



Consistent with the State’s Framework for a Safer Economy, San Francisco is allowing certain businesses and other activities to reopen starting March 3, 2021. The decisions to reopen balance 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, there remains a risk that people who you 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. Due to limited supply of vaccine, only a minority of San Franciscans are fully vaccinated. We also have confirmed there are new, more contagious virus variants in the San Francisco Bay Area and that some of these variants are more likely to cause serious illness and death in unvaccinated people.

The opening of sectors does not necessarily signify that these activities are “safe.” The purpose of the required safety protocols contained in the order and directives is to make these activities and sectors safer for workers and the public. But reopening 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 and following Social Distancing Requirements and all other safety protocols.

People at risk for severe illness with COVID-19—such as unvaccinated older adults, and unvaccinated individuals with health risks—and members of their household are urged to defer participating at this time 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.

**DIRECTIVE OF THE HEALTH OFFICER No. 2020-16f**

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

**(PUBLIC HEALTH DIRECTIVE)**  
DATE OF DIRECTIVE: March 2, 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. C19-07t issued on March 2, 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 at 8:00 a.m. on March 3, 2021, 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.**



**Health Officer Directive No. 2020-16f**

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

- 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 or Take-Out options where possible.**
- 2. This Directive is intended to enable safer restaurant-style dining, not large social gatherings or lengthy gatherings where individuals are not wearing Face Coverings. Patrons or other members of the public congregating in or around a Dining Establishment, particularly without following Social Distancing Requirements or wearing Face Coverings are at a heightened risk of community transmission.**
- 3. This Directive applies to all owners, operators, managers, and supervisors of any restaurant, or bar that provides a bona fide meal, as defined below (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). Any Dining Establishment that serves alcoholic beverages must also serve a bona fide meal, and comply with all of the following:**
  - a. The sale of alcoholic beverages on site without a bona fide meal is prohibited, and each patron ordering an alcoholic beverage must also order a bona fide meal.**
  - b. 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/>.**
  - c. 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 the San Francisco Department of Public Health (“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.**
- 4. Attached as Exhibit A to this Directive is a list of best practices that apply to all Dining Establishments (the “Best Practices”). Each Dining Establishment must comply with all of the relevant requirements listed in the Best Practices.**



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5. Before engaging in any activity under this Directive, each Dining Establishment 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.
6. 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>.
7. If an aspect, service, or operation of a Dining Establishment is also covered by another Health Officer directive (all of which are available at <http://www.sfdph.org/directives>), including Health Officer Directive No. 2020-05 for Food Preparation or Delivery Essential Businesses, then the Dining Establishment must comply with all applicable directives and amendments to those directives, and it must complete all relevant Health and Safety Plan forms.
8. Each Dining Establishment 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 must provide a copy of the Health and Safety Plan and evidence of its implementation to any authority enforcing this Directive upon demand.
9. Each Dining Establishment subject to this Directive must provide items such as Face Coverings (as provided in Health Officer Order No. C19-12d issued on December 22, 2020, 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 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, any such Dining Establishment is subject to immediate closure and the fines and other legal remedies described below, as a violation of the Stay-Safer-At-Home Order.
10. For purposes of this Directive, “Personnel” includes all of the following people who provide goods or services associated with a Dining Establishment: 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. “Personnel” includes “gig workers” who perform work via the business’s app or other online interface, if any.
11. 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 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.



