

COVID-19

(Coronavirus)

Directions on Outdoor Dining as provided for by the EMERGENCY POWERS (COVID-19 CONTINUING PRECAUTIONS) AMENDMENT (NO. 2) REGULATIONS 2020

Under the requirements of the EMERGENCY POWERS (COVID-19 CONTINUING PRECAUTIONS) AMENDMENT (NO. 2) REGULATIONS 2020 which come into effect on 21st May 2020, restaurants can offer outdoor dining and bars can use outdoor areas. The only businesses which are permitted to open and provide these services are those which have previously offered outdoor dining and outdoor bar facilities. Any businesses wishing to offer such services for the first time must contact the Environmental Health Service for approval before opening.

All restaurants and bars providing outdoor services must comply with the requirements of this directions document.

Reservations: bookings will be highly recommended, walk-in's will be recorded and regulated

General.

All staff must wear masks at all times.

Guests must wear face masks whilst waiting to be seated and at all other times when not at their table

Physical distancing of at least 6 feet must be maintained during any waiting / queuing.

Guests must use hand sanitizers provided before entering the establishment.

Guests will be greeted at the point of entry by a dedicated staff member and only granted access if safe to do so while adhering to physical distancing. This will be particularly important at establishments with narrow entrances. In particular guests will not be allowed to enter when others are leaving in order to avoid close contact.

Clear signage must be provided at the entrance to the establishment and within the premises in relation to physical distancing, hand hygiene and the use of masks.

A copy of this guidance document must be prominently displayed within the establishment.

Restrooms

Only one person will be allowed to use the facilities at any given time.

Inclement Weather

In case of sudden inclement weather, and only where suitable covering is not provided outdoors, the restaurant may be used as temporary shelter for guests. However in such instances guests will not be permitted to move freely throughout the establishment. Dedicated spaces must be assigned to allow for adherence to physical distancing. Guests must wear masks.

Contact Tracing

Contact Tracing is an essential part of combatting any outbreak of communicable disease. As we are still managing COVID-19 on island, it's essential that we have procedures in place to assist contact tracing. The following procedures shall be followed.

- Tables will be numbered
- The party name and server name will be recorded.
- Servers will wear name badges.
One server per table.
- The diner(s) contact details will be recorded
 - Date and time of visit
 - Full name
 - Address
 - Phone number
 - Email address

Dining Space

There will be a mandatory space of 6 feet between tables or physical barriers to be used when 6 feet is not reasonably practicable. Such physical barriers if required must be so designed as to adequately separate tables; they will need to be at least 6 and a half feet high.

Group Dining: max 10 persons per table

Minimal contact: No handshaking, fist bumps, high fives or hugging will be allowed.

Capacity: the maximum number of people allowed in the outdoor dining / bar area will be dictated by compliance with physical distancing.

Hand hygiene Sanitization / Cleaning

Sanitization: there will be accessible and visible sanitizing products for guests and staff, with hand sanitizers placed at each entrance, each table and at waiter stations.

Managers will ensure that staff regularly wash their hands and use hand sanitizers provided.

All surfaces will be regularly sanitized

Table Service: once guests have left, the entire table will be cleared and sanitized.

Menus: single use, washable or digital menus will be provided

Frequently Touched Areas: host desks, service stations, service carts, beverage stations, counters, handrails, serving trays, cheque presenters, votives, pens and all other reusable guest contact items will be sanitized after use or as often as possible.

Cleaning schedules: there must be logging of schedules, sanitizing and disinfecting of all shared surfaces and bathrooms.

Kitchens

Kitchens and kitchen equipment must be deep cleaned prior to opening.

Kitchen Staff: hand washing to be mandated every 30 minutes, disposable gloves and use of quaternary disinfectant cleaners on a regular basis.

Kitchens: must be deep cleaned at least once per day,

Quick serve

Line flow at quick serve outlets must be monitored to ensure drink and food pick-up areas remain appropriately distanced and marked on the floor at 6 feet intervals.

Packaged cutlery and single use condiments to be provided upon request

Bars:

There will be no direct service at bars.

Self-serve:

There will be no self-serve salad or buffet bars. All self-serve condiments and utensils must be removed. Food must only be served by the chef, instead of self-service buffets.

Staff and Guest Health and wellbeing

Businesses are recommended to monitor the health of staff; Temperatures may be taken and recorded. Managers should look for any staff showing symptoms of COVID-19. No staff with symptoms should be allowed to work. They will be sent home and advised to contact their medical practitioner. Some businesses may wish to take the temperature of guests. If the temperature reading is above 37.5 degrees Celsius (99.5°F) employees will be told to seek medical advice, and will not work until medically cleared. Guests whose temperature exceeds 37.5 degrees Celsius (99.5°F) will be asked to consider seeking medical advice and not be allowed into the establishment. Managers will also have the right to remove guests who show other signs like coughing or sweating at their discretion.

The following recommendations should be considered by establishments

- Introduction of digital menus or menu boards
- Pre-packaged cutlery or cutlery provided upon request for take-out
- Removal of condiments and cruet sets from tables
- Cloches (plate covers) to be used to cover food when being carried into the dining area and not removing until table-side.
- E-receipts to be offered in place of paper ones.
- Point of Sale (POS) terminals to be assigned to a single server where possible and sanitized between each use, before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands before and after each use.
- Condiments to be served in single use containers on request of the customer.
- Hand sanitizers and wipes to be made available everywhere possible
- Increased cleaning across the board with an external agency deep sanitization every 10 days.
- Guest's considerations/concerns can be logged into a log book for future reference and adaptation.
- Offer a hygienic option for guests to store their masks during the meal. (Using a small, sealed paper bag with a sticker/envelope)
- All straws to be individually wrapped or eliminate the use of them altogether.
- Napkin service to be suspended until further notice (i.e. no placing in a guest's lap or refolding), Single use (washable) or disposable napkins to be used.
- All food and beverage items to be placed on the table, counter or other surfaces instead of being handed directly to a guest – contactless service to be emphasized.

Multi-venue Operations

Identify team members who move between venues and find a way to eliminate or at least severely limit crossover. If you have a large enough team, splitting them into separate groups and scheduling them so that there is no overlap may be possible. This limits the impact on the restaurant: if someone from one group becomes ill - the rest of the team can self-isolate, allowing the other group to continue to work.

Where possible, workstations should be staggered so staff avoid standing directly opposite/next to each other. Use digital communication to provide pre-shift meetings instead of in person. Mediums that can be considered include messaging services, conference calls and video conferencing services.

