



Restaurants and Food Services

Employers must:

- Make sure workers know about the virus and how to minimize its spread.
- Set a clear policy for what is expected of workers if they get sick, have symptoms, or if an exposure is reported at the restaurant or store.
- Do everything reasonably possible under the circumstances to protect the health and safety of workers and customers by providing adequate information, training, sanitation, and personal protective equipment.

Workers must:

- Practice physical distancing by keeping more than 2 metres (6 feet) apart from co-workers and customers.
- Continue to follow all safe work procedures. If it is unsafe to work, they should talk to their supervisor, health and safety committee or representative, and/or union.
- Stay home if they are sick or might be sick. Follow the Public Health Agency of Canada's steps for self-assessment: <https://www.canada.ca/coronavirus>
- Wash their hands at the start of their shift, before eating or drinking, after touching shared items, after using the washroom, after handling cash or credit/debit cards, after touching common items, after each transaction if contact was made, and at the end of their shift. Remove jewellery while washing.
- Avoid touching their face.

Store Sanitation

In addition to food safety practices:

- Use a disinfectant or bleach solution to destroy or inactivate the virus.
 - If household or commercial disinfectant cleaning products are not available, hard surfaces can be disinfected using a mixture of 5 mL of bleach (5% sodium hypochlorite) and 250 mL of water. Make sure the solution is in contact with the surface for 1 minute.
 - If liquids can be withstood, disinfect high-touch electronic devices (e.g., touch screens, pin pads, keyboards) with alcohol or disinfectant wipes.
- Wear appropriate personal protective equipment (PPE) such as gloves suitable for the cleaning agent.
- Use a dedicated cloth for cleaning.
- Clean so that when the surface is wiped, the surface still appears wet.
- Make sure workers understand the risks, have received training, and understand the safety precautions for all cleaning methods and required PPE.
- Make sure washrooms are cleaned frequently, have running water, and are stocked with soap, paper towels and a plastic lined waste container. Visibly dirty hands must be washed with soap and water.
- Provide hand sanitizers at the entrance, exit, service counter, and any other customer touch points.



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- Clean shared spaces, washrooms, lunchrooms, etc. at least daily, and more often for high-traffic areas and contact surfaces.
- Clean tables, chairs, eating surfaces (trays) after each customer use.
- Focus on frequently touched and shared surfaces such as trays, doors, handles, handrails, waste and recycling centres, countertops, touch screens, payment pin pads, cash drawers and boxes, and frequently used office equipment (pens, tools, phones, radios, keyboard, mouse, etc.). Use alcohol or disinfectant wipes to sanitize these surfaces.
- Dispose of used tissues, wipes, gloves, and other cleaning materials in a plastic lined waste container.
- Use disposable gloves when handling garbage.
- Make sure that the dishwasher's wash and rinse temperatures are operating at the correct setting and that appropriate detergents and sanitizers are being used.

Staff Management

- Ask all workers to check in when they arrive for work. Do not allow people on-site if they are sick or might be sick. Make sure they return or stay home.
- Stagger start times and/or minimize contact during sign-in. Have the supervisor do roll call and sign in for people (or provide separate pens), or have people text their supervisor. Clean any sign-in devices between users.
- Minimize unnecessary visitors to the store. Conduct meetings virtually and reschedule non-critical maintenance and service calls if possible.
- Submit all documents such as reports and forms electronically, or wash hands after handling papers.
- Remove communal coat check areas and shared footwear or clothing. Have workers store their personal items in separate lockers or in sealed bins/bags. Provide designated uniforms that are laundered by a service or encourage workers to wash their work clothing immediately upon returning home.
- Stagger meetings, breaks, team talks, and orientations to minimize the number of workers in one place.
- Hold in-person meetings outdoors or in large areas that allow for physical distancing.
- Communicate corporate information electronically.
- Hold worker orientations verbally to avoid touching papers.

Restaurant/Store Practices and Policies

- Clearly communicate to your customers any new practices and policies that will affect their shopping or service experience. Post these changes on your website and social media, on the front doors, and via email.
- Use signs and markings to direct customers, to indicate appropriate distances to stand, to mark direction of travel, to designate entrances and exits, or to identify a drive-thru lane or pick up zone.
- If customers can still come inside your store, post a notice that customers who may be sick, have been exposed to someone sick, or who have just returned to Canada, may not enter.
- Limit the number of customers allowed into your store. Provide a waiting area outdoors with markers to designate safe distances if it is safe to do so.
- Install plexi-glass barriers at and between cash registers if available.
- Promote home delivery, pre-ordering, or curbside pick up.
- Follow all food safety precautions related to temperature and storage of hot and cold foods.
- For curbside pick up, ask customers to call when they arrive and remain in their car. Deliver the food to their vehicle. Maintain 2 metre (6 feet) distance.
- If self-service is still available, discontinue open salad bars, olive bars, buffets, and areas that require using the same utensils. Mark the floor with 2 metre (6 feet) distances to promote physical distancing in aisles, line ups, and self-service cash registers. Mark certain tables and chairs unavailable for use to maintain appropriate distances between customers.



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- Clean any common items with disinfectant wipes between each customer use and/or make disinfectant wipes available to customers when they enter and leave.
- Remove bottles of ketchup, sugar, vinegar, salt, pepper, etc. and replace with one-time use or single serving containers of these products to minimize commonly touched surfaces.
- Set shorter operating hours or implement closure days to allow for deep cleaning.
- Encourage online, credit or debit card purchases. Clean payment pin pads and touch screens between each customer use.
- If handling cash, use sanitizer or wash hands afterwards, or wear single-use gloves.
- Remove customer access to touch screens and computers or sanitize them often.
- If your restaurant or store is closed without a planned reopen date, discard any open, thawed, prepared, cooked, or ready-to-eat foods.
- Cover, label, and protect any foods that will be stored during the closure (e.g., temperature, humidity, cleanliness, and pests).
- Before reopening, check the expiration dates on all foods, including dry, refrigerated and frozen items.

Home Delivery Services

- Carry hand sanitizer, wipes, or soap and water to help clean your hands often.
- Wear disposable gloves when fueling and wash your hands afterwards.
- Maintain distance from other people and customers (e.g., use the video doorbell/intercom where possible, place the delivery on the ground, stay back from others etc.).
- Minimize cash handling by requesting or encouraging cashless transactions (credit/debit card, online payments). If cash must be exchanged, consider using a container to deposit cash and minimize contact.
- Use disposable gloves when handling food or sanitize hands after each in-person delivery and after each time you handle cash.
- Routinely clean and sanitize coolers and insulated bags used to deliver foods.

Provide mental health support to all workers, including access to an employee assistance program (EAP) if available.



For further information on COVID-19, refer to the Public Health Agency of Canada

<https://www.canada.ca/coronavirus>

Note that this guidance is just some of the adjustments organizations can make during a pandemic. Adapt this list by adding your own good practices and policies to meet your organization's specific needs.