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- 12. Implementation of this Directive augments—but does not limit—the obligations of each Dining Establishment 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. The Dining Establishment 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.**
- 13. Dining Establishments must allow City representatives immediate full access to the entire premises, including the kitchen, to inspect for compliance, including surprise inspections.**
- 14. 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.**
- 15. Dining Establishments 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 other than when eating or drinking, create public nuisances and a menace to public health. Accordingly, Dining Establishments must not permit or allow such gatherings, whether on public or private property. Any Dining Establishment 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. 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.**

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

Date: March 2, 2021



**Exhibit A to Health Officer Directive No. 2020-16f (issued 3/2/2021)**

**Best Practices for Dining Establishments**

**In addition to preparing, posting, and implementing the Social Distancing Protocol required by Section 4.d and Appendix A of Health Officer Order No. C19-07t (the “Social Distancing Protocol”), each Dining Establishment 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.**

**These best practices are in addition to the best practice attached to Health Officer Directive No. 2020-05 for Food Preparation or Delivery Essential Businesses, and any amendments to that directive.**

**1. Section 1 – General Requirements for all Dining Establishments:**

- 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. C19-12d issued on December 22, 2020, 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.
  - 1.2.2.*** Advise patrons that they must wear 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. 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.*** As required by the section 3.5 of the Social Distancing Protocol, each Dining Establishment must require patrons to wear a Face Covering, unless they are eating or drinking. This includes taking steps to notify patrons they will not be served if they are in line without a Face Covering and refusing to serve a patron without a Face Covering, as further provided in the Face Covering Order. The business may provide a clean Face Covering to patrons while in line. For clarity, the transaction or service must be aborted if the patron is not wearing a Face Covering. 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.** Coat and bag checks must be closed.
- 1.2.6.** 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 (e.g. Food Preparation or Delivery Essential Businesses), 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 patrons to wear Face Coverings when ordering and all other times when they are not eating or drinking.
  - 2.3.3. For Dining Establishments offering alcoholic beverage service, post signage informing patrons that they may not drink or carry open containers beyond the premises; and that alcoholic beverages may only be served with a bona fide meal.
  - 2.3.4. Dining Establishments must post signage informing employees how to report COVID-19 health order violations.
  - 2.3.5. As soon as possible, and no later than March 10, 2021, post signage describing the relative risks associated with dining. The signage must:
    - 2.3.5.1. Advise all patrons that dining outdoors is generally safer than dining indoors.
    - 2.3.5.2. Recommend that people at risk for severe illness with COVID-19—such as unvaccinated older adults, and unvaccinated individuals with health risks—and members of their household not dine in crowded spaces or indoors.
    - 2.3.5.3. 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.
  - 2.3.6. Post signage providing employees with information about how they can get vaccinated.

### **3. Section 3 – Dining Service Requirements**

- 3.1. 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.
- 3.2. 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.
- 3.3. Each patron at a table must order a bona fide meal to receive alcoholic beverage service.
- 3.4. Encourage reservations to prevent crowds from gathering. Timing of reservations must allow sufficient time to disinfect customer seating areas.
  - 3.4.1. Reservations may be offered with common seating times. Reservations must be consistent with the limits for outdoor dining (six people from up to three



households), and indoor dining (four people from one household) stated in sections 4 and 5, below.

- 3.4.2.** Partial or full “buyouts” by patrons of Dining Establishments are not allowed at this time. Reservations for more than one table cannot be accepted. Dining Establishments may not host gatherings or events such as birthday parties, receptions, or meetings, where attendees at the event occupy more than one table, even where attendees reserve tables separately.
- 3.5.** Limit cross-contamination and touching of common items. At a minimum, Dining Establishments must:
- 3.5.1.** Encourage patrons to view menus using their own mobile devices. Where menus are requested, provide disposable, single use menus, or use laminated menus that can be sanitized after each use.
- 3.5.2.** Discontinue the practice of leaving napkin holders, or other items (e.g. candle holders, or flower vases) on tables. Any card stands or flyers, such as ones required by this Directive, must be single-use and disposed of, or laminated to permit sanitization after each patron.
- 3.5.3.** Discontinue pre-setting tables with glassware and utensils. Glassware and utensils must be put on the table after patrons are seated by Personnel who have washed their hands.
- 3.5.4.** If the Dining Establishment uses pre-wrapped utensils, the utensils must be pre-wrapped in a cloth or paper napkin by Personnel who have washed their hands just before pre-rolling the utensils or napkins. The pre-rolled utensils or napkins must then be stored in a clean container.
- 3.5.5.** Use disposable napkins and tablecloths or ones made of cloth. Napkins and tablecloths (including unused napkins and tablecloths) must be disposed of or laundered after each patron. Soiled napkins and tablecloths must be kept in a lined closed container.
- 3.5.6.** Cleaned flatware, stemware, dishware, etc., must be properly stowed away from patrons and Personnel until ready to use.
- 3.5.7.** Discontinue the use of shared food items such as condiment bottles, salt and pepper shakers, etc. and provide these items, on request, in single serve containers or portions. Where this is not possible, shared items must be supplied as needed to patrons and disinfected after each use.
- 3.5.8.** Encourage patrons to use touchless payment options. When touchless payment is not used, avoid direct contact between patrons and Personnel. Sanitize any pens, counters, trays, or point of sale systems between each use by a customer. 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 (e.g., Plexiglas of sufficient height and width to prevent transmission of respiratory droplets) between the customer and the cashier.





