall be responsible for compliance with this Directive, but does not need to be on-site at all times.
 - 8.4.1. The Worksite Safety Monitor must provide Personnel with information on the importance of screening, the availability of testing resources, and the appropriate



types of Personal Protective Equipment for Personnel. These topics are addressed in guidance applicable to Dining Establishments (attached as Exhibit C). Dining Establishments must require Personnel to screen before coming to work, and provide information regarding the availability of testing. If any Personnel tests positive for COVID-19, that individual or supervisor should report the result immediately to the Worksite Safety Monitor. The Worksite Safety Monitor must be ready to assist DPH with any contact tracing or case investigation efforts.

- 8.4.2.** The Worksite Safety Monitor must develop and implement a plan to ensure that all patrons and Personnel comply with all aspects of this Directive, including the social distancing, and face covering requirements. For example, the plan may involve designating a staff member for each shift to monitor for improper crowding or gathering.
- 8.5.** Provide training to Personnel on proper ways to wear Face Coverings, how to implement the Social Distancing and Health Protocol, how to monitor the number of patrons in the store or in line, and cleaning.
- 8.6.** Front of house Personnel and Personnel who interact with patrons indoors must wear a well-fitted mask. Guidance regarding well-fitted masks can be found at: www.sfcddcp.org/maskingupdate
- 8.7.** For Personnel who are at increased risk of severe disease if they get COVID-19 (www.sfcddcp.org/vulnerable), assign duties that minimize their contact with patrons and other Personnel and patrons (e.g. managing inventory rather than working as a cashier, managing administrative needs through telecommuting).
- 8.8.** Consider the following measures to protect Personnel:
 - 8.8.1.** Discourage Personnel gatherings in break rooms; space tables at least six feet apart; if space is small schedule Personnel breaks at different times; stagger Personnel breaks to maintain physical distancing protocols.
 - 8.8.2.** Extend start and finish times to reduce the number of Personnel in the kitchen at the same time.
 - 8.8.3.** Create additional shifts with fewer Personnel to accommodate social distancing.
 - 8.8.4.** Stagger workstations so Personnel avoid standing directly opposite one another or within six feet distance.
- 8.9.** Provide dishwashers with equipment to protect the eyes, nose, and mouth from contaminant splash using a combination of face coverings, protective glasses, and/or face shields. Dishwashers must be provided impermeable aprons and change frequently. Reusable protective equipment such as shields and glasses must be properly cleaned between uses. Cleaned utensils must be handled with clean gloves.

Health Officer Directive No. 2020-16i (Exhibit B) Health and Safety Plan (issued 5/6/2021)

Each Dining Establishment must complete, post onsite, and follow this Health and Safety Plan.

Check off all items below that apply and list other required information.

Business/Entity name:

Contact name:

Facility Address:

Email / telephone:

(You may contact the person listed above with any questions or comments about this plan.)

General Requirements for all Dining Establishments

- Familiarized with and completed all requirements set forth in Health Officer Directive No. 2020-16, available at: <http://www.sfdph.org/directives>.
- Has necessary permits for outdoor service and placement of tables.
- Developed a plan to ensure Personnel and patrons comply with social distancing requirements.
- All Personnel required to use Face Coverings when interacting with the public, wash hands frequently, and maintain physical distance of at least 6-feet to the extent possible.
- Patrons are advised they must wear Face Coverings any time they enter the Dining Establishment.
- Designated areas/markings indicate 6-foot distancing for patrons in various settings (e.g. waiting to order, waiting for restroom, ordering take-out, or waiting to be seated).
- Provided hand sanitizer (using touchless dispensers when possible) at key entrances, point of sale, and other high contact areas.

Patron Screening & Advisories

- Have procedures to screen all visitors before seating patrons.
- Posted the Dining Establishment's occupancy limit at the entrance of the building.
- Posted at the entrance of the building, which DPH recommended ventilation requirements (if any) have been implemented.
- Posted signage at primary public entrances reminding people to adhere to physical distancing, hygiene, and Face Covering Requirements and to stay at home when they feel ill.
- Posted signage at primary public entrance stating that (1) COVID-19 is transmitted through the air and the risk is much higher indoors and (2) unvaccinated older adults and unvaccinated individuals with health risks should avoid indoor settings with crowd.
- Posted signage reminding patrons and Personnel that SARs-CoV-2 can be spread by individuals who do not feel sick or show outward symptoms of infection.
- Posted signage informing patrons that they must be seated at tables to consume food or beverages, and to maintain social distance at all times.
- Posted signage at indoor dining tables reminding patrons to wear Face Coverings when ordering and at all other times when they are not eating or drinking.

Checklist

- Posted signage informing employees of how to report COVID-19 health order violations.
- Posted signage informing employees on how to get vaccinated.
- Posted signage describing risks associated with dining.

Dining Service Requirements

- Patrons are not served food or beverages unless they are seated.
- Areas where customers congregate are closed.

Outdoor Dining Requirements

- Service tables are placed to ensure that patrons are at least six feet apart.
- Patrons are advised that they may enter the establishment only for limited reasons.
- Outdoor shelters allow for the free flow of air in the breathing zone.