- 3.5.9. Provide leftover containers only upon request. Personnel should not fill the leftover container. Each party should fill its own leftover containers.
- 3.5.10. Servers who both serve food and clear dishes must wash their hands in between these two tasks.
- 3.5.11. Discontinue use of shared entertainment items, such as board games, pool tables, and arcade games.
- 3.6. Close areas where patrons may congregate, serve themselves, or touch food or other items that other patrons may use. Provide these items to patrons individually. Discard such items after use or clean and disinfect them after each use, as appropriate. These requirements include but are not limited to:
  - 3.6.1. Self-service areas with condiment caddies, utensil caddies, napkins, lids, straws, water pitchers, to-go containers, etc.
  - 3.6.2. Self-service machines including ice, soda, frozen yogurt dispensers, etc.
  - 3.6.3. Self-service food areas such as buffets, salsa bars, salad bars, etc.
  - 3.6.4. After-meal mints, candies, snacks, or toothpicks for patrons.
- 3.7. Discontinue tableside food preparation and presentation, such as food item selection carts and conveyor belts, condiment or food preparation, etc.
- 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. Close areas where patrons may congregate or dance.
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. Up to six individuals from three Households may be seated together for outdoor dining. People in the same party seated at the same table do not have to be six feet apart.
  - 4.3. 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).
  - 4.4. 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 foot distancing. 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.

- 4.5. 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.
- 4.6. Live entertainment that increases the risk of aerosol transmission of COVID-19 is not permitted (e.g. singing, or playing wind or brass instruments). Subject to the necessary permits from the Entertainment Commission, live entertainment that does not increase the risk of aerosol transmission of COVID-19 is permitted (e.g. instrumental guitar or piano).
- 4.7. 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. Up to four individuals from one Household may be seated together for indoor dining. People in the same party seated at the same table do not have to be six feet apart.
- 5.3. Dining Establishments must limit the number of patrons, who are present inside the indoor space of the Dining Establishment to the lesser of: (1) 25% of the maximum occupancy or (2) 100 patrons. Dining Establishments with indoor spaces consisting of more than one room must limit the occupancy in each room to 25% of the maximum occupancy for that room. The occupancy limit 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.
- 5.4. Dining Establishments must post the calculated occupancy limit at the entrance of the building.
- 5.5. 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.
- 5.6. Discontinue seating patrons and/or groups at bar counters, food preparation areas, etc., where they cannot maintain at least six feet of distance from work areas/stations in use.
- 5.7. No entertainment is permitted at this time. This includes live entertainment, and entertainment on screens (e.g. TVs and movie screenings).
- 5.8. Dining Establishments may serve food and beverage courses at a customary pace for a restaurant meal, but under no circumstance may a party's stay for an indoor meal exceed two hours after being seated.