Indoor Dining Requirements

- Occupancy of collective interior spaces complies with limits in Health Officer Directive No. 2020-16.
- Service tables are placed to ensure that patrons are at least six feet apart when seated. Maximized spacing tables where possible.
- Closed bar counters, and seating near food preparation areas where it is not possible to have six feet distance from Personnel and other patrons.

Cleaning and Disinfecting Requirements

- Clean each customer dining location before opening each day and after every use, including tables, chairs, booster seats, highchairs, booths, etc.
- Clean highly touched surfaces (e.g. doors, handles, faucets, tables, etc.), and high traffic areas (e.g. waiting areas, hallways, bathrooms) regularly.
- Clean bathrooms, at least daily, and consistent with industry standards. Cleaning log conspicuously posted in bathroom.

Operational Requirements

- Evaluated and made all feasible upgrades or modifications to the HVAC systems.
- Completed evaluation of electrical safety and implemented all required precautions.
- Confirmed that plumbing is functioning and, if the facility was dormant, flushed the pipes.
- Checked for harborage, and pests, and confirmed that pest control measures are functioning.
- Windows or doors are open, if possible, to ventilate areas for Personnel.



Health Officer Directive No. 2020-16i (Exhibit B)
Health and Safety Plan (issued 5/6/2021)

Checklist

- Designated a Worksite Safety Monitor. Individual is familiar with obligations under Health Officer Directive No. 2020-16, and has developed and implemented a plan to ensure compliance with Directive 2020-16.
- Ensured daily COVID-19 symptom self-verifications are completed by all Personnel as required by the Social Distancing Protocol.
- Provided training to Personnel on requirements of this directive.
- Considered needs of Personnel who are at increased risk of severe disease if they get COVID-19.
- Considered additional protections for Personnel, including: staggering Personnel breaks to maintain physical distancing protocols; extending start and finish times to reduce the number of Personnel in the kitchen at the same time; creating additional shifts with fewer Personnel to accommodate social distancing.
- Provided dishwashers with equipment to protect the eyes, nose, and mouth from contaminant splash using a combination of face coverings, protective glasses, and/or face shields, and impermeable aprons.

Additional Measures

Explain:

Click or tap here to enter text.

Dining Establishment Self-certification (must be signed by Dining Establishment Owner or Worksite Safety Monitor):

Initial each line and sign below:

_____ I acknowledge that I have read and fully understand the information above.

_____ The owner/Worksite Safety Monitor will ensure these principles and procedures will be reviewed with all current and future employees.

_____ Print name

_____ Date:

_____ Signature



ALERT: Stay Informed

In alignment with the State’s recommendations, San Francisco began reopening at the State’s Yellow Tier starting May 6, 2021, to allow some additional activities and increased capacity for others. The decision to reopen balances the public health risks of COVID-19 transmission with the public health risks of economic and mental health stress.

Even though COVID-19 case rates have come down, and more people are vaccinated, **there remains a risk that people who you come into contact with may have COVID-19.** Most COVID-19 infections are caused by people who have no symptoms of illness and to date, only about 50% of people you may come into contact within San Francisco are fully vaccinated. We have also seen surges in other parts of the country and the world, increasingly impacting younger adults. Therefore, **the opening of sectors does not necessarily signify that these activities are “safe” but getting fully vaccinated can help us get there.**

We have made our best efforts to create guidance to help these activities and sectors provide safer environments for workers and the public. However, this requires that everyone do their part to make these activities as safe as possible, including wearing a well-fitted mask that covers your mouth and nose in all recommended settings (refer to [Face Covering Health Order](#) and [Gatherings Directives](#) for more information), avoiding indoor settings to the extent possible, maintaining at least 6 feet distance from those you don’t live with, getting tested and isolating if you are ill, and complying with additional health protocols required of open businesses. People at risk for severe illness from COVID-19 — such as older adults, people with health risks, and those who live with or care for them are urged to get fully vaccinated. If you are fully vaccinated (i.e., 14 days have passed since your final dose), you can feel safer about your own health risks when participating in activities permitted by our state and local health departments. However, please consider the possible risk your exposure may have on those around you, especially those you live with and those who are unvaccinated, when you take part in activities that involve people outside your household

San Francisco Department of Public Health Guidance

Notice of Suspension or Restrictions of Indoor and Outdoor Activity

ISSUED: 6/20/21

San Francisco continues to experience a rapid and significant surge in COVID-19 cases with current projections to reach our highest and healthiest system. In accordance with the State’s recent tiered stay at home order, San Francisco will suspend and take steps to ease the remaining order. Accordingly, the Health Officer is hereby suspending or restricting indoor and outdoor activities and gathering. The goal of this order is to reduce transmission and other activities associated with the transmission that have been implemented by other applicable public health orders, and any new changes will take effect by the end of 2021. If you have any questions, the Health Officer may be reached at publichealth@sf.gov.

Intentionally withheld under Public Health Order 120-07

Background: The Health Officer hereby suspends or restricts on capacity limits of the activities as shown in the table below. Suspension of activities continues until the end of 2021. The suspension is subject to change in response to the State’s tiered stay at home order. These suspensions or restrictions amend any related orders, directives, or guidance. All impacted persons and entities are required to adhere to any new orders and any other orders published by the Health Officer and comply with all applicable [Health Orders](#) and [Directives](#).

Activity and Associated Risk of Exposure	Applicable Order	Effective Date	Change as of effective date
Bar and Drinking Establishments	Public Health Order 120-07	12/31/2021	1. Suspended as of December 31, 2021. 2. Suspended as of January 1, 2022.
Event	Public Health Order 120-07	12/31/2021	1. Suspended as of December 31, 2021. 2. Suspended as of January 1, 2022.
Spa or Fitness Center	Public Health Order 120-07	12/31/2021	1. Suspended as of December 31, 2021. 2. Suspended as of January 1, 2022.
Recreational Services	Public Health Order 120-07	12/31/2021	1. Suspended as of December 31, 2021. 2. Suspended as of January 1, 2022.

Business Capacities and Activities Table or BCAT

The Health Officer ordered suspensions or restrictions on capacity limits of the activities as shown in the table. These suspensions or restrictions amend any related orders, directives, or guidance. All impacted people and entities are required to adhere to these new limits and must otherwise continue to monitor and comply with all applicable [Health Orders](#) and [Directives](#).

Refer to the BCAT ([English](#), [Chinese](#), [Spanish](#), [Tagalog](#), [Vietnamese](#), [Russian](#)) for all current restrictions, limitations and suspensions.



Please be advised this document will not be updated beyond the date noted below. Refer to Directive [2020-16](#) and [Business Capacities and Activities Table](#) for current San Francisco regulations and allowances.

**Interim Guidance:
Dining And Drinking During the COVID-19 Pandemic – Indoor and Outdoor
Updated May 6, 2021**

AUDIENCE: All restaurants, bars, breweries, wineries, distilleries, and their patrons.

NOTICE: This guidance was developed by the San Francisco Department of Public Health (SFPDH) for local use. It will be posted at www.sfdcp.org/foodfacilities. Guidance in this document may be revised due to changes in the COVID-19 risk level tier for San Francisco as assigned by the California Department of Public Health.

Please see the associated changes in the [Business Capacities and Activities Table \(BCAT\)](#) at the top of this document.

BACKGROUND: With modified operations restaurants, bars, breweries, wineries, and distilleries are allowed to open. As used in this guidance, “dining establishments” refers to restaurants, bars, breweries, wineries, and distilleries. All dining establishments are required to adhere to these guidelines and must monitor and comply with all applicable Health Directives (including Health Officer Directive 2020-16, and any amendments), which are posted at www.sfdph.org/directives.

See the Indoor Dining Service section for information about seating capacity and the [BCAT](#) ([English](#), [Chinese](#), [Spanish](#), [Tagalog](#), [Vietnamese](#), [Russian](#)) for the most current restrictions

Summary of revisions since 4/14/2021

- Highlighted that SFPDH does not recommend temperature measurement. This practice may still be a requirement by the State or regulatory agency
- Removes household limit for indoor dining.
- Bars may open indoors with restrictions. Allows self-serve options like buffets, salad bars and frozen yogurt with limitations.
- Patrons drinking and dining outdoors may remove masks if they remain at least 6 feet from other groups.

GENERAL REQUIREMENTS

Capacity Limits

The BCAT lists the current capacities and requirements for restaurants, bars, wineries, breweries and distilleries.

- Bars and restaurants selling alcohol must have any relevant permits.



Prepare and Post a Health and Safety Plan and Social Distancing Protocol

Each dining establishment must complete a Health and Safety Plan and post it in a public location, and on the dining establishment's website, if applicable. **Compliance with this requirement of the directive is required to maintain your food permit or Liquor License.** The Health and Safety Plan is in a checklist format and serves as a reminder of all the best practices that your business needs to follow including universal requirements such as requiring face coverings, [signage](#), and enforcing six foot distances between people. A Social Distancing [Protocol](#) must also be completed and posted. The template is available at www.sfdph.org/dph/alerts/files/C19-07-Appendix-A.pdf.

COVID-19 BASICS

People at risk for severe illness with COVID-19, such as unvaccinated [older adults](#) and unvaccinated people with certain **medical conditions**, as well as those **who live with or care** for them are strongly **discouraged** from participating in activities with other people **outside** their **household** where taking protective measures of wearing face masks and social distancing may be difficult, especially indoors or in crowded spaces.

How Does Covid-19 Spread?