- 5.9. Unless City zoning or other laws require an earlier closing, all indoor service of food and beverages must end at 10:00 p.m. Dining Establishments that cease indoor food service at 10 p.m. may allow patrons to finish their meals for an additional 30 mins. All indoor Dining Establishments must close to the public by 10:30 p.m. and remain closed for indoor dining until 5:00 a.m. Subject to local zoning or other approvals, Outdoor dining may continue after 10:00 p.m., and take-out and delivery are permitted after 10:00 p.m. consistent with Health Officer Directive No. 2020-05, and any amendments to that directive.

**6. Section 6 – Cleaning and Disinfecting Requirements for All Dining Establishments**

- 6.1. Thoroughly disinfect each patron seating location before opening each day and after every use, including tables, chairs, booster seats, highchairs, booths, and the sides of such surfaces. Disinfection must allow adequate time to follow product instructions. Many EPA approved disinfectants require a minimum contact time against the human coronavirus, and the disinfectant must be left on the surface for this amount of time before being wiped off.
- 6.2. Disinfect highly touched surfaces (e.g. doors, handles, faucets, tables, etc.), and high traffic areas (e.g. waiting areas, hallways, bathrooms) at least once per hour.
- 6.3. Frequently disinfect bathrooms, at least every four hours. Create and use a daily checklist to document each time 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.
- 6.4. If necessary, modify operating hours to ensure time for regular and thorough sanitization.
- 6.5. Servers, bussers, and other Personnel moving items used by patrons, dirty linens, or handling trash bags must wash hands after handling those items, or use disposable gloves (and wash hands before putting them on and after removing them) and change aprons frequently.
- 6.6. Reusable customer items including utensils, food ware, breadbaskets, etc., must be properly washed, rinsed, and sanitized. Use disposable items if proper cleaning of reusable items is infeasible.

**7. Section 7 – Operational Requirements for All Dining Establishments**

- 7.1. If all or part of 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>.
- 7.2. 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>.
- 7.3. 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.



- 7.4.** 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.
- 7.4.1.** 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.
- 7.4.2.** As soon as possible, but no later than 5:00 p.m. on February 4, 2021, 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.
- 7.5.** 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 and disinfection.
- 7.6.** For Personnel who are at increased risk of severe disease if they get COVID-19 ([www.sfdcp.org/vulnerable](http://www.sfdcp.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).
- 7.7.** Consider the following measures to protect Personnel:
- 7.7.1.** 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.
- 7.7.2.** Extend start and finish times to reduce the number of Personnel in the kitchen at the same time.
- 7.7.3.** Create additional shifts with fewer Personnel to accommodate social distancing.
- 7.7.4.** Stagger workstations so Personnel avoid standing directly opposite one another or within six feet distance.
- 7.8.** 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 disinfected between uses. Cleaned/sanitized utensils must be handled with clean gloves.



- 7.9. Major changes to food service operations, such as the addition of cleaning stations, food preparation areas, or food storage areas, may require advance approval by the Department of Public Health.

### Health Officer Directive No. 2020-16f (Exhibit B) Health and Safety Plan (issued 3/2/2021)

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 Health and Safety Plan for Health Officer Directive No. 2020-05 for Food Preparation or Delivery Essential Businesses, available at <http://www.sfdph.org/directives>, if applicable.
- 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, 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 are not eating or drinking and when personnel approach their table.
- Closed coat and bag check.
- 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.

## Checklist

- 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 tables reminding patrons to wear Face Coverings when ordering and at all other times when they are not eating or drinking.
- Posted signage informing patrons that they may not drink or carry open containers of alcoholic beverages beyond the premises; and that alcoholic beverages will only be served with a bona fide meal.
- 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**

- Service tables for outdoor dining are limited to six customers from no more than three households.
- Each reservation for outdoor dining is limited to six customers from no more than three households.
- Service tables for indoor dining are limited to four customers from one household.
- Each reservation for indoor dining is limited to four customers from one household.
- Patrons are not served food or beverages unless they are seated.
- Each patron ordering an alcoholic beverage has ordered a bona fide meal.
- Have disposable or laminated menus that can be disinfected.
- No candles, flower vases, or other items on tables.
- Any card stands, such as signage reminding patrons to keep Face Coverings on, are laminated or single use.
- Tables are not pre-set with glassware and utensils.
- Cleaned flatware, stemware, dishware, etc., is stowed away from customers and personnel until ready to use.
- Condiments, salt & pepper, etc. are provided on request, either in single serve containers or in shared containers disinfected after each use.
- Encourage customers to use touchless payment options and sanitize any pens or other equipment after each use.
- Leftover containers provided only upon request. Customers fill their own containers.
- No shared entertainment items such as board games, pool tables, or arcade games.
- Areas where customers congregate, serve themselves, or touch food or other items are closed.
- No tableside preparation or presentation of food tableside.

## **Checklist**

### **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.
- No entertainment involving singing, playing wind or brass instruments, etc. that increases the risk of aerosol transmission of COVID-19.
- Outdoor shelters allow for the free flow of air in the breathing zone.

### **Indoor Dining Requirements**

- Occupancy of collective interior spaces is limited to the lesser of 25% of the maximum occupancy or 100 patrons.
- Posted calculated occupancy limit at entrance to interior space.
- 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 work areas/stations in use.
- No live entertainment or entertainment on screens (e.g. TVs or movie screenings).
- Have procedures to limit seatings to two hours.
- Food and beverage service closes from 10:00 p.m. to 5:00 a.m. Indoor dining space is closed to the public at 10:30 p.m., other than as may be allowed for take-out or delivery.

### **Cleaning and Disinfecting Requirements**

- Disinfect each customer dining location before opening each day and after every use, including tables, chairs, booster seats, highchairs, booths, etc.
- Disinfect highly touched surfaces (e.g. doors, handles, faucets, tables, etc.), and high traffic areas (e.g. waiting areas, hallways, bathrooms) at least once per hour
- Frequently disinfect bathrooms, at least every 4 hours. Cleaning log conspicuously posted in bathroom.
- Reusable customer items (e.g., utensils, food ware, breadbaskets, etc., are properly washed, rinsed, and sanitized) after each use.
- Implemented all sanitization requirements as described in Health Officer Directive No. 2020-16.

### **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.





**Health Officer Directive No. 2020-16f (Exhibit B)**  
**Health and Safety Plan (issued 3/2/2020)**

**Checklist**

- 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.
- 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: discouraging Personnel gatherings in break rooms; 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



**Interim Guidance:  
Dining During the COVID-19 Pandemic – Indoor and Outdoor**

**Updated March 2, 2021**

**ALERT: Remain Cautious**

In alignment with the State’s recommendations, San Francisco is reopening at the State’s Red Tier starting March 3, 2021. 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, 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. We also have confirmed there are new, more contagious virus variants in the San Francisco Bay Area and that **some of these variants are more likely to cause serious illness and death in unvaccinated people**. The opening of sectors does not necessarily signify that these activities are “safe.”

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 masks that covers your mouth and nose especially when talking, avoiding indoor settings to the extent possible, maintaining at least 6 feet distance from those you don’t live with, avoiding get-togethers and gatherings to the extent possible, if you must gather minimize the amount of time you spend with people you don’t live, 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 unvaccinated older adults and unvaccinated people with health risks — and those who live with or care for them are urged to defer participating at this time 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.

**AUDIENCE:** All eating establishments that provide bona fide meals and their patrons.

**NOTICE:** This guidance was developed by the San Francisco Department of Public Health (SFDPH) for local use. It will be posted at <http://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 dining establishments are allowed to open for outdoor dining and indoor dining with modifications. Eating 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 <http://www.sfdph.org/directives.must provide guests with a copy of this document>.