Our current understanding is that COVID-19 is mostly spread from person-to-person in the air through virus-containing droplets in the breath of someone with COVID-19. These droplets enter the air when a person breathes. Even more droplets can get in the air when infected people talk, sing, cough, or sneeze. People with COVID-19 may have no symptoms and can still be breathing out virus-containing droplets that can infect others. Transmission can occur through:

- Larger droplets. These larger droplets are sometimes called “ballistic droplets” because they travel in straight lines and are pulled down by gravity. People nearby, usually within 6 feet, are infected when they breathe in these droplets or if the droplets land in their eyes, nose, or mouth.
- Smaller droplets or infectious particles. These can float in the air for a period of time and/or travel beyond 6 feet on indoor air currents, especially in enclosed spaces with poor ventilation. People sharing the same space are infected when they breathe in these smaller droplets and particles or the droplets or particles land on their eyes, nose, or mouth – even if they are further than 6 feet away. These droplets are sometimes referred to as “aerosols” or “bioaerosols”.

COVID-19 can also spread if a person touches their eyes, nose or mouth after touching a contaminated surface (also known as a fomite), however this is less common.

Covid-19 Prevention

- **[Wash your hands often with soap and water](#)**. If soap and water are not available, use a hand sanitizer that contains at least 60% ethanol or 70 % isopropanol.
- **[Avoid Close Contact](#)**. To the greatest extent, maintain at least six feet of social distancing between yourself and the people who don't live in your Household.
- **[Wear a Face Covering](#)**. Cover your mouth and nose with a Face Covering when indoors and in crowded public settings .
- Routinely **[clean and disinfect](#)** frequently touched surfaces.



- **Monitor Your Health Daily.** Be alert of symptoms such as fever, cough, shortness of breath, or other symptoms. If you are experiencing any of these symptoms, stay home, and get tested.

CA Notify - Help Slow the Spread the COVID-19

CA Notify (canotify.ca.gov) is an app you can add on your smartphone. It uses Bluetooth technology to recognize when you and your phone have been in close proximity to others infected with COVID-19 to help stop the spread of the virus in our community.

If you are using **CA Notify** and you test positive, your diagnosis will not be shared with others. However, if other people were in close contact with you are also enrolled in the app, they will be told they had an exposure. They will be told the date of the exposure, but not the time, location or identity.

If you are using **CA Notify** and you were exposed to someone who tested positive and they entered their result into the app, you will be told the date of the exposure, but not the time, location or identity.

CA Notify is available through Apple and Google. See canotify.ca.gov for more information.

COVID-19 vaccine is here

The vaccine is one of the most important ways to end the pandemic. The FDA, CDC, and California's own Scientific Safety Review Workgroup have reviewed data from clinical trials to ensure the safety and effectiveness of COVID-19 vaccines. **We strongly encourage all persons to get vaccinated.** The first vaccines approved in the US are about 95% effective in preventing sickness from COVID-19, however we do not know how well they prevent infections that do not cause symptoms. This means that we do not know how common it is for a person who got the vaccine to carry the virus and transmit to others, including [those who have increased risk for severe illness or death](#). Therefore, it is still very important for those who are vaccinated, and for the rest of the population who waits for their vaccines, to continue using all the tools available to help stop this pandemic: wear a mask that covers your mouth and nose when outside your home if you are **unvaccinated**, avoid get-togethers/gatherings, avoid being indoors with people you don't live with, stay at least 6 feet away from others, and wash your hands after touching shared objects or after touching your face. Find out more about the vaccine, including where and when to get it at: sf.gov/covidvax

If you have received the COVID-19 vaccine, please read more about whether you need to quarantine at: sfcdcp.org/quarantineaftervaccination. For information on safer social interactions for vaccinated individuals is at: sfcdcp.org/lifeaftervaccine

PREPARE

The Role of Ventilation

Good ventilation controls droplets and infectious particles to prevent COVID-19 transmission by:

- removing air containing droplets and particles from the room,
- diluting the concentration of droplets and particles by adding fresh, uncontaminated air,
- filtering room air, removing droplets and particles from the air.

Make Necessary Ventilation Improvements, If Feasible, Including:

- Open windows to increase natural ventilation with outdoor air when health and safety allow. When possible, consider also leaving room doors slightly open to promote flow of outdoor air through the indoor space.



- Do not prop or wedge open fire doors. Continue to follow fire and building safety requirements.
- If open windows pose a risk of falls for children, use window locks to keep windows from opening more than 4 inches, or other safety devices to prevent falls.
- If your program has an HVAC system (sometimes called mechanical ventilation, forced air, or central air), follow the recommendations in SFDPH Ventilation Guidance. Prioritize maximizing the intake of outdoor air and minimizing recirculated air during the COVID19 pandemic. Recommendations include:
 - Make sure the HVAC system is checked by a professional and is working properly.
 - Open outdoor air dampers and close recirculation dampers (“economizers”). This will maximize the amount of outdoor air that the HVAC system takes in and minimize the amount of indoor air that is recirculated.
 - If you can use higher-efficiency air filters without reducing airflow or damaging your HVAC system, use air filters rated MERV13 or better.
 - Disable “demand-control ventilation controls” so fans keep running even when a room doesn’t need to be heated or cooled.
 - Keep the HVAC system running even when the building is not being used, if you can. If your HVAC system has a timer, set it to run, at a minimum, from 1-2 hours before the building opens until 2-3 hours after everyone has left the building, including custodial staff.
- Consider using portable air cleaners (“HEPA filters”).
- If the establishment uses pedestal fans or hard mounted fans, adjust the direction of fans to minimize air blowing from one individual’s space to another’s space.