See the Indoor Dining Service section for information about seating capacity and the [BCAT](#) for the most current restrictions

#### Summary of revisions since 1/27/2021

- Refer to the Business Capacities and Activities Table or BCAT ([English](#), [Chinese](#), [Spanish](#), [Tagalog](#), [Vietnamese](#), [Russian](#)) for all current restrictions, limitations and suspensions.
- Includes information about CA Notify and a recommendation to get a COVID-19 vaccination when it becomes available.
- Requires additional signage, including signage describing the relative risks of dining out and with information telling employees who they can get a COVID-19 vaccination.

## GENERAL REQUIREMENTS

### Definition of Bona Fide Meals

**Bona fide meals** 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. The guidance can be found at <https://www.abc.ca.gov/what-is-required-to-be-considered-a-meal>. Serving prepackaged food like sandwiches or salads, or simply heating frozen or prepared meals, do not qualify as bona fide meals. The state Department of Alcoholic Beverage Control has stated that it will look at the totality of a licensed business' operations in determining whether it is serving legitimate meals in a bona fide manner or if the food offered is a mere pretext for opening under the state's Blueprint for a Safer Economy. The primary focus of the licensed premises should be on bona fide meal service, with the service of alcoholic beverages only as a secondary service in support of that primary focus

### Who May Serve Bona Fide Meals

Bona fide meals may be served by the dining establishment or another person or business operating under an agreement with the dining establishment. The Dining Establishment **must have a valid permit to operate as a food establishment**, along with any other relevant permits normally required.

### Alcoholic Beverages

**The sale of alcoholic beverages without a bona fide meal is prohibited**, and each patron ordering an alcoholic beverage must also order a bona fide meal.

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

Each dining establishment must complete a Health and Safety Plan and post 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.** 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 <https://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.

### Basic 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% alcohol.
- [Avoid Close Contact](#). To the greatest extent, maintain 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 mask in public settings and when around people who don't live in your household.
- [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](http://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](https://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, 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](https://sf.gov/covidvax)

If you have received the COVID-19 vaccine, please read more about whether you need to quarantine at: [www.sfdcp.org/quarantineaftervaccination](https://www.sfdcp.org/quarantineaftervaccination)

## 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](mailto: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 household 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. (<https://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.sfgdp.org/foodfacilities](http://www.sfgdp.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 SFDPH. 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 store capacity.
- Consider increasing the number of on-premises staff to prevent crowding situations during busy seasons.

### 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.

- **Close areas** where patrons may **congregate, serve themselves, or touch items** that other guests may use. For example, **close salad bars, buffets, condiment caddies, and self-service food dispensers.**
- **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 at all times** except while eating and drinking.
- Make sanitizer available at point of sales area and exits/entrances.
- Coat and bag checks must be closed.

## PROTECT PERSONNEL

### Screen Personnel, 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](http://www.sfgdcp.org/screening-handout). Establishments must exclude those who answer yes to any of the questions on the above form.
- **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](http://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](http://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](http://sfgdcp.org/screen) and [sfgdcp.org/rtw](http://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 flu shot.



## Require Masks and Other Protective Equipment

Everyone must wear face coverings at all times except when actively eating or drinking. This includes both personnel (vendors, delivery drivers) and patrons.

Servers and other “front-of-house” staff 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.sfcddcp.org/vulnerable](http://www.sfcddcp.org/vulnerable)). Check for [NIOSH-approval](https://www.cdc.gov/niosh/respirators/) 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.*

## Consider Other Measures to Protect Personnel

- Limit in-person personnel gatherings (for example, staff meetings) to the greatest extent possible. Consider holding staff meetings virtually.
- Create additional shifts with fewer personnel to accommodate social distancing.
- Personnel should each have their own pen or pencil that is not shared.

## SIGNAGE

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

### Several key signage requirements include:

**Ventilation Checklist** - Review the San Francisco Department of Public Health (SFPDH) Ventilation Guidance <https://www.sfcddcp.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
- **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
- 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.