Email Ventilation questions to: dph.doc.ventilation@sfdph.org

Train Personnel

Ensure that all personnel are trained on the following protocols:

- Health and Safety Plan, Social Distancing, and Screening Protocols. Share information on [COVID-19, how to prevent it from spreading](#), and which [underlying health conditions](#) may make individuals more susceptible to contracting the virus.
- How to monitor social distancing and offer gentle reminders to patrons to maintain social distance, and wear Face Coverings. Patrons should maintain a distance of six feet if they are not in the same group while waiting in line for pick up, waiting to be seated, or waiting in line for the restrooms. Personnel should remind patrons that dancing, and other congregations, for example, standing and mingling away from their tables, is not permitted.
- Appropriate personal protective equipment, including the proper way to wear face coverings and use protective gloves.
- Cleaning and disinfection techniques, and the importance of disinfecting frequently touched surfaces. See [CDC Guidance on cleaning](#).



- De-escalation with patrons who do not comply with policies and provide resources to personnel to address anxiety, stress, and mental health. Examples of trainings include de-escalation training from the National Restaurant Association. (www.servsafe.com/freecourses) Recognize the fear in returning to work, communicate transparently, listen, and survey regularly.
- Employer or government-sponsored sick leave and other benefits the personnel may be entitled to receive that would make it financially easier to stay at home (see Paid sick leave in San Francisco). Remember that personnel cannot be fired due to COVID-19 results or needed time off for recovery. To access the links in this Guidance, please view it at www.sfc-dcp.org/foodfacilities

Coordinate your Efforts

Assign a COVID-19 Worksite Safety Monitor who will:

- act as the staff liaison and single point of contact for Personnel at each site for questions or concerns around practices, protocols, or potential exposure.
- serve as a liaison to SFPD. The liaison should train staff to advise patrons, if necessary, that the dining establishment will refuse service to the customer if they fail to comply with safety requirements.
- ensure patrons' compliance with all aspects of the Health Safety Plan, such as wearing masks, preventing congregations or crowding, and generally maintaining social distance.
- When the designated Site Safety Monitor is not on duty (off work, sick or on vacations), assign another staff member to ensure compliance.

Mandatory Metering System

Ensure maximum Capacity Levels specified in the Business Capacities and Activities Table are not exceeded.

- Develop and implement a written procedure to track the number of persons entering and exiting the facility to ensure at or below allowable capacity.
- Consider designating personnel to monitor restaurant capacity.
- Consider increasing the number of on-premises staff to prevent crowding situations during busy hours.

Create a Safer Space

You may need to change the physical layout of your business to help social distancing for patrons and personnel. Modifications to consider include creating separate entrances and exits, marking spaces with tape or other decals to indicate six-foot distances, and erecting transparent shields around high patron contact areas such as checkout counters.

- Redesign layout to allow for proper social distancing. Space workstations at least six feet apart.
- Create separate spaces for vendor pickups and/or deliveries, take-out, and dine-in protocols. To the greatest extent possible, create separate paths for dine-in patrons, for payment and/or pickup if possible. Introduce clear signage for take-out versus dine-in areas. All lines should be formed outside.



- Create sufficient space to enable the customer to stand at least six feet away from the cashier while items are being paid for, or provide a physical barrier, for example, Plexiglas large enough to prevent transmission of respiratory droplets between the patron and the cashier.
- Discontinue open seating and standing areas. Close areas where patrons may congregate, or it is difficult to maintain social distance. Create markings that indicate 6-foot distancing for patrons in various settings (e.g. waiting to order, waiting for restroom, ordering take-out, or waiting to be seated). Paths to restroom, pick-up/take out counters, and entrances/exits must be clearly marked.
- Post signage reminding patrons of the need to wear face coverings when indoors except while eating and drinking.
- Make sanitizer available at point of sales area and exits/entrances.

PROTECT PERSONNEL

Screening, Encourage Testing and Vaccination

- **Conduct wellness checks for everyone (employees, vendors, and delivery staff) before they enter the building.** Screening instructions for personnel is found at www.sfgdcp.org/screening-handout. Establishments must include those who answer yes to any of the questions on the above form.
 - **SFDPH does not recommend that organizations conduct pre-entry temperature measurements to identify potential cases of COVID-19**, but State and other regulatory agencies may still require these measures. **Temperature measurements** have limited effectiveness in preventing spread of COVID-19. SFDPH continues to recommend that people monitor themselves for COVID-19 [symptoms at home](#) and if they have symptoms, they should **stay home, except to get tested, and** seek medical care when necessary. Review industry-specific regulations, as applicable, to determine if on-site temperature measurements might be compulsory for you or your organization, and if so, how to conduct them in a manner that satisfies requirements and [protects screeners](#).
- **Encourage COVID-19 testing.** Many people with COVID-19 do not know they are sick because they have no symptoms, yet they can still infect others. Testing for COVID-19 is available in San Francisco. Healthcare providers in San Francisco are REQUIRED to test anyone with COVID-19 symptoms (see sfgdcp.org/covid19symptoms). If you want to get tested when you have no symptoms, health insurers in California are REQUIRED to pay for testing for essential workers including restaurant workers. If you choose to get tested when you have no symptoms, do not get tested more frequently than once every 2 weeks. If you are uninsured, you can get tested at CityTestSF (sf.gov/citytestsf).
- If you are feeling ill with cold or flu-like symptoms, you **MUST** get tested for COVID-19 and have a negative result before being allowed to go back to work (see sfgdcp.org/screen and sfgdcp.org/rtw). If you are feeling ill, get tested and DO NOT enter a business or organization unless it is for core essential needs (such as food, housing, health care, etc.) that you cannot obtain by any other means.