**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 crowd. Examples of signs can be found at <https://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 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.
- Dining establishments offering alcoholic beverage service must post signage informing Patrons that they **may not drink or carry open containers beyond the premises**; and that **alcoholic beverages may only be served with a meal**.
- Sign templates can be found at: <https://sf.gov/outreach-toolkit-coronavirus-covid-19>

## DINING SERVICE – ALL ESTABLISHMENTS

### Welcome Patrons

- **Eating establishments must verbally 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: <https://www.sfcddp.org/screeningvisitors>. Facilities must exclude those who answer yes to any of the questions on the above form.
- **Advise Patrons that they must wear face coverings any time they are not 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. 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 customer has replaced their face covering.

### Adapt Reservation and Seating Process

- **Encourage reservations to limit crowds.** Ensure that timing of reservations allows sufficient time for cleaning and disinfection between patrons.
- **Ask Patrons to voluntarily provide a contact name and phone number** for their group for possible contact tracing. Restaurants should keep this information on file for at least 3 weeks. Patrons are not required to provide contact information.

- 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.
- **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.
- Consider having **Patrons seat themselves** by displaying table numbers. Have a greeter behind plexiglass assigning Patrons tables (after verbal screening for COVID-19).
- **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.
- **Tableside preparation or presentation of food tableside is prohibited.**

#### Prevent Cross-Contamination from Touching Common Items

- **Consider having electronic menus and/or electronic ordering** for patrons to view on their mobile devices. Alternately, provide laminated menus that are disinfected after each use.
- **Encourage Patrons to use touchless payment options** and sanitize any pens or other equipment after each use.
- **Discontinue presetting tables with utensils and glassware**, provide utensils in a prewrapped cloth or paper napkin and use disposable napkins or tablecloths where possible.
- **Cleaned flatware, stemware, dishware, etc., is covered** and kept away from Patrons and personnel until ready to use.
- **Disinfect dining location after every use.** This includes tables, chairs, and highchairs/boosters. Follow instructions on disinfectants, inform your guests to allow time to be disinfected
- **Limit the number of passable objects on table** (No card stands, candles, flower vases) and provide condiments such as ketchup, mustard, hot sauce in single servings upon request.
- **Tablecloths must be changed after each use.**
- **Do not provide shared entertainment items** such as board games, pool tables, or arcade games.
- **Provide leftover containers only upon request.** Staff should not fill the leftover container. Each party should fill its own leftover containers. Any Personnel moving items used by patrons, dirty linens, or handling trash bags must wash hands after handling those items or use disposable gloves (and wash hands before putting them on and after removing them), and change aprons frequently.
- **Reusable customer items including utensils, food ware, breadbaskets, etc., must be properly washed, rinsed, and sanitized.** Use disposable items if proper cleaning of reusable items is infeasible.

## OUTDOOR DINING 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 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.
- **Live entertainment that might increase the risk of COVID-19 transmission is prohibited.** For example, wind instruments, singing, or strenuous dancing or acrobatics are prohibited, while string instruments or piano are permissible.
  - Permissible live entertainment requires a [JAM permit](#).

## INDOOR DINING SERVICE

### Reduce Seating Capacity

- **Dining 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.
- **Entertainment is not permitted indoors at this time.** This includes live entertainment or televisions, or other types of screens.
- Service hours for food and beverage are limited by the [Health Directive](#). See the [BCAT](#) for current restrictions.

## CLEANING AND DISINFECTATION

### What and When to Disinfect

- **Use disinfectants on frequently touched surfaces, but not for food contact surfaces.** For food contact surfaces, continue following state requirements for Cleaning and Sanitizing of Equipment and Utensils (California Health & Safety Code, Part 7 Chap. 5).
- **Disinfect highly touched surfaces once per hour.** Disinfection is most important on frequently touched surfaces such as tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc. Keep a bottle of disinfectant and cloth handy near intensely used areas such as payment areas.
- **Disinfect each customer seating location before opening each day and after every use**, including tables, chairs, booster seats, highchairs, booths, and the sides of such surfaces.
- **Frequently disinfect bathrooms, at least every four hours.** Conspicuously post the checklist inside each bathroom clearly detailing the dates and times the room was last cleaned, disinfected, or restocked.

### How to Disinfect

- **Read and follow product label instructions for required protective equipment.** Gloves are frequently required to protect the users, long sleeves and eye protection are not uncommon.
- **Clean first, then disinfect.** Disinfectants do not work well on soiled surfaces. See SF DPH Cleaning Guidance.
- **Use the right product.** Choose EPA-registered disinfectants that are approved COVID-19. Find a complete list of approved products at <https://cfpub.epa.gov/giwiz/disinfectants/index.cfm>; you may also check the SF Environment website for reduced risk products.
- **If concentrates must be used, follow dilution directions carefully and wear eye protection and gloves.** Follow label directions for products which require dilution. Measure, rather than "eye estimate" both the concentrate and the water; some suppliers have "Metered Dispensing Systems" which automate the measuring process. Don't forget to clearly label all containers with diluted products."

- **Using too much product does not improve its performance and can create hazards for both the user and others who come into contact with treated surfaces.** In the case of chlorine bleach please note that for COVID-19 the CDC specifies a different concentration of bleach (5 Tablespoons per gallon of water or 4 teaspoons per quart of water) than is used for other applications.
- **Don't wipe it off immediately.** EPA approved disinfectants require a minimum contact time to be effective against the human coronavirus, and the disinfectant must be left on the surface for this amount of time before being wiped off.

## 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 <https://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.sfcddcp.org/vulnerable](http://www.sfcddcp.org/vulnerable)). If N95 respirators are provided, CalOSHA requirements may apply (see <https://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.sfcddcp.org/ppe](http://www.sfcddcp.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.

### **Q. Are we allowed to have buffet?**

A. No, buffets are prohibited at this time due to the increased risk of transmission of COVID-19. Refer to the [BCAT](#) for current restrictions.

### **Q. Are patrons allowed tabletop/self-cook?**

A. No, patrons are not allowed to tabletop/self-cooking to ensure proper ventilation in the dining space. Refer to the [BCAT](#) for current restrictions.

**Q. How often should restrooms be disinfected?**

A. Restrooms should be disinfected at the beginning of the workday (or done at closing) and should be disinfected every 4 hours.

**Q. How often should we clean areas?**

A. Disinfect high touch surfaces such as door handles, payment machines, counter tops, toilet seats, and faucets at least once per hour. Post a cleaning log conspicuously in each bathroom.

## Resources

Stay informed. Information is changing rapidly. Useful resources can be found at:

- Printable resources such as signage
  - <https://sf.gov/outreach-toolkit-coronavirus-covid-19>
- San Francisco Department of Public Health (SFPDH)
  - <https://www.sfdcp.org/covid19>
- Directive of the Health Officer of the City and County of San Francisco Regarding Best Practices for Dining Establishments.
  - <https://www.sfdph.org/dph/alerts/files/Directive-2020-16-Dining.pdf>
- Apply for a Just Add Music (JAM) permit
  - <https://sf.gov/provide-entertainment-or-amplified-sound-outdoor-space>
- California Blueprint for a Safer Economy issued by the State of California
  - <https://covid19.ca.gov/safer-economy/#reopening-data>
- Centers for Disease Control and Prevention (CDC)
  - List of Guidance documents (searchable)  
<https://www.cdc.gov/coronavirus/2019-ncov/communication/guidance-list.html>
  - Considerations for Restaurant and Bar Operators  
<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/business-employers/bars-restaurants.html>
  - Guidance for customers on reducing the risk of spreading COVID-19 when dining at a restaurant <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/personal-social-activities.html#restaurant>