- **Take all possible steps to prevent getting sick.** Wear a face covering, practice good hand hygiene, stay physically distant from others (at least six feet), and do not approach the dining table until patrons are masked.
- Post signage informing employees how to report COVID-19 health order violations.
- Post signage providing employees with **information about how they can get a COVID-19 vaccination.**
- Strongly encourage all personnel to get a COVID-19 vaccination and a flu shot.

Require Masks and Other Protective Equipment

Everyone must wear face coverings indoors at all times except when actively eating or drinking. This includes both personnel (vendors, delivery drivers) and patrons. While outdoors, masking is no longer required for patrons unless going indoors for any reason (e.g., use a restroom). Personnel must wear masks outdoors when interacting with the public.

Servers and other “front-of-house” staff must wear a well-fitted mask, and may choose to wear a more protective mask (“respirator”) instead of cloth face covering for increased protection while working indoors – especially if they are at high risk of having severe disease if they get COVID-19 (see www.sfgdcp.org/maskingupdate; and www.sfgdcp.org/vulnerable). Check for NIOSH-approval of N95 Respirators if you are going to buy them. If you use an N95 Respirator with a valve, you must cover the valve with an additional face covering.

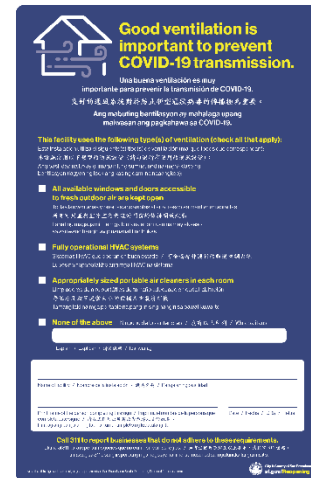
SIGNAGE

Dining establishments must post signage stating the following. Sample signage will be available at sf.gov/outreach-toolkit-coronavirus-covid-19.

Several key signage requirements include:

Ventilation Checklist - Review the San Francisco Department of Public Health (SFDPH) Ventilation Guidance www.sfgdcp.org/COVID-ventilation and keep an annotated copy available. Ventilation guidance from recognized authorities such as the Centers for Disease Control, ASHRAE, or the State of California may be used instead.

- Post signage at public entrances and in all breakrooms indicating which of the following systems are used:
 - All available windows and doors accessible to fresh outdoor air are kept open
 - Fully operational HVAC systems
 - Appropriately sized portable air cleaners in each room
 - None of the above
- If the dining establishment cannot implement any of these three measures due to smoke or other conditions, the establishment must temporarily close until one of the two other ventilation measures are implemented.





- Doors and Windows required to be kept closed for fire/life safety purposes are exempt. For example, fire doors must remain closed. Make sure open windows do not create falling hazards especially for children

Conspicuously post signage around the Dining Establishment – including at all primary public entrances – reminding people to adhere to physical distancing, hygiene, and Face Covering Requirements and to stay at home when they feel ill. Posted signage must include a standalone sign bearing the message: that (1) COVID-19 is transmitted through the air and the risk is much higher indoors and (2) unvaccinated older adults and unvaccinated individuals with health risks should avoid indoor settings with crowds. Examples of signs can be found at sf.gov/outreach-toolkit-coronavirus-covid-19. Post signage reminding Patrons and Personnel that COVID-19 can be spread by individuals who do not feel sick or show outward symptoms of infection.

- Posted signage describing risks associated with dining. This includes signage advising patrons dining outdoors is generally safer than dining indoors, recommending unvaccinated older adults and unvaccinated people with chronic conditions or compromised immune system and those who live with them not to dine out at this time, and that outdoor dining is generally safer with an at least six feet distance between seated patrons than closer arrangements using a barrier.
- Post signage informing patrons that they must be seated at tables to consume food or beverages, and that they must be at least six feet away from Patrons at other tables at all times.
- Post signage at indoor tables reminding patrons to wear Face Coverings when interacting with staff (ordering or paying) and at all other times when they are not eating or drinking.
- Indoor Dining establishments offering alcoholic beverage service must post signage informing Patrons that they may not drink or carry open containers beyond the premises.
- Sign templates can be found at: sf.gov/outreach-toolkit-coronavirus-covid-19

DINING AND BAR SERVICE – ALL ESTABLISHMENTS

Welcome Patrons

- Eating establishments **must - screen all patrons upon entry with the questions about COVID-19 symptoms and exposure to COVID-19**. Facilities must ask the questions and relay the information found at: www.sfdcp.org/screeningvisitors. Facilities must exclude those who answer yes to any of the questions on the above form.
- Advise Patrons of current **face covering requirements**. Facial coverings must be worn indoors at all times, except when eating or drinking. Patrons are no longer required to wear facial coverings outdoors, unless going indoors for any reason (e.g., use a restroom).

Adapt Reservation and Seating Process

- **Encourage reservations to limit crowds**. For current restrictions to group reservation, please refer to the [BCAT](#).
- Dining out with only members of your household helps to reduce your risk. People in the same party seated at the same table do not have to be six feet apart. See the [BCAT](#) for current restrictions.
- **Larger group reservations outdoors** at multiple tables are allowed. See Health Officer Directive No. 2020-16, or the [BCAT](#) for current restrictions.



- Restaurants may also **book dining spaces as private events outdoors or indoors** with assigned seating or a guest list. See Section 28 of the Stay-Safer-At-Home Order or the [BCAT](#) for current restrictions.
- **All Patrons must be seated at a table to eat or drink.** Standing between tables or gathering in other areas of the dining establishment is not permitted. Patrons are not allowed to stand, gather, dance, or circulate between tables.
- Patrons may **not** be served food or beverages while waiting to be seated.
- **Plan** customer **seating arrangements** assigning each customer group to promote distancing.
- All members of a patron group must be present before seating and they must be seated as a group. Consider having **Patrons seat themselves** by displaying table numbers. Have a greeter behind plexiglass assigning Patrons tables.
- **Keep Personnel schedule records** in order to facilitate contact tracing.
- **Limit the number of staff serving each party** to reduce possible contacts. Ideally, one person should serve each table.
- Personnel and patrons may **cook their meals at their table indoors** using hotpots, fondues, grills, etc.
- Self-serve options like salad bars, buffets, and frozen yogurt may offered only if the establishment implements a metering system to prevent mingling and crowding in those areas.

OUTDOOR DINING AND BAR SERVICE

Promote Outdoor Seating

- **If possible, prioritize outdoor seating areas for your Patrons.** Increasing evidence shows the COVID-19 virus can spread through the air. Fresh air is important, and outdoor settings are safer than indoor ones.
- **Patrons dining or drinking outdoors must remain outdoors** and may enter the establishment only to access a bathroom, to access an outdoor space that is only accessible by traveling through the restaurant, or to order or pickup food at an indoor counter.

Create a Safer Space

- **Barriers:** Dining establishments may install impermeable physical barriers between outdoor service tables to further protect Patrons and Personnel. The minimum six-foot distance between seated patrons must be maintained.
 - Outdoor dining establishments that were open before December 6, 2020 (i.e., when SF suspended outdoor dining) and placed outdoor barriers between tables in lieu of the 6-foot minimum distancing (in accordance with applicable permits and approvals), may continue to use barriers in lieu of 6-foot distancing.
- Barriers, area umbrellas, canopies, and other shade structures must allow the free flow of air through the area and must be consistent with guidance in Section 4.c of the Stay-Safer-At-Home Order.
- Food trucks may provide outdoor dining following this guidance. Use visual cues to reinforce social distancing for people in line. Do not allow customer lines to interfere with sidewalk



pedestrian traffic. Food trucks may provide temporary seating areas that must follow the safety protocols for outdoor dining.

Live Entertainment

Restaurants, outdoor and indoor, and outdoor bars may provide limited live entertainment. Do not allow entertainment that involves strenuous movement. All entertainment must follow the rules detailed below:

- Audience members must be a minimum of 6 feet away from performers. Whenever possible create a barrier or use visual cues to demarcate the performance area or stage.
- When performing outdoors all performers must maintain a minimum of 6 feet of physical distancing from other performers.
- When performing indoors all performers must be masked and maintain a minimum of 6-feet from other performers. Because wind musicians must remove their masks to perform they must replace their masks any time they are not playing.
- Outdoors, vocalists and speakers may perform with or without facial coverings. . Singing is a riskier activity that can produce floating aerosols, even when the singer is masked. Utilize amplification to allow vocalists to perform at a lower, safer volume level.
- Brass instrumentalists must empty their spit into absorbent material (paper, cloth) that must carefully dispose of after the performance or taken home by the performer.
- Musicians must never share instruments during a performance.
- Any number of performers may participate provided every performer is able to maintain the required physical distancing.
- If amplification is employed mixing boards and sound engineers must be placed at least 12 feet physically distant from the audience.
- Audience members must not enter the performance space; performers should not enter the audience space and should enter and exit the venue separately from the audience whenever possible.
 - Permissible live entertainment requires a [JAM permit](#).

INDOOR DINING AND BAR SERVICE

Reduce Seating Capacity

- **Dining and bar establishments must limit the number of patrons.** Please see the [BCAT](#) for current restrictions.
- **Ensure that seated patrons maintain at least six feet distance from other patrons seated at different service tables.** Use signage, ropes, removal of chairs, or other means to indicate which tables that are not available for use. For indoor establishments, impermeable barriers are not permitted as a substitute to maintaining six feet distance.
- **For establishments with multiple rooms, limit the capacity as noted in the [BCAT](#).** This capacity limit includes outdoor dining patrons who may need to enter the building to order food or use the restroom, and patrons who may need to enter the building to pick up food or takeout.



- **Post the occupancy limit** at the entrance to the building.

Create a Safer Space

- **Seating arrangements should spread Patrons throughout the available interior space** to allow for maximum distance between Patrons.
- **Discontinue seating patrons in areas where they cannot maintain at least six feet of distance from Personnel work areas**, such as certain checkout counters or food preparation areas.

BAR SERVICE

- Personnel must take all reasonable precautions to keep patrons from congregating in or near restrooms.
- Maximize ventilation in restrooms by propping open doors and opening windows when feasible.
- In larger restroom facilities, post signage establishing a maximum capacity for restrooms, create visual cues to promote physical distancing. Consider closing every other sink, stall and urinal.
- Discontinue open seating and standing areas. All members of a Patron group must be present before seating and hosts must bring the entire group to the table at one time.
- Patrons should remain seated to discourage unnecessary movement and must not join or mingle with Patrons outside of their group.
- Discontinue seating patrons and/or groups at bar counters where they cannot maintain at least six feet of distance from workstations or areas.
- Personnel should take and deliver orders to patrons to limit the number of people moving around shared spaces.
- Avoid providing bar service. If patrons must order from the bar, reconfigure the space so that bartenders, other personnel and patrons can maintain of distance of at least six feet from one another.
- Do not provide shared entertainment items such as board games, books, magazines, that are difficult to sanitize.
- Do not allow activities that encourage movement and shared items between customers, including trivia activities, mixers, pub crawls, etc.
- Do not allow services and activities that carry an increased risk of contamination from sharing and splashing and such as drinking games and/or contests, drop shots, etc.
- Close dance floors and discourage any activities that encourage large gatherings.
- Consider limiting excessive consumption of alcohol that could deter patrons' compliance with these guidelines.

CLEANING AND DISINFECTION

Refer to [CDC guidance](#) to decide how frequently to clean or disinfect a workplace or business to minimize the risk of COVID-19 transmission. Industry-specific regulations (e.g, CalOSHA) should be followed if they require more frequent cleaning or disinfection.



FAQs

Q. How do I calculate the number of Patrons who can be in my restaurant?

A. Divide the established occupancy limit for the establishment by four. Do the same on a room-by-room basis, if your restaurant has multiple dining rooms. See the [BCAT](#) for current restrictions.

Q: I want to protect my workers as much as possible. What do I need to know about N95 and similar masks?

A: Choose an N95 respirator that is approved by the Center for Disease Control's National Institute of Occupational Safety and Health (NIOSH). Follow manufacturer's instructions. Do not share respirators. If N95 respirators are provided, CalOSHA requirements may apply (see www.dir.ca.gov/Title8/5144d.html).

Because restaurant patrons will be removing their masks while eating and drinking and indoor interactions are riskier than outdoor interactions, servers and other "front-of-house" staff may choose to wear an N95 respirator instead of cloth face covering for increased protection while working indoors – especially if they are at high risk of having severe disease if they get COVID-19 (see www.sfc-dcp.org/vulnerable). If N95 respirators are provided, CalOSHA requirements may apply (see www.dir.ca.gov/Title8/5144d.html). If using an N95 mask:

Choose NIOSH approved N95, N99, or N100, R99 or R100, or P99 and P100 respirators. The NIOSH Approval will tell you the protection of the respirator you are purchasing. Read and heed all instructions provided by the manufacturer on use, maintenance, cleaning and care, and warnings regarding the respirator's limitations. Forthcoming information on how to safely use N95 masks will be posted at:

www.sfc-dcp.org/ppe

- Do not share respirators.
- If you use an N95 respirator with a valve, you must cover the valve with an additional face covering.



Resources

Stay informed. Useful resources can be found at:

[City and County of San Francisco](#)

- [Toolkit - Printable resources such as signage](#)
- [San Francisco Department of Public Health \(SFPDH\)](#)
- [Directive of the Health Officer of the City and County of San Francisco Regarding Best Practices for Dining Establishments.](#)
- [Apply for a Just Add Music \(JAM\) permit](#)
- [California Department of Public Health](#)
 - [California Blueprint for a Safer Economy issued by the State of California](#)
 - [Covid-19 Industry Guidance: Restaurants \(State of California\)](#)
 - [COVID-19 Industry Guidance: Bars, Breweries and Distilleries \(State of California\)](#)
- [Centers for Disease Control and Prevention \(CDC\)](#)
 - [Considerations for Restaurant and Bar Operators](#)
 - [Guidance for customers on reducing the risk of spreading COVID-19 when dining at a restaurant](